



Users satisfaction of Gautam Buddha Central Library: A special reference to Research Scholars of Babasaheb Bhimrao Ambedkar University, Lucknow, Uttar Pradesh , India

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Abstract- The university library is one of the important leading role played in fulfill the users information needs. The present study has examined the user's satisfaction towards library resources and services. Further investigator traces the rating given by research scholars the present scenario of the library resources and services. The purposive sampling has used a tools for gathered primary data from research scholars and 170 research scholars has selected out of distributed 250 sample. The data was qualitative analyzed by the using MS-Excel 10.0 version. Users of central library is mostly satisfied the library resources and services.

Keywords- Library, Users, Satisfaction, Resources, Services.

I. Introduction

Library and information centres are leading role played to acquisition , processing ,storage, conserving and preserving of information resources. Academic library is one of the most important aspects role played to fulfill the changing users information needs and taste. Due to drastically changes of user information needs and taste as well as emerging new information communication technologies there is needs of present hour to adopted the information communication technologies in library. Kushawaha and Singh(2020) opined that ICT based library and information resources and services enhancing the scholarly productivities in academic activities. Information communication technologies are not only improving the library products and services but also offering a platform for marketing of library product and services . Its pivotal role play to resigning the services , products and assessing the users information taste and requirement. The academic library is involved not only dissemination of information resources but also leading role played the promotion of research activities through offered several various services and enhancing the institutional raking.



II. Review of Literature

Kasimani & Rajendran (2018) conducted a study the user's satisfaction of public library resources and services in Chennai city. For the study survey research method was adopted a tools for getting primary data. Total 300 questionnaires were distributed out of 200 questionnaires were received. The study reveals that majority of the users are using books, newspapers/ magazines and e- resources of public libraries. Mohanta & Pandey (2017) explore the user's perception towards Delhi and Uttarakhand libraries. For the study survey research approaches has adopted and questionnaires has adopted a tools for gathering primary data. Authors found that majority of the users are satisfied the library services, infrastructures, facilities as well as resources. The study demonstrated that fewer users are not satisfied due to poor collection, less infrastructure and traditional services.

Nnenna & Emenike (2015) investigated the LIS professional's perception towards digitization of information resources and role of digitization resources in enhancing users satisfaction. The research survey approach has adopted and MS-Excel was used a statistical tools for analysis of data. The result of the study reveals that demonstrated library staff are faced various problems likewise poor skills and competencies and also reveals that digitization of resources are widely role played enhancing users satisfaction in library.

Latif, Satti & Awan (2015) conducted a study the users satisfaction towards library resources and services. Survey approach was used a tools for getting primary data and non- probability purposive sampling was used a techniques for determining the sample size. Total 276 sample has included for analysis of data. The findings of the study most of the users are satisfied the physical collection of library, e-resources, reference and circulation services, staff competence and attitude.

III. Objectives

- To reframe the purpose of visiting central library
- To assess the users satisfaction towards library resources
- To find out users satisfaction towards library services

IV. Research Approach

For the conducted study survey research method was adopted and questionnaires were used a tools for getting primary data. Before the gathered data, structure questionnaire consists of close and open ended questions were designed for gathering primary data. Total 260 questionnaires were distributed out of them 170 questionnaires were received. Thus 170 research scholars' opinion has been taken for analysis of data. The MS-Excel 10.0 version has used as statistical tools for analysis of primary data.



V. Data Analysis and Interpretation

Table. 1 Distributed of questionnaires

Distribu tion of question naires	Distribute d	Receiv ed	Percentag e
Researc h scholars	250	170	68

