

USERS' SATISFACTION IN IT BASED LIBRARY ENVIRONMENT: A CASE STUDY OF ASSAM UNIVERSITY LAW STUDENTS

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Abstract *In view of the ascent of Information Technology (IT), the topic entitled, "User's satisfaction in It based library environment: a case study of Assam University Law students" was undertaken for study to ascertain the status of application of Information Technology and the level of user satisfaction in the Assam university. This study covered students and research scholars of law department of Assam university. Main purpose of this study is to know the satisfaction level of library users to IT based library service. This aspect was studied using structured questionnaire and the data recorded through the survey was analysed. Most of the users were satisfied IT based library service but maximum users were not aware about IT knowledge. It is important for the library to develop and update IT service specially websites to provide instant access to current information and resources to the users and organize such as user's awareness training programme.*

Keywords: *ICT, Library Environment, Students, User Education*

INTRODUCTION

Libraries play a major role in promoting the knowledge of the university. Library not just a place for study; it can be a guide and partner in research, teaching, collecting and learning knowledge. All works library done contributes directly to the university's academic mission and it also develops the knowledge and skill of the student. Users are primary character of a library. Increase the libraries demand depend on the increase the user's demand. Libraries should always try their best to satisfy the user's satisfaction. In this present day, time is very precious for all of us. Libraries follow the fourth law of S.R. Ranganathan and trying to save the time of their users. This is the time of information technology. IT is growing day by day. Considering the increasing requirement IT, many libraries adopted the IT and use it in various service and operation of the library. It helps to reduce the user's time and improve the quality of the library service.

This study was conducted in Assam University Central Library, Silchar. The name of the Assam University central library is Rabindra Library. It was established in 1994. The study covered the students of Law Department. There are around 300 students in this department.

STATEMENT OF THE PROBLEM

Library users' satisfaction in IT surveys always improve the quality of service of the library. There a number of studies done on the "users' satisfaction of library services"; but no study has been conducted on users' satisfaction in IT era with the Law Students of Assam University. Many users are unaware of the fact that this library is fully automated. It is in this context that the researcher was undertake the study to know the level of the library user satisfaction in IT era and also promote the IT services to the user.

OBJECTIVE OF THE STUDY

The objective of the research is:

- To know the level of satisfaction of the Law Student of Rabindra Library.
- To find out problems and weakness of IT service of Rabindra Library.
- To find out the solution for improvement of IT service of the Rabindra Library.

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METHODOLOGY

The method has adopted for the study is Survey method. Questionnaire tool has been taken for collection of data. One set questionnaire was prepared. The sample size for the present study is limit to 150 users consisting of UG, PG and research scholars. 10 questionnaires were distributed to Research scholars and 20 questionnaires were distributed in each even semester as follows:

Table 1

COURSE	SEMESTER	NUMBER
LLB	2 nd	20
	4 th	20
	6 th	20
	8 th	20
	10 th	20
LLM	2 nd	20
	4 th	20
Ph.D.		10

LITERATURE REVIEW

In order to complete this study, the researcher had taken help from number of sources of information such as article, journals, thesis, dissertation and conference proceedings. To study the information sources online database has been more preferred compared to offline database.

Kaur, J. (2013) designed a study to find out the application of information technology in Degree College Libraries in Chandigarh. He found that users were not satisfied with the automated library service. He concluded that college libraries should be adopted a strategic plan for the improvement their service to the users. Raitt (1983) conduct a study on recent developments of telecommunications and point out the problems area. They also discussed the impact of telecommunication could have on library and society. Miller (2007) examine LIS core curriculum gapes in pre-professional training. He evaluates educational concepts drawn from the academic discipline of educational technology. Khan (2016) written an article on the impact of ICT in library services like collection development strategies, library building, and consortia. He gave a clear picture how ICT changes the format of library service. This article also claimed that ICT was applied for information service which was more convenient, better accessible and cost-effective.

Reddy & Ali (2006) carried a study on attempts to find out the user's satisfaction and evaluate the library service in the IT environment. They collect their data based on a questionnaire survey. In this study, it is evident that users are highly happy with the library service in IT environment and it also shows that the profits of IT in libraries.

