A STUDY OF USER SATISFACTION ABOUT LIBRARY RESOURCES, SERVICES AND FACILITIES: OF CLUSTER COLLEGES UNDER LEAD COLLEGE SCHEME OF ICHALKARANJI REGION

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ABSTRACT

This study aims to evaluate user satisfaction with library information resources, identifying strengths and weaknesses to inform improvements. A mixed-methods approach was employed, combining surveys and focus groups. Findings indicate high satisfaction with print collections but concerns regarding digital resource accessibility and database navigation. Recommendations include enhancing user education, streamlining database interfaces, and expanding digital offerings. This study is regarding user's satisfaction in library facilities, resources and services of the students of Cluster Colleges of Ichalkaranji Region,150 questionnaires were distributed among students to collect relevant data and 137 responses has been received i.e (83%)of respondents are highly satisfied with the collection of general books, majority124(93.0%)are highly satisfied with collection of text books 89 (67%) respondents considered circulation services as excellent. The study suggested that college library should update software, website and ICT facilities carry out user studies at regular intervals, in order to identify user's information needs and their information gathering behaviors.

KEYWORDS: *Cluster College, Library Resources, Library Services, Library Collection, User's Satisfactions*

INTRODUCTION

A Lead College is expected 'to lead' the entire process of the Total Quality Management of the cluster. Therefore, the primary function of a 'Lead College' is to collect and update all sorts of information regarding HE. The speedy changes in the field of science and technology, ICT, Research in the field of knowledge, information regarding various schemes of various authorities/ organizations in the field of HE, recent policies of HE etc. are the major fields of information. Library is the heart of every educational institution and Satisfying users' information requirements in the educational institutions has been the main aim of academic libraries and librarians (Agyen-Gyasi, 2008). Yearly, fresh students is enrolled in the college with diverse requirements and hopes. The libraries of academic institutions serve different categories of users such as students, research scholars, faculty, non-teaching staff, alumni with varied information demands (Oakleaf, 2010). The main purpose ofthese libraries is to acquire a variety of information sources and provide a multiplicity of services to accomplish the user's information needs (Jacintha and Uzoigwe, 2013)) and offered information services will differ with type of library or information centers, the kind of clients (Gwang, 2011). The information services are to be increased not only to meet user wants and to develop current services but also to foresee clients' requirements in the future. The success of any library is based on the satisfaction of the information demands of its users (Rubina, 2013). The effectiveness of a library service can be evaluated only by the level to which its services and resources are utilized (Bawden, and others, 2009).Therefore, academic libraries may have to implement a more planned way in which the construction and deliverance

of information services to their users. Consequently, there is necessitating for academic libraries to be aware of the user wants and fulfill their information needs.

CLUSTER COLLEGE SCHEME

Cluster College Scheme is affiliated to the Shivaji University colleges this program is run for intellectual knowledge sharing between the colleges, students and faculty on different activities and various subject according to the syllabus and entire development of the students. The focus of this scheme is on the personality development of students.There are 9 colleges in the cluster of lead college scheme.

CLUSTER COLLEGE ICHALKARANJI REGION

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Table 1

S.N.	College Name	Place
1.	DKTE Arts,Commerce & Science College	Ichalkaranji
2.	Kanya College	Ichalkaranji
3.	Night College of Arts & Commerce College	Ichalkaranji
4.	Vyankatesh College	Ichalkaranji
5.	Jayawant College	Ichalkaranji
6.	Hon.Shri.Annasaheb Dange College	Hatkanagale
7.	Shantabai Shendure College	Hupari
8.	Balwantrao College	Pethwadagon
9.	Dr.Babasaheb Ambedkar College	Pethwadagaon

REVIEW OF LITERATURE

Geetha and others (2016) found that 98(100%) students of PESITM College and 96 (100%) students of JNNCE College were found using the library, majority (44.89%) of students from PESITM College used the Digital library services as compared to JNNCE college students (15.62%), and comparatively 69.38 % of PESITM students were found inadequate audio-visual materials as compared to JNNCE students (79.16%). The studies found that majority of the students from two colleges studied do not use more resources and services; this may be due to lack of awareness about library resources and services. The study suggested that there is a need for digitization in order to provide quick access of information. Ijiekhuamhen, and others (2015) conducted study to investigate the users satisfaction with library, sources, facilities and information services provided by an academic library in Federal University of Petroleum Resources, (FUPRE) Library. It was found from the study majority71%) of the respondents visits the libraries every day, 76% of respondents highly satisfied with service render by the library, 71%) were highly satisfied with space, place and infrastructure facility of the library. The study recommended that library should stay open longer so as to Kumar and Rajan (2015) carried out a study to find out the user satisfaction of library services provided by engineering colleges in Coimbatore, Tamil Nadu. The survey was conducted in 32 engineering college libraries. The data was collected in the form of questionnaire. The findings of the study indicates that 55.25% of respondents are satisfied with the functioning of the library, 70% of respondents found the library timings convenient, 78.75% of them felt that the lending period is sufficient, 40% of the respondents visit the library weekly. The study recommended that college libraries should adopt appropriate techniques to provide the best information services.