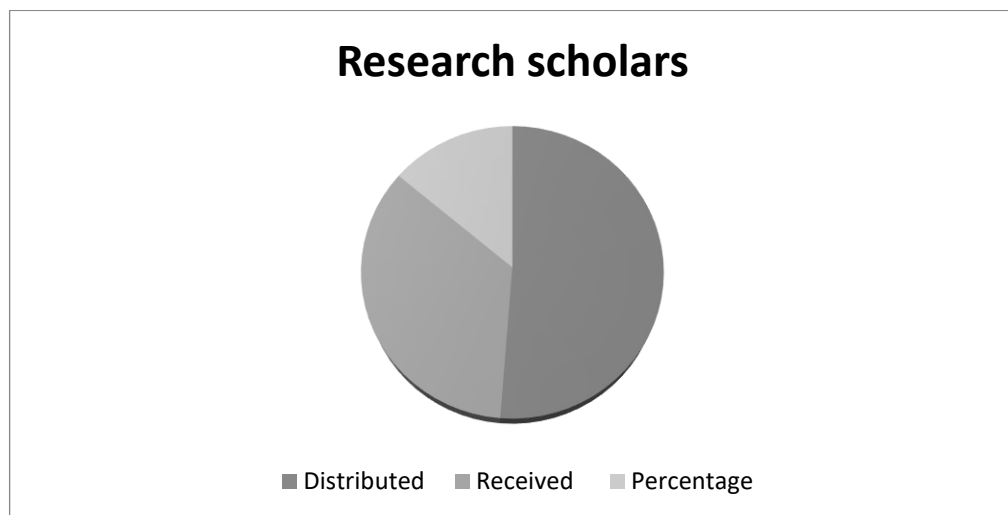


Figure.1

The table and figure 1 shows the distribution of questionnaires among research scholars. The result reveals that total 250 questionnaires were distributed and 170 questionnaires were received. i. e. 68% response has been taken for the fulfill the objectives of the study.

Table.2 Demographical details

Demographical details	Response	Percentage
Male	110	64.71
Female	60	35.29
Total	170	100.00

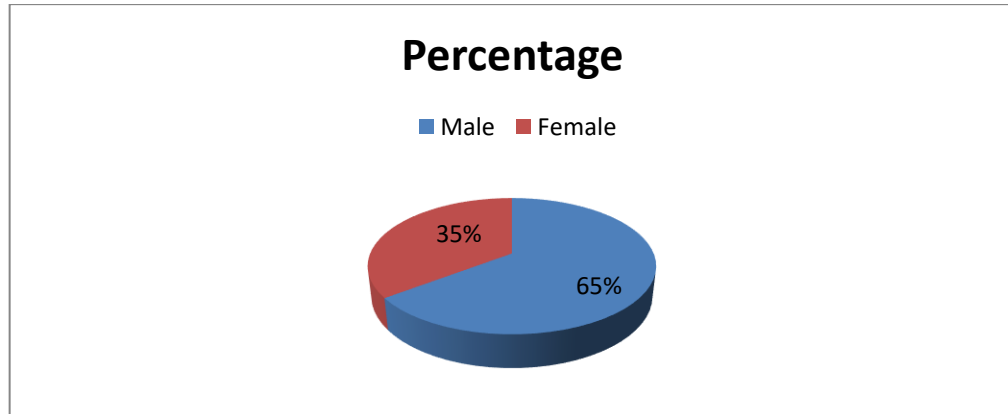


Figure.2

The table and figure 2 clearly presented the male and female respondents of the study. The primary data clearly indicated that majority of the male respondents has been given their response i. e. 65% whereas 35% female respondents.

Table. 3 Frequently use of resources

Frequently use of resources	Frequency	Percentage
Daily	90	52.94
Weekly	12	7.06
Once a month	1	0.59
Occasionally	60	35.29
Never	7	4.12
Total	170	100.00