ICT IN LIBRARY

The fast developing of IT have presented almost every area of application including libraries. Adopting IT in libraries service; traditional feature related to library management is slowly giving way to the modern system. A library is the main information center which increasingly using IT for the developing the quality of libraries, to earn user's satisfaction and also benefits of our society. Using IT in the library for managing their house-keeping operations as well as providing information services to the users.

DATA ANALYSIS OF THE STUDY

Response Received from the Respondents

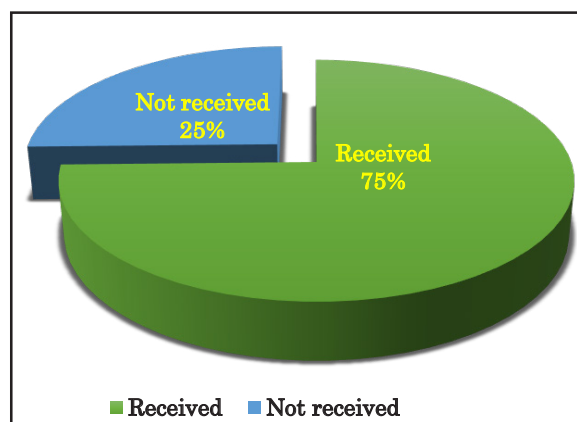


Fig. 1

The response rate is 75%. It shows the majority of the students and research scholars have responded.

Semester Wise Distribution of Questionnaire and Responses Received

As seen above that maximum response came from LLB 8th semester (95%) and minimum response came from LLM 4th semester (40%).

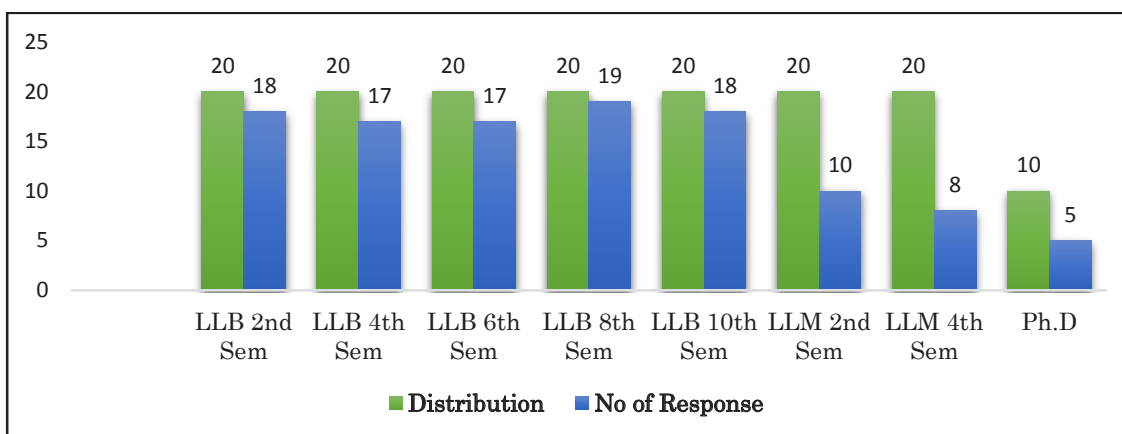


Fig. 2

Represents a Number of Respondents Using Information Technology

It is shown that maximum respondents (57%) using information technology.

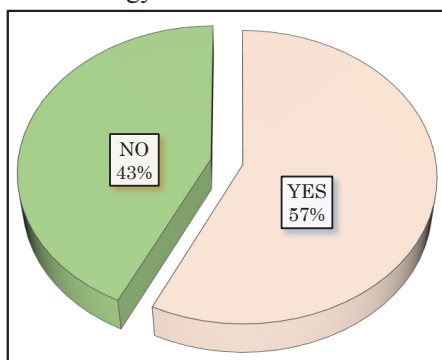


Fig. 3

Represents Awareness About Online Catalogue of the University Library

It is observed that a majority of the users were not conscious about the presence of on-line catalogues of the library for searching the availability of the books, journals and other documents.

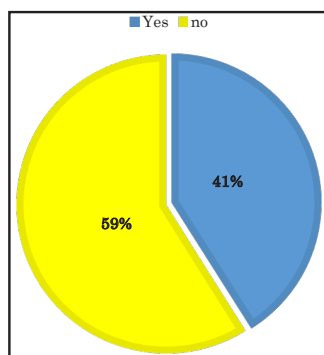


Fig. 4

Showing Responder Level of Knowledge with Information Technology

Overall, it indicated that most of user's knowledge of IT which includes the computers, software and hardware and associated devices was not good, they had an average knowledge of IT.