OBJECTIVE OF THE STUDY

- To study the visiting ratio of library by the students of the cluster college.

- To study the purpose of visiting library by the students.

- To find out the use of library resources, facilities and services by students.

- To determine the level of satisfaction of users towards library resources and services.

RESEARCH METHODOLOGY

A survey methods approach is used for this study.150 questionnaire was distributed in students for random sample for assessing satisfaction with various resources and services. To accomplish the above objectives of the study, a survey method was conducted using a well-structured questionnaire. 137 filled questionnaires were received back. The collected data were classified, analyzed and tabulated by using statistical methods. This study is limited to college library users and scope of this study is cluster college of Ichalkaranji region.

DATA ANALYSIS AND INTERPRETATION

Data analysis is the process of explain the details about the research, systematically applying statistical and logical techniques to describe and summarize data.

Gender Wise Distribution of Respondents

Table 2

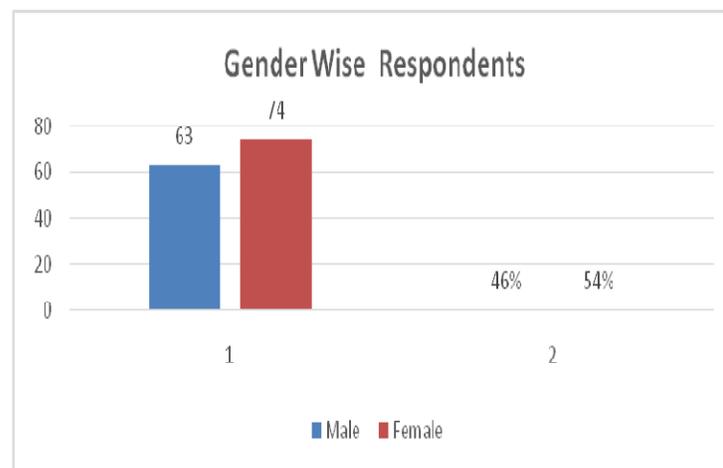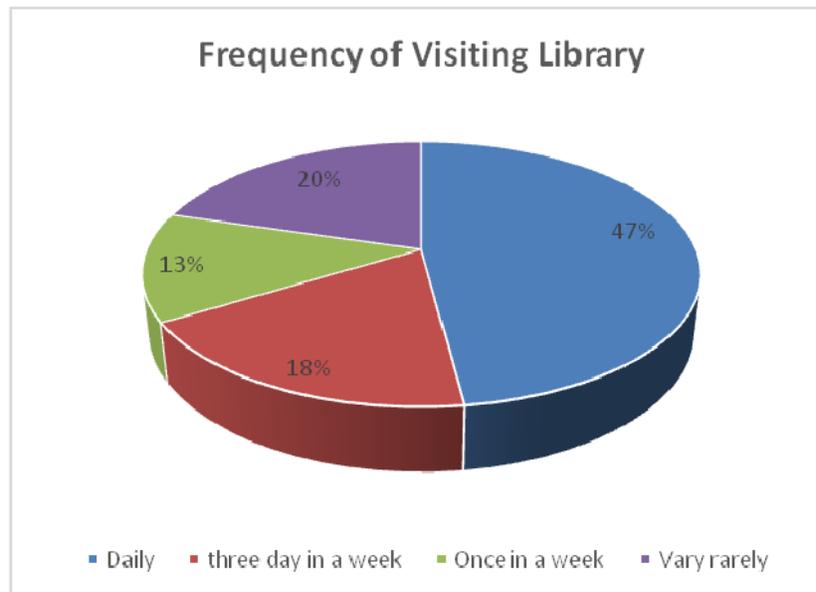| Gender	No. of Respondents	Percentage
Male	63	46%
Female	74	54%
Total	137	100 %

Figure 1

The above table indicates that out of 150 respondents,63(46%) of the respondents were female, 74(54%)were male respondents

