

USE AND SATISFACTION OF LIBRARY RESOURCES AND SERVICES BY TEACHERS AND STUDENTS IN THE COLLEGES OF LUNGLEI DISTRICT: AN EVALUATIVE STUDY

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Abstract

The present study has measured the use and satisfaction of library resources and services by the teachers and students of four colleges of Lunglei districts of Mizoram. The colleges are Lunglei Government College, Government J. Buana College, Government Hnahthial College, and Higher and Technical Institute Mizoram (HATIM). The study is survey based with the help of purposive sampling techniques. The total sample size is 240. The findings revealed that majority of respondents are satisfied with textbook, reference collections, circulation and reprographic service while nearly the whole respondent shows their Un-satisfaction with the collection of e-resources and journal collection. Circulation and reprography services of the library were more satisfactory to its users. Among the colleges, highest satisfaction was observed in HATIM College.

Keywords: Library resources, library services, user satisfaction, Academic library

1. Introduction

Academic libraries play an important role in the institutions they serve. The core objective of college library is to support the parent institution (i.e. college) to achieve its objectives and missions. Effah (1998) emphasized that academic support services provided by library is very important and necessary to the attainment of any academic central mission of teaching, learning and research. Kargbo (2002) stated his view that academic library is the central organ of the academic institutions and library together with good laboratories and faculties are the parameters used to judge the status of academic institutions. There are different users with different information need. User satisfaction is one method of evaluating the effectiveness of library services (Cullen, 2001).

The evaluation of user satisfaction is necessary to meet user's information requirements but no study is being done till today to know the use of library resources and

user satisfaction on library resources and services in Lunglei District Colleges, Mizoram. Lunglei district is one of the eight districts of Mizoram and the largest district in the state of Mizoram in terms of geographical areas. This is the first time effort that has been made ever to measure the service quality and satisfaction of college libraries in Lunglei district.

The scope of present study is limited to four colleges of Lunglei District- i.e. Lunglei Government College, Government J. Buana College, Government Hnahthial College, and Higher and Technical Institute Mizoram (HATIM). The study is further limited to teachers and students of above four colleges. There is total approximately 146 teachers and 1684 students in above four colleges. Out of which, 80 teachers (20 each college) and 160 students (40 each college) are selected to collect the primary data with details emphasis on their use and satisfaction with library resources and services.

Sl.No	Name of Colleges	Number of Teachers	Number of Students	Total
1.	Lunglei Government College	62	806	868
2.	Government J. Buana College	35	506	541
3.	Government Hnahthial College	26	107	133
4.	Higher and Technical Institute, Mizoram	23	265	288
	Total	146	1684	1830

Table-1.1: College wise status of students and teachers

The study has reviewed some literatures on Library user satisfaction and measurement of library service quality with a focus on Public and Academic Libraries.

Adomi et al., (2004) observed that in Delta State University Library, Abraka, Nigeria the personal characteristics of the respondents and their levels of satisfaction with reserve collection, loan policy, staff, condition of reading room, opening hours and the time it takes to serve users. Sahu (2007) found that the Jawaharlal Nehru University library is not lacking in quality of service. Pauline (2011) found that the students of Redeemers University were found most frequently used the library and the users were satisfied with the resources and services of the library. Larson (2012) found the students of Educational Development and Extension (IEDE) Library in University of Education, Winneba, Ghana. were satisfied with the current services and recommended for lengthening opening hours of the library; reprographic section and printer to enhance scholarly endeavours of users. Muhammad & Mirza (2013) found that users of Punjab Institute of Cardiology Library were satisfied but they were concerned about library space, hours, furniture and environment and suggested more availability of electronics library services, newer collections, better internet access and comfortable furniture. Bakti & Sik (2013) revealed that the service quality of university library service in Indonesia has a direct effect on customer satisfaction, which then directly influences library customer loyalty. Masrek & Gaskin (2016) found that information quality, systems

quality, service quality, perceived usefulness, perceived ease of use and cognitive absorption are significant predictor of users' satisfaction with the web DL in University Teknologi MARA, Malaysia. Laltlanzova & Mawia, (2021) revealed the students and faculties of the School of Engineering and Technology, Mizoram University are satisfied by the library resources of the university.