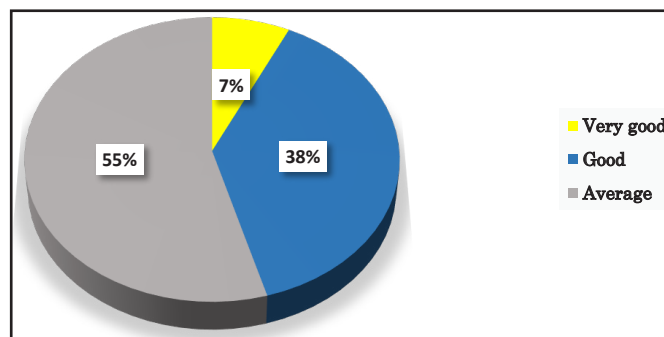


Fig. 5

Showing Frequency on Use of the Online Catalogue(OPAC)

It is noted that only majority of users never used the on-line catalogue (OPAC) to access the library collection.

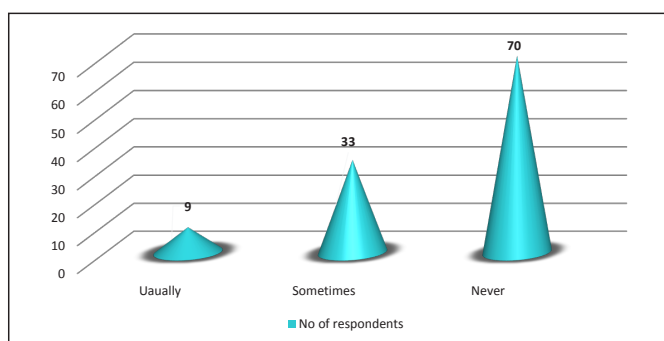


Fig. 6

Represents Knowledge of Web-based Service of Users

It is found that among the web-based services, the knowledge of electronic mail and search engines and web based OPAC was very high among the users.

Showing the Problems in Accessing Electronic Resources

It is clear that users could not access the electronic resources due to inability to get the desired information and lack of awareness and do not require e-resources.