Frequency of Visiting Library

Table 3

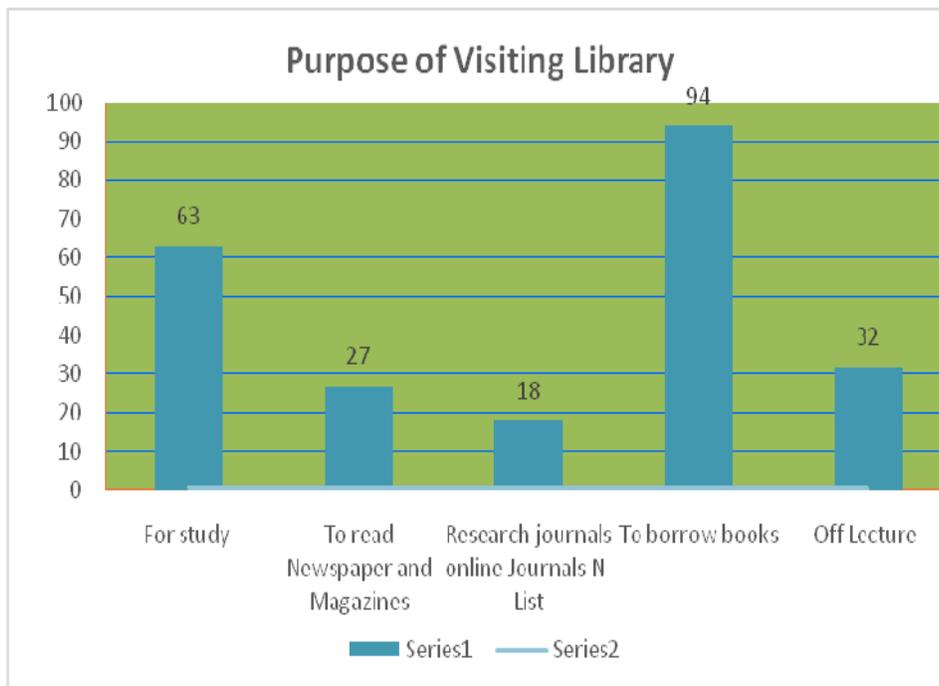| Frequency	No. of Respondents	Percentage
Daily	65	47%
Three day in a week	25	18%
Once in a week	21	13%
Vary rarely	16	2%
Total	137	100%

Figure 2

The above table shows that 65(47%) of respondents have visit to the library daily,while 25(18%) students visit library three days in week 21(13%) are visiting once in a week ,and Very few respondentsi.e.16 (2%)of respondents point out that they visit library vary rarely.

Purpose of Visiting Library

Table 4

Purpose of Visit to Library	No. of Respondents	Percentage
For study	63	45%
To read Newspaper and Magazines	27	19%
Research journals online Journals N-List	18	13%
To borrow books	94	68%
Off Lecture	32	23%

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Figure 3

The above table shows that 63(45%) of respondents visit library for study purpose, followed by94(68%)respondents visit library for the purpose of borrowing books, 18(13%) for visit library for online search of information sources form N-List databaseand for reading newspaper and magazines and journals, 27(19%) in the off lecture 32(23%) students is respondents visit library for the purpose to spend lecture time.

Students' Level of Satisfaction about Library Resources

Table 5

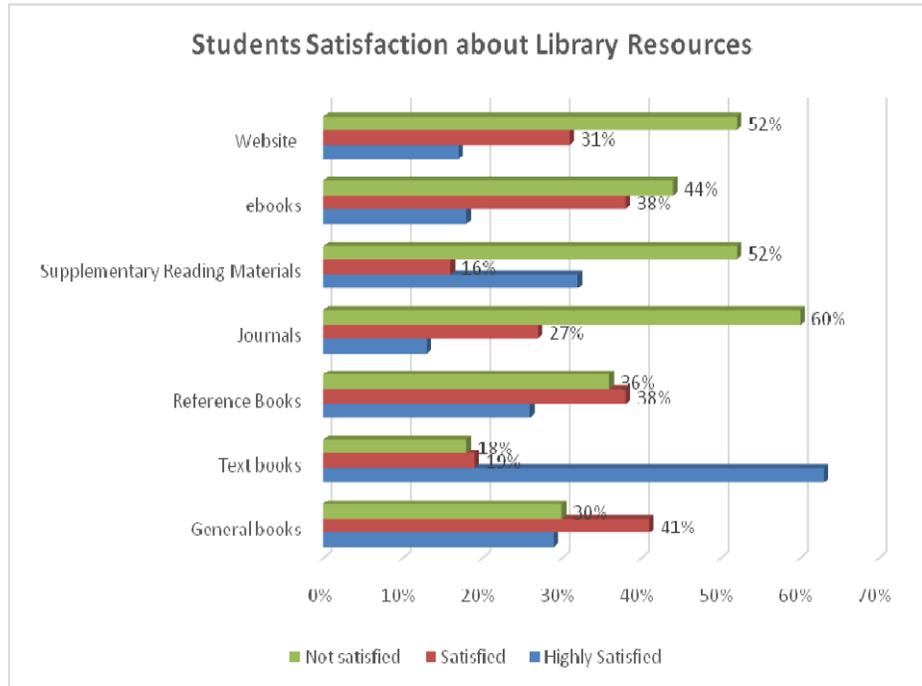| Resources	Highly Satisfied	Satisfied	Not satisfied	Total Percentage
General books	29%	41%	30%	100%
Text books	63%	19%	18%	100%
Reference Books	26%	38%	36%	100%
Journals	13%	27%	60%	100%
Supplementary Reading Materials	32%	16%	52%	100%
ebooks	18%	38%	44%	100%
Website	17%	31%	52%	100%