From the above aforementioned of literature reviewed, it is proved that there is no substantial evidence of studies relating to user's satisfaction with library resources and services in Lunglei District Colleges. This has revealed the researcher to undertake research on this topic.

2. Objectives of the study

1. Identify the purpose of information seeking in the library by teachers and students under study.
2. To Assess the computer competencies and internet facilities of the libraries.
3. Find out the strength and weakness of the library collection and services.
4. Measure the satisfaction level of library users towards library resources and services.

3. Methodology

The study is aimed to assess of use and users' satisfaction with library collection and services by college teachers and students of Lunglei District colleges, thus, the survey method of research was adopted this study. For collection of primary data from respondents following data collection tools was used:

3.1. Survey of libraries

To know the library collections, services and physical infrastructure of selected college libraries, scholar personally visited to all four Lunglei District college libraries and conducts a personal interview with librarian/ library staffs and collected data.

3.2. Survey of respondents:

The respondent's survey consists of teachers and students of Lunglei District Colleges. A structured questionnaire was prepared with 25 questions and distributed to 240 respondents and total 240 filled questionnaires were received.

3.3. Sample selection:

The sample for data collection was selected on the basis of disproportionate purposive sampling techniques. There is total 146 teachers and 1684 students in four colleges of Lunglei district, out of which, 80

teachers and 160 students (from each college, 20 teachers and 40 students) were selected as sample from the four colleges. Thus, 240 becomes the total sample size for the present study.

3.4. Response rate:

A structure questionnaire was distributed among 240 respondents constituting 80 teachers and 160 students and all questionnaires were received for data analysis. Thus, response rate is 100%.

3.5. Tools for analysis:

The data collected through the survey methods was analyzed using simple percentage. The one-way analysis of variance (ANOVA) procedure was applied to examine differences in responses regarding satisfaction about library resources and services.

4. Data analysis and interpretation

4.1. Purpose of information seeking in the library

Table-3: Purpose of Information Seeking in the Library

	TEACHERS				STUDENTS				TOTAL			
	HATIM	LGC	GJBC	GHC	HATIM	LGC	GJBC	GHC	HATIM	LGC	GJBC	GHC
For Study Purpose	19 (95%)	13 (65%)	12 (60%)	14 (70%)	38 (95%)	32 (80%)	31 (77.5%)	33 (83%)	57 (95%)	45 (75%)	43 (72%)	47 (78%)
For General Purpose	7 (35%)	14 (70%)	13 (65%)	17 (85%)	19 (47%)	11 (27%)	13 (32%)	23 (57%)	26 (43%)	25 (42%)	26 (43%)	40 (67%)
For preparing competitive exam	0 (0%)	0 (0%)	2 (10%)	2 (10%)	6 (15%)	10 (25%)	8 (20%)	12 (30%)	6 (10%)	10 (17%)	10 (17%)	14 (23%)
For recreation	2 (10%)	3 (15%)	0 (0%)	4 (20%)	2 (5%)	3 (7%)	1 (2%)	11 (27%)	4 (7%)	6 (10%)	1 (2%)	15 (25%)
For employment Information	0 (0%)	0 (0%)	0 (0%)	0 (0%)	3 (7%)	1 (2%)	0 (0%)	0 (0%)	3 (5%)	1 (1%)	0 (0%)	0 (0%)
For Current awareness	6 (30%)	0 (0%)	10 (50%)	2 (10%)	10 (25%)	1 (1%)	1 (1%)	1 (2%)	16 (27%)	1 (2%)	11 (18%)	3 (5%)

To identify the purpose of information seeking behavior of respondents and their aim to visit the library, a six-point scale was used in questionnaire and is shown in Table 3. The analysis indicates that respondents are seeking the information for study and general purpose,

very less respondents were found to seeking information for employment information, recreation and competitive exam purpose. In HATIM college, 95% teachers and students seek information for study purpose, In Lunglei Government College, 75% respondents

comprising 65% teachers and 80% students seeking information for study. In Government J. Buana College, 72% respondents comprising 60% teachers and 78% students are

seeking information for study. In Government Hnahthial College, 78.33% respondents comprising 70% teachers and 82.55 students are seeking information for study purpose.