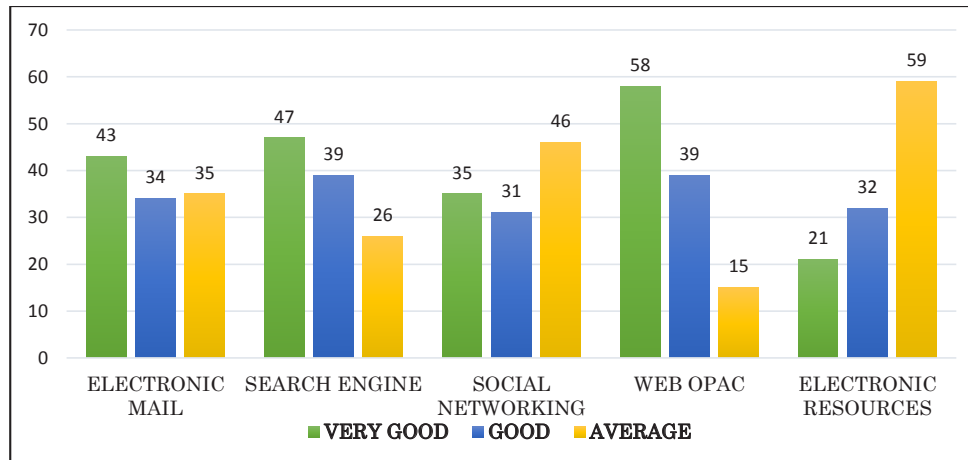


Fig. 7

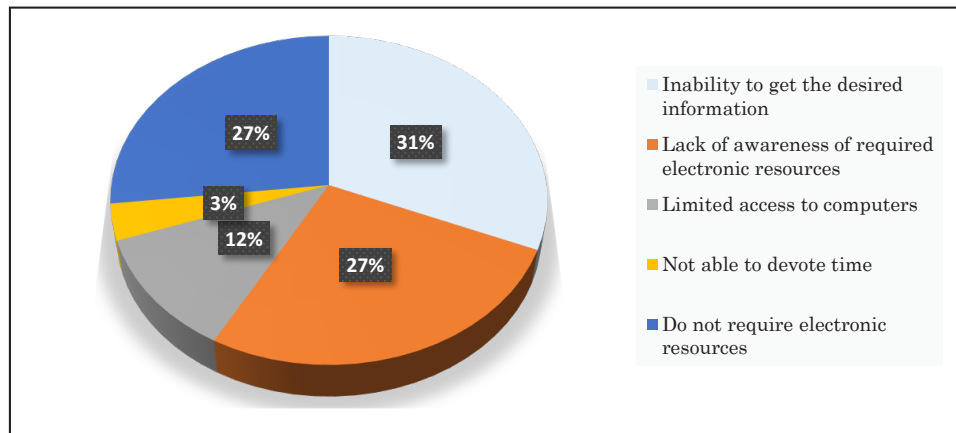


Fig. 8

Represents Users Responded on Available Automated Library Service

It is found that 52% users were availing the automated library and information services provided.

Represents Satisfaction About the Help Given by the Library Staff

It is seen that for the library it was essential to be active to provide the library services to maximise their usage as it is noticed that majority of the users could be provided help by the library staff.

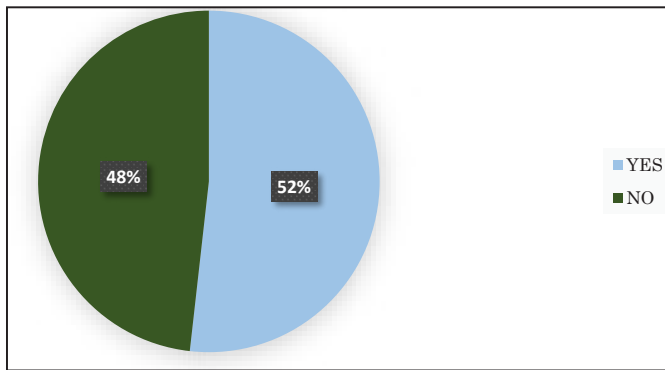


Fig. 9

Showing Respondents Satisfaction with Using the Internet

It is observed that most of the users were satisfied with location and time of the library but a majority of the users

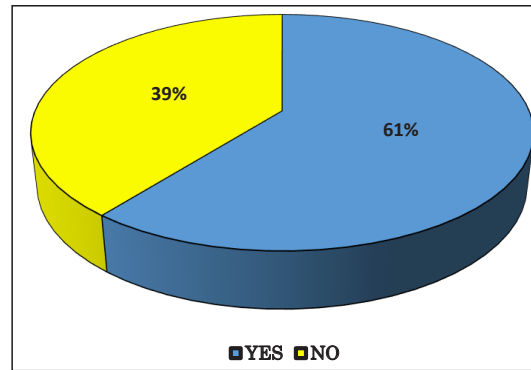


Fig. 10

were dissatisfied with the provision for multimedia and downloading and printing. This is obvious as the libraries do not allow these facilities while using the Internet.

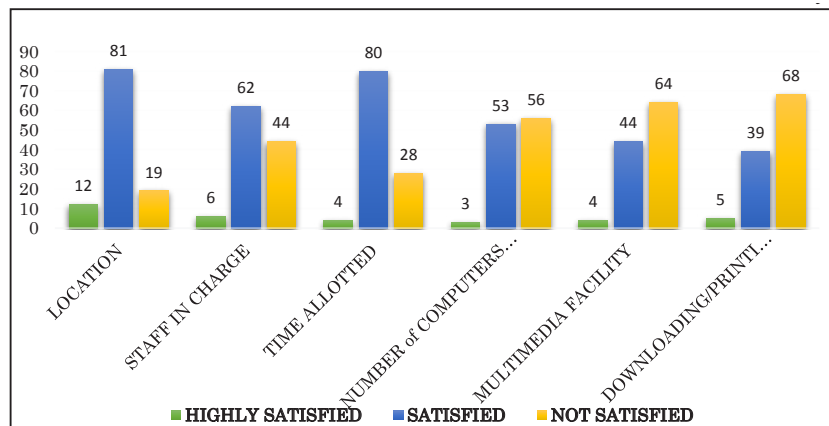


Fig. 11

Represents Respondent's Satisfaction with Automated Library Services

Overall, it is found that the satisfaction level among the users with the automated library services is satisfactory and but there only a few users were highly satisfied as it is library need to find the ways and means of modifying the existing services and offer more automated services to the users.