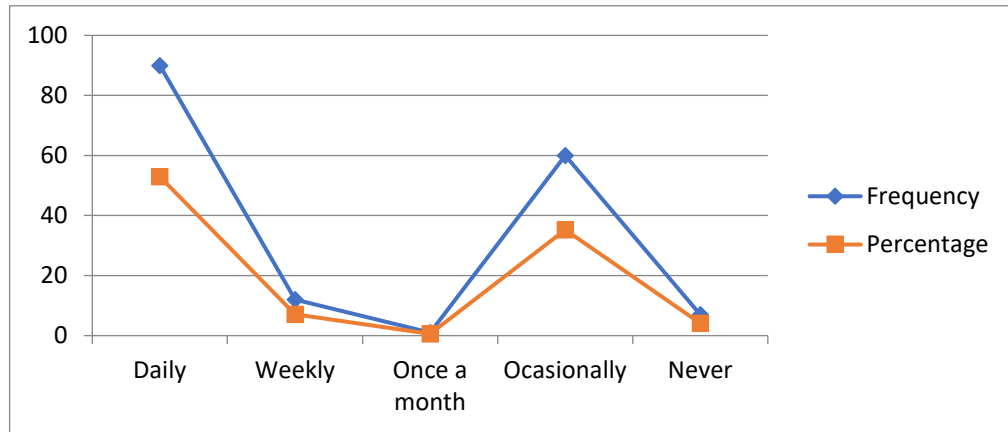


Figure.3

Table and figure 3 presented the frequency of usage of resources in library. After the primary data analysis the result clearly presented that 52.95% users have used resources daily in library followed by 7.06% respondents have used weekly; 35.29% respondents have used occasionally; 4.12% respondents have used never and the lowest 0.59% users have used resources once a month in library.

Table.4 Purpose of visited library

Purpose of visited library	Agree	Disagree	Agree %	Disagree %
Study purpose	134	36	78.82	21.18
Complete research	150	20	88.24	11.76
Update knowledge	112	58	65.88	34.12
Entertainment	23	147	13.53	86.47
Career development	45	125	26.47	73.53



lending reading materials	16 0	10	94.1 2		5.88
Reading newspaper	97	73	57.0 6		42.94

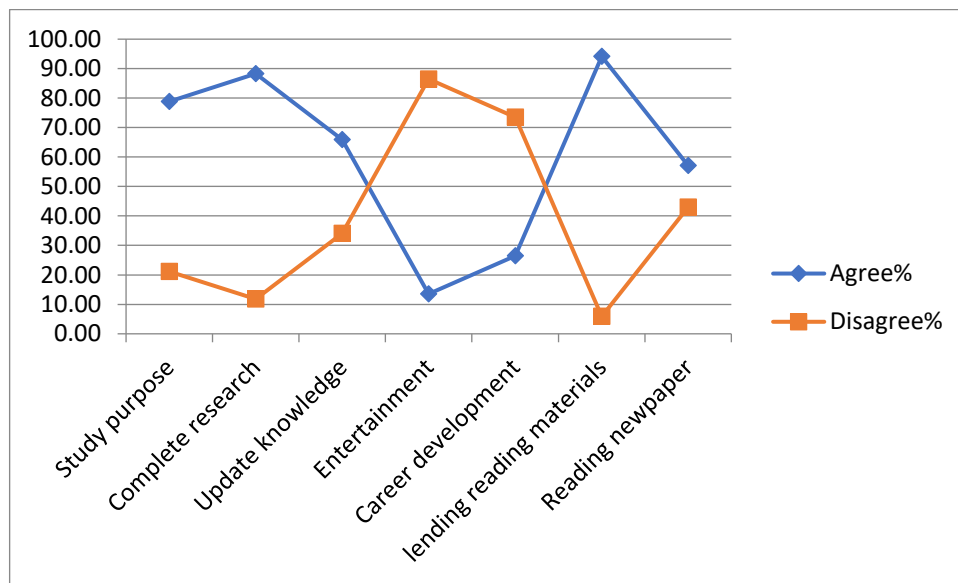


Figure.4

Table and figure 4 shows the purpose of visited library. The result reveals that 78.82% users are visited library for study purpose. 88.25% users are visited library for completed research work; 65.88 % users are used library for update knowledge; 13.53% users are used library due to entertainment; 26.47% for career development; 94.12 % for lending reading materials; 57.06% for reading newspaper users are visited library.