4.2. Computer knowledge and skills

Table 4: Computer Knowledge and Skills

Designation of the Respondents	College	Very Good	Good	Fairly Good	Poor	Total
TEACHERS	HATIM	3 (15%)	17(85%)	-	-	20
	LGC	1 (5%)	15 (75%)	3 (15%)	1 (5%)	20
	GJBC	-	16 (80%)	3 (15%)	1 (5%)	20
	GHC	1 (5%)	17 (85%)	2 (10%)	-	20
	Total	5 (6%)	65 (81%)	8 (10%)	2 (3%)	80
STUDENTS	HATIM	-	29 (73%)	11 (28%)	-	40
	LGC	11 (28%)	21 (53%)	7 (18%)	1 (3%)	40
	GJBC	4 (10%)	20 (50%)	11 (28%)	5 (13%)	40
	GHC	5 (13%)	13 (33%)	18 (45%)	4 (10%)	40
	Total	20 (13%)	83 (52%)	47 (29%)	10 (6%)	160
TOTAL	HATIM	3 (5%)	46 (77%)	11 (18%)	-	60
	LGC	12 (20%)	36 (60%)	10 (17%)	2 (3%)	60
	GJBC	4 (7%)	36 (60%)	14 (23%)	6 (10%)	60
	GHC	6 (10%)	30 (50%)	20 (33%)	4 (7%)	60
	Total	25 (10%)	148 (62%)	55 (23%)	12 (5%)	240

In present digital era, use of computers has become one of the most important education tools in academic community. Table 4 represents the computer knowledge and competency of respondents and analysis resolved that 62% respondents comprising 81% teachers and 52% students have good computer skills and 23% respondents comprising 10% teachers and 29% students have fair good computer skill while 10% respondents comprising 6% teachers and 13% students have very good computer skills. The 5% respondents comprising 3% teachers and 6% students rated their skills poor. The overall respondents have good computer knowledge and skills.

4.3. Availability of internet facilities

Table 5: Availability of Internet Facilities

Designation of the Respondent	Colleges	YES	NO	TOTAL
TEACHERS	HATIM	18 (90%)	2 (10%)	20
	LGC	12 (60%)	8 (40%)	20
	GJBC	16 (80%)	4 (20%)	20
	GHC	-	20 (100%)	20
	Total	46 (58%)	34 (43%)	80
STUDENTS	HATIM	31 (78%)	9 (23%)	40

	LGC	26 (65%)	14 (35%)	40
	GJBC	28 (70%)	12 (30%)	40
	GHC	-	40 (100%)	40
	Total	85 (53%)	75 (47%)	160
TOTAL	HATIM	49 (82%)	11 (18%)	60
	LGC	38 (63%)	22 (37%)	60
	GJBC	44 (73%)	16 (27%)	60
	GHC	-	60 (100%)	60
	Total	131 (55%)	109 (45%)	240

Internet has emerged as the most powerful medium of information search and retrieval. With the unprecedented growth in quantum of knowledge around the world and easy accessibility, the Internet has become a vital source of information for every institution. Table 5 shows the internet facilities provided by colleges under study and after analysis it found that Internet services are available in 3 colleges' library (i.e. HATIM, LGC and GJBC)

but in Government Hnahthial College, there is no Internet facility till now. Among the respondents, 55% respondent comprising 58% teachers and 53% students reported that internet facilities are available in their library, whereas 47% respondents comprising 42% teachers and 47% students reported that their college libraries did not provide internet facilities.