Showing Respondents Satisfaction with the Use of Information Technology

It is found that satisfaction level of users with use information technology was satisfactory.

Showing Respondents Reasons for Non-Satisfaction with the Use of Information Technology

It is shown that the reasons for dissatisfaction of users with regard to use of IT in the library was due to insufficient IT, lack of training on using automated service and discouraging attitude of the library staff.

Represents Respondents the Awareness about Law Information

It is indicating that most of the respondents were have not awareness about law information.

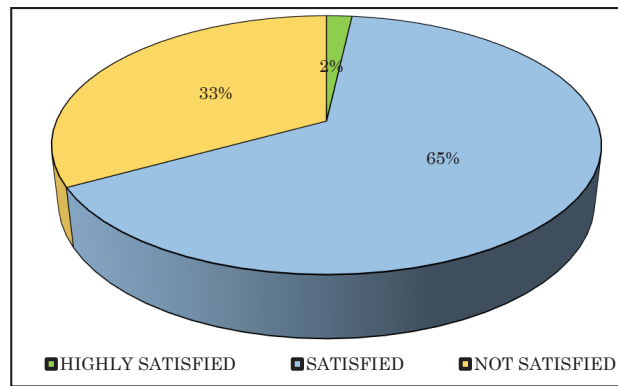


Fig. 12

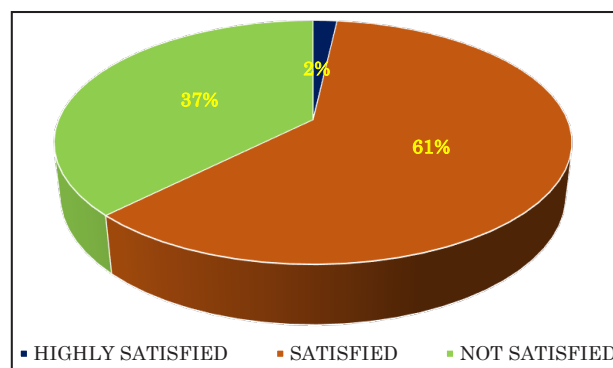


Fig. 13

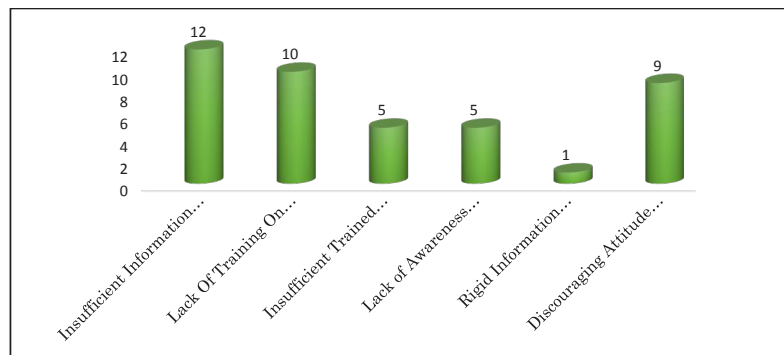


Fig. 14

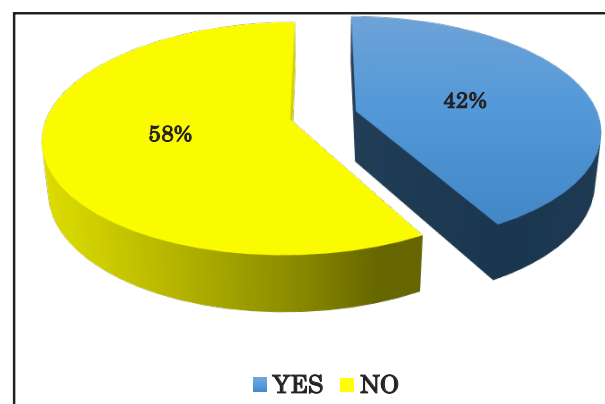


Fig. 15

Showing the Source Respondents Using

SuperLawyers.in
Indiankanon.com
Quora
Indianlaw.in
Supreme Court Website
www.lawbooks.com
Nyaaya.in
Department library
Central Library
Law Books