Table.5 Resources used by users in library

Resources used by users	Response	Percentage
Books	165	97.06
Journals	155	91.18
E- journals	166	97.65
CD/DVD	12	7.06



Newspaper	161	94.71
Magazine	125	73.53
Patent	10	5.88
Thesis/ Dissertation	121	71.18

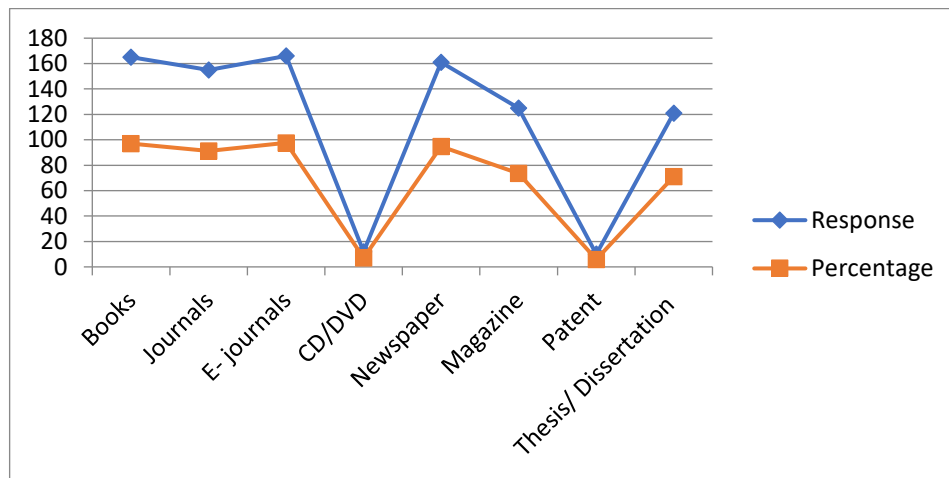


Figure.5

Table and figure 5 shows the library resources used by users. The result reveals that 97.06% users are used books in library, 91.18% users are usage journals, 97.655 users are used e- journals, 7.06% users are used CD/DVD, 94.71% users are used Newspaper in library, 73.53% users are used magazine, 5.88% users are used patent, 71.18% users are used thesis/ dissertation in library.

Table. 6Users satisfaction towards library resources

S N	Question	Satisfie d	Dissatisf ied
1	Are you satisfied library resources	149(87.65%)	21(12.35%)

Table 6 examined the users satisfaction towards library resources. The table reveals that 149(87.65% users are satisfied of the library resources whereas 21 respondents are not satisfied out of 170 respondents. i.e. 12.35%



Table 7. Users satisfaction towards library services

S . N o .	Question	Satisfi ed	Diss atisfi ed
1	Are you satisfied library services	137(8 0.59%)	33(1 9.41 %)

Table 7 shows the users satisfaction towards library resources. The above table clearly presented that 137 respondents are satisfied out of 170 respondents. i. e. 80.59% whereas 33 users are not satisfied out of 170 respondents. i. e. 19.41%.

VI. Result Discussion

Users are foundation of any types of library without its not imagination of library. The conducted study is emphasizes on the users satisfaction particularly research scholars. The results reveals that most of the male research scholars have been taken in this study and majority of the research scholars are visited library daily for research purpose and other different purposes. The study reveals that majority of the research scholars are using demonstrated library resources likewise books, print journals, e- journals and newspaper fewer users are using thesis/ dissertation, CD/DVD and so on. The table 6 and 7 clearly presented that most of the users are satisfied library resources and services.

VII. Conclusion

Due to drastically changing of users needs and requirement of information , there is needs of present hour to redesigning the library resources and services and changing their existing perspective as requirement the organizational aim and objectives. The study is pivotal role played in assessing the frequency of visited library, purpose of using and satisfaction concerning the resources and services of research scholars of Babasaheb Bhimrao Ambedkar University, Lucknow. The findings of the study, majority of the research scholars are satisfied library resources and services fewer students are not satisfied because of several reasons. The study reveals that most of the users are visited library daily for fulfill the information requirement.



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