4.4.Satisfaction with library resources

Table- 6: Satisfaction with Library Resources

	Sampled Respondents				ANOVA Results	
	HATIM	LGC	GJBC	GHC	F Value	P
Books	3.62	3.82	3.67	4.07	3.072*	0.029
Reference	3.47	3.38	2.95	3.47	4.453*	0.005
Journal	3.17	3.13	2.78	2.82	2.510	0.059
Newspaper	4.25	3.30	3.23	2.88	26.500*	0.000
E-Resources	2.55	2.93	2.18	1.62	25.900*	0.000
Back Volume binding	3.45	3.37	2.77	2.55	15.090*	0.000

*Note: * Denotes significance at 5 percent level.*

In order to probe spatial difference in the level of satisfaction with the collection of library resources across the four sample groups belonging to HATIM, LGC, GJBC and GHC, Analysis of Variance (ANOVA) test is carried out with the F-value significant at 5 percent level in five different areas of library collection in the form of books, reference, newspaper, E- resources and back volume binding and presented in Table -6 and it inferred that there are diversity among the four groups of respondents regarding their satisfaction with the collection of library

resources. HATIM ranked top in reference, journal, newspaper and back volume binding as far as the level of satisfaction of the user is concerned. Government Hnahthial College ranked top in Books and Reference and LGC ranked top in E-resources, LGC ranked top in E-resources which requires huge financial outlay, this may be due to the fact that the college is the oldest college in the state and perform well in the areas of infrastructure which requires longer gestation period. However, the level of satisfaction is not impressive. Notably, of the six areas of library

collection, the mean scores of all the colleges in E-resources is the lowest which calls for the

improvement of library services in this area.

4.5. Satisfaction with library services

Table 7: Satisfaction with Library Services

Level of satisfaction with the overall services in the areas of	Sampled Respondents				ANOVA Results	
	HATIM	LGC	GJBC	GHC	F Value	P
Circulation	4.20	3.98	3.50	4.07	13.002*	.000
Reference	3.78	3.68	3.05	3.47	9.195*	.000
Reprographic	3.75	3.58	3.07	3.22	9.290*	.000

*Note: * Signify significance at 5 percent level of confidence.*

The difference in the level of satisfaction of the users with the overall services in the areas of circulation and reprographic was probed into using Analysis of Variance (ANOVA). The efficient staff coupled with updated technology/ equipment in the library often produce quality services. The results are reported in Table 7 and it is evident that significant differences have been observed in both the areas of circulation and reprographic.

In other words, there is no consensus among the users of library in their level of satisfaction in the overall services of library. A mean score of 3 and above signify that the services rendered by the library are satisfactory. It can be seen that the overall library services in the four colleges is satisfactory. However, HATIM ranked top in both the areas of overall library services.

4.6. Awareness about ugc- network resource centre

Table 8: Awareness about UGC- Network Resource Centre

Designation of the Respondent	Colleges	YES	NO	Total
TEACHERS	HATIM	2 (10%)	18 (90%)	20
	LGC	18 (90%)	2 (10%)	20
	GJBC	14 (70%)	6 (30%)	20
	GHC	2 (10%)	18 (90%)	20
	Total	36 (45%)	44 (55%)	80
STUDENTS	HATIM	-	40 (100%)	40
	LGC	22 (55%)	18 (45%)	40
	GJBC	22 (55%)	18 (45%)	40
	GHC	-	40 (100%)	40
	Total	44 (27%)	116 (73%)	160
TOTAL	HATIM	2 (3%)	58 (97%)	60
	LGC	40 (67%)	20 (33%)	60
	GJBC	36 (60%)	24 (40%)	60
	GHC	2 (3%)	58 (97%)	60
	Total	80 (33%)	160 (67%)	240

UGC-NRC is one of the most important E- Resources in the college relevant for teachers, students and staff. It also found that only two colleges (LGC and GJBC) under study having UGC-NRC in their college only and rest two colleges (HATIM and GHC) has not established this center in their college till now. Table 8 shows the awareness of UGC-Network Resources among respondents and after analysis it found that only 33% respondents comprising 45% teachers and 27% students are aware with this important

resources and majority of respondents (67%) are not aware with this resources. The college wise analysis reveals that awareness rate is very high in Lunglei Government College (67%) and Government J. Buana College (60%), while HATIM college is very low and Government Hnahtial College respondents are almost not aware with UGC-NRC because neither these colleges have UGC-NRC centre nor Internet services till now and this service is network-based service.