FINDINGS

- 150 questionnaires were distributed, out of this, 112 have responded. That is 74.67% has responded. So finally, it is concluded that majority of the student and scholars have responded.
- All the 112 questionnaires collected from the different semester. Majority response came from LLB 8th semester (95%) followed by LLB 2nd semester (90%) and LLB 10th semester (90%) whereas response came from LLM was 2nd semester was 50% and 4th semester was 40% and Ph.D. were 50%.
- It is found that majority of users (57.14%) use information technology.
- Unfortunately, a majority of users (54.46%) had average knowledge of information technology. Only 7.14% users had very good knowledge of information technology.
- Regrettably, most of the users (58.92%) were unaware of the online catalogue.
- Most of the users (62.5%) never used the online catalogue (OPAC) to access the library collection, 29.46% users used sometimes and only a few users (8.03%) used it usually. So it is found that users were not familiar with the online catalogue (OPAC).
- It is found that 31.25% of the users had average knowledge of electronic mail, 41.07% had average knowledge of social networking, blogs, RSS and similarly, only 41.96% users had very good knowledge of search engines. Unfortunately, 52.67% students were average as far as electronic resources were concerned. It is clear that most of the users have not very good knowledge of web-based services.
- It is found that most of the users (31.25%) could not access the electronic resources due to 'Inability to get the desired information', while the same number of users (26.78%) did not find electronic resources due to 'lack of awareness of required electronic resources' and 'not able to devote time'.
- Only half of the respondents (52%) found easy to available automated library service.
- It is observed that 60.71% users were not satisfied with the help rendered by the library staff to utilize the facilities and services whereas 39.28% students expressed their satisfaction for the same.
- The satisfaction levels of the students for using the Internet facility with regard to location, staff in-charge, the time allotted was above 50% and The non-satisfaction level for facilities to use the Internet such as a number of computers available for use, multimedia and downloading and printing is above 50%.
- More than half of the users (65.17%) were satisfied with automated library services. The highly satisfied users with the automated services were just 1.78%.
- The satisfaction level with the use of information technology in the library was encouraging as 60.71% users indicated that they were satisfied.
- More than half of the users indicated that their dissatisfaction was due to 'insufficient information technology' (28.57%) in the libraries, followed by 'lack of training on using automated service' (23.80%). The 'discouraging attitude of the library staff' is

another reason pointed out by 21.42% users for their dissatisfaction.

- A majority of users (58.03%) had not awareness about law information.
- Maximum using the internet to collect law information.

SUGGESTIONS

The following suggestions are made based on the analysis of the data for the study and researcher personal experience:

- The library should increase enough number of computers with the latest configuration and other IT products such as printers, scanners, etc. to enable the users to maximize the usage of IT-based resources and services.
- Library staff should well be trained. The library should organize training program, a workshop for the library staff so that they get proper knowledge about information technology and guide users to explore available- resources systematically and can also motivate the user to use e-resources independently.
- In order to fully uses the available e-resources, and services, the library should conduct user awareness program on information technology at the beginning of each academic session. This will encourage more and more students and research scholars to use library resources and services.
- The library should have held seminar and conferences on IT at each department at least once in a year to create awareness among the users. Training and knowledge must include spreading awareness of students as well as faculties.
- The library should possess sufficient multimedia resources such as television, LCD projectors, and other digital hardware and software to promote the usage of educational resources and educational programmes among the users.
- The library should provide the Internet facility that can be accessible by all the users without any breaks and failure in connectivity.
- The library should develop and update library websites to provide instant access to current information and resources and also add more information which is useful for users.
- The library timings generally overlap with class timings, thereby leaving no time for the students and the teachers to access electronic resources and to avail automated library services so that library should extend library hours.

CONCLUSION

This study sought to examine the users' satisfaction in IT-based library environment: a case study of Assam University Law Students. Objectives are met within the results.

Overall it is found that more than half of the respondents who belong to Law department were satisfied with automated library service and use of information technology. But a considerable number of users also not satisfied with the same service. So, the libraries need to find the ways and means of correcting the existing services and offer more automated services to the users. Now a day we are in an age of Information Technology. We know that user satisfaction is the ultimate goal of each and every library. Information technology changes the perspective of the library. This study shows that library should work not only for improve information technology service but also increase the awareness among the library users. The library developed various step to make a strong relationship with users and IT service.

This study shows that library should work not only to improve information technology service but also increase the awareness among the library users.

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