Figure 4

Table no.4and figure no.4 explained that majority 63% of respondents are highly satisfied with the collection of text books, followed 36.0% respondents are not satisfied with collection of reference books text, majority32% are highly satisfied with collection of supplementary reading materials only 18% are not satisfied, about text book collection.

Students Satisfaction about Library Services

Table 6

Library Services	Excellent	Good	Average	Poor	Very poor	Total Percentage
OPAC Service/Web OPAC	49.%	23%	15%	8%	3%	100%
Circulation Service	65%	19%	6%	4%	6%	100%
New Arrivals	32%	18%	35%	11%	4%	100%
Online Service	19%	21%	29%	20%	11%	100%

Table no.5 shows that 49% of respondents stated OPAC Service/Web OPAC service as excellent, only3% stated OPAC Service/Web OPAC service as very poor while 65%respondents considered circulation service is excellent that using LMS and 6% opined poor, 32% new arrivals is excellent, and 19%online services which is libraries are provided to as excellent, and 11% felt very poor.

Students Level of Satisfaction about Library Facilities

Table 7

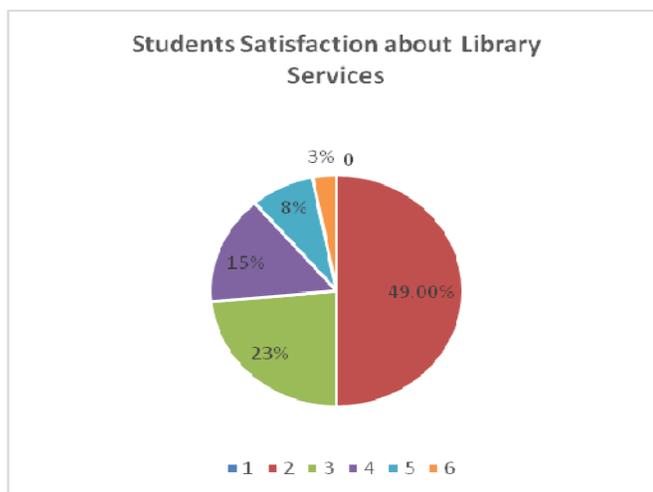| Library Facilities	Fully Satisfied	Satisfied	Not satisfied
Space for reading	19%	65%	14%
Lighting and Ventilation	23%	72%	5%
Drinking Water	28%	16%	66%
Furniture	26%	35%	39%

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Figure 5

Table no.6 is shows that 65% of students are satisfied about the space for reading in the library.39% students are not satisfied about the furniture of available in the library only 28% respondents are fully satisfied with drinking water provided by library.72% respondents are satisfied about the lighting and ventilation of library. It is also shows that 5% not satisfied.

FINDINGS

Cluster college is the program run by university under the lead colleges scheme there are 9 colleges under this cluster. Objective of the university about this scheme students and teachers must have interact with their specialization and sharing the knowledge, experience, talent. The study conducted on 150 students and 137(91%) of the respondents are received. The study find out following results from the interest of respondent about the library and library services.

- Students have the habit to visit to the library daily. Library special day is the one type of effective program of library publicity between the student.

- There is need to arrange such type of events by the library.

- Internet facility should proper and configuration as well as the update of ICT facility must be update timely.

- Now days many information sources related to the teaching, learning and evaluation is available on N-List, NDLI, OER(Open Educational Resources) etc. for access on line mobile library facility. Students or users are poor satisfied about the furniture and water facility available in liberties it means there is need to provide pure drinking water and quality furniture should in library for attract students towards the library and library Very few There is need to aware students about the research journals and important of journals and teachers or faculty members have to ask them in daily class room also subscribed in the library.

CONCLUSION

Library is Learning resource center defined by NAAC about the library in it's manual. It is very proud thing for every library. The study reveals that overall, users are satisfied with the library's services and facilities, but there are areas for improvement. The majority of users are content with the library's Physical facilities. However, some users expressed concerns about the library's physical environment, technology, and study spaces. To further enhance user satisfaction, the

library should consider upgrading its facilities, expanding its digital resources, and providing more flexible study areas. By doing so, the library can better meet the evolving needs of its users and provide a more supportive and inclusive learning environment. Continuous assessment and improvement of library services and facilities are crucial to ensuring user satisfaction and fostering academic libraries.

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