4.7. Rating the quality of ugc-nrc resources

Table 9: Rating the Quality of UGC-NRC Resources (N=26)

Designation of the Respondents	Name of the Institution	Un Satisfied	Fairly Satisfied	Satisfied	Highly Satisfied	Total
TEACHERS	HATIM	-	-	-	-	-
	LGC	2 (67%)	1 (33%)	-	-	3 (100%)
	GJBC	1 (100%)	-	-	-	1 (100%)
	GHC	-	-	-	-	-
	Total	3 (75%)	1 (25%)	-	-	4 (100%)
STUDENTS	HATIM	-	-	-	-	-
	LGC	20 (91%)	2 (9%)	-	-	22 (100%)
	GJBC	-	-	-	-	-
	GHC	-	-	-	-	-
	Total	20 (91%)	2 (9%)	-	-	22 (100%)
TOTAL	HATIM	-	-	-	-	-
	LGC	22 (88%)	3 (12%)	-	-	25 (100%)
	GJBC	1 (100%)	-	-	-	1 (100%)
	GHC	-	-	-	-	-
	Total	23 (88%)	3 (12%)	-	-	26 (100%)

The researcher asked a question with the intention of knowing the quality of UGC-NRC resources among respondents and found that majority of all respondents (79%) in each college were not responding in these particular questions due to lack of awareness and usage of this resources. Among aware respondents (N=80), who are using these resources (N=26), are rating the quality on the basis of five parameters and shown in Table 9 After

analysis its identified that majority of respondents (88%) are not satisfied with quality of resources and only 12% respondents are satisfied.

5. Findings

1. Majority of respondents are seeking information from the library for study purpose followed by general purpose and current awareness.

2. Respondents have good computer knowledge and skills because 62% respondents have the satisfactory level of computer skills.
3. Majority of respondents are satisfied with textbook, reference collections in all the colleges while nearly the whole respondent shows their Un-satisfaction with the collection of e-resources and collection of journal. The HATIM college has the highest satisfaction level in newspaper collections.
4. Majority of respondents in all colleges are satisfied with circulation and reprography services of the library. Among the colleges, highest satisfaction was observed in HATIM College.
5. Only three colleges (HATIM, LGC and GJBC) have Internet facility in the library while Government Hnahthial College have no internet connection at present but the majority of respondents (52%) of three colleges are also not satisfied with Internet services.
6. UGC provides bundles of e-resources through UGC-Network Resource Centre but only two colleges (Lunglei Government College and Government J. Buana College) are having this facility in their college at present. The majority of respondents (76%), comprising 55% teachers and 73% students are not aware of these resources till now. Even among aware respondents, the majority of them (86%) are not using it.

6. Conclusion

The present study is conducted to evaluate the library resources and services offered by the Lunglei district college libraries and the level of user's satisfaction and service quality. User's perception and satisfaction about library resources and services have largely been ignored by researcher and practitioners of library and information science specially in Southern part of Mizoram. Thus, it can be concluded that the level of satisfaction on library resources and services by teachers and students in Lunglei district college library

were satisfactory at moderate level. The findings of this study have provided useful insight for the library professionals, and the administrator of the college in Lunglei district to take appropriate strategies for the development of the library. During the study, researcher acquired many suggestions and recommendation from teachers and student's respondents, to improve their respective library resources and services. To improve in library resources in the form of Text book/ Course Book, Reference. Library should improve in its physical infrastructure by providing adequate reading space, seating capacity, furniture etc. In two colleges (HATIM and GHC) UGC-NRC center is not available, it is recommended to the library professionals and college authority to establish the center to enrich the library and its users in e- resources.

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