

Awareness and Satisfaction of Library Resources and Services: An Evaluative Study of Central University of Jammu, Jammu

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Abstract

In this study, an attempt is made to evaluate the academic and research support services of Central University of Jammu, Jammu which is divided into five sections: Introduction of the study, Review of literature, Research methodology, Data analysis and interpretation and Conclusion of the study. In this study, non-probability sampling technique was used. Null hypothesis of the study is "there is no significance difference of awareness and satisfaction regarding library resources and services among the user of Central University of Jammu". The present study was based on primary data. The data was collected through a questionnaire. Data was analysed with the help of SPSS and Chi-Square test used for hypothesis testing. The study found that majority of the respondents was male, and they visited the library on daily basis for issue or return the books and to update them. It was also observed that most of the respondents preferred both printed and electronic resources, were fully satisfied with the assistance of library staff and with the library's print as well as e-resources.

Keywords: E-Books, E-Journals, Library Resources, Library User, User Satisfaction, Library Staff

Introduction

Libraries play an important role in distribution of essential information to the right user at the right time, as well as in allowing wider access to global information and knowledge resources. The library system, developed

in response to the evolving demands of research, seeks to provide seamless information services spanning from the identification and acquisition of information to the sophisticated usage of data (Mahapatra, 2017). University libraries play an important role for supporting the teaching and learning with adequate information sources. Nowadays, universities are offering different type of undergraduate and postgraduate courses in different disciplines. The university libraries and library staff have been focusing on different type of library resources to full fill the information needs of library users. With the information overload on different media, the roles of university libraries become more critical in selecting, processing and dissemination of information sources to the users. Even the university libraries also have become the member of different library networks to provide the non-available resources to the users through inter-library loan. INFLIBNET and DELNET are the major national level library networks to connect the college and university libraries with each other. With the implication of information and communication technology, libraries are providing different type of electronic resources in different modes. Moreover, university libraries are also providing the access of various open access resources. Use and users studies are the important aspects of the university library system. The main emphasis of university libraries is to satisfy the users information needs with adequate resources. The big share of university library budget is spent on different type of resources. It is an important aspect to evaluate the use of library resources by diverse category of users and also to know about the information needs and satisfaction level of users with available library

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resources. Wilson (1981) has described that library should know the information needs, information seeking behaviour and their familiarity with library collection and services.

Central University of Jammu (CUJ)

The CUJ was established in the year 2011 under the Central Universities Act 2009 (Act No. 25 of 2009). The first academic session was started in 2011 in the temporary academic block at Sidhra by pass road Jammu. Three postgraduate courses were started at that time. The CUJ is providing five years integrated (UG/PG) programmes in various schools of study. Moreover, the university is offering postgraduate and integrated M.Phil and Ph.D. programmes in almost all Schools. Besides this university have many vocational programmes like B.Voc in Tourism and Travel Management, Retail management and Diploma courses in various subjects.

The Library of CUJ

The CUJ has well stocked and fully computerised library. It was established in the year 2011. The library caters to the information needs of different type of users of 21 teaching and research departments. The library has a good collection of textbooks, reference books, general books, resources, print journals, CDs, DVDs and magazines. Moreover, the library has a good collection of electronic resources which are being provided by INFLIBNET through e-Shodh Sindhu consortium. The library has a well-equipped computer lab with Wi-Fi network facility. The library has different sections to manage all its operations i.e. Circulation Section, Technical Section, Reference Section, Periodical Section, Newspaper section. KOHA software is being used for all the operations of library.

Review of Literature

Burhansab, Batcha and Ahmad (2021) investigated the awareness and usage of electronic resources by users of selected colleges at Solapur University. Their study revealed that respondents from aided, self-financed, and educational colleges visited the library once every

three days, primarily to issue and return books. Most respondents preferred using mobile phones to access electronic resources, followed by laptops and desktops. It was found that a significant number of users were unaware of IT training programs for accessing electronic resources. Veer and Panda (2021) focused on the usage statistics of electronic resources during the pandemic lockdown at Chandigarh University Library. Their study, based on 158 valid responses from a distributed survey, indicated that the majority of library users were aware of and efficiently used the e-resources available at the CU Library. The paper also highlighted the challenges faced by students and faculty in obtaining e-resources and their perspectives on the utility of these resources. Alokuk (2020) explored the attitude of users towards library facilities and found that most students used the library for reading materials and accessing internet-based resources and services. The study revealed that students considered the library a valuable place for enhancing their knowledge. Respondents suggested that reducing the cost of printing and photocopy services could increase library usage. Kumar and Pandey (2020) surveyed the use of library resources by users at Doon University, Dehradun. The study found that a majority of students and faculty visited the library to borrow books, while many research scholars consulted journals and used reference sources. Most respondents were satisfied with the available textbooks, reference books, and newspapers. Singh and Mahajan (2020) conducted a comparative study on the use of library resources in Northern India. They found that research scholars and faculty members from various universities visited the library daily, with researchers spending four to six hours per week in the library. The study revealed that research scholars utilised library resources more than faculty members, primarily for research and reading purposes. Most respondents preferred print resources for their flexibility and suggested that frequent user orientation programmes be conducted to increase awareness of library resources.

Krishnappa and Kemparaju (2019) focused on the level of awareness regarding library resources and facilities of ISEC library, Bangalore. The study revealed that the majority of the respondents were aware of library collections, such as books, national and international journals, etc., and with regard to library services, most

of the respondents were aware of photocopy services provided by the library and different reference services available in the library. The regression results show that in respect of researcher category, accessing index journals and thesis/dissertations is statistically significant. The findings of the study also show that the major purpose of using the library services and facilities was search for the most relevant information. Ahmed and Sulaiman (2017) conducted a study to investigate the use and awareness of electronic resources by medical students of University of Saudi Arabia. The study revealed that respondents from medical college and dental college have knowledge about electronic resources, while few respondents have stated that they learned the use of electronic resources with the help of library staff. Lack of information literacy programmes has also impacted the access to electronic resources. It was suggested by the respondents that the university should integrate the information literacy programmes with the course curriculum. Gupta and Sharma (2017) studied the user's awareness and satisfaction levels regarding digital information resources and services with respect to the students of IIT Guwahati. They found that mostly users were aware of e-books, e-resources and found these resources important in their research. They also revealed that majority of the users were aware of OPAC/Web OPAC services. They observed that maximum respondents were satisfied with the digital information resources and services. Veena and Kotari (2016) investigated the satisfaction of library services and facilities among the students of the SDM college library. The study found that mostly respondents were satisfied with general books, textbooks and considered circulation services as being excellent. They suggested that the library should try to identify users' information needs and their information gathering behaviours. Pandey (2015) evaluated users' satisfaction levels regarding library resources and services. The study found that a majority of the respondents were satisfied with the availability and use of library resources such as books, journals/magazines and conference proceedings and library services like circulation, reference and book-bank services. The study also found that a majority of the respondents were dissatisfied with electronic resources, OPAC and online databases, resources and services.

The present study attempts to evaluate the awareness and satisfaction level of library and information services and facilities in Central University of Jammu.

Research Methodology

Objectives of Study

The objectives of the study are as under:

- To know the awareness about library resources among the users.
- To know the satisfaction level of users with library resources.

Null Hypothesis of the Study

H_0 : There is no significance difference of awareness and satisfaction regarding library resources and services among the user of Central University of Jammu.

Methodology

The present study used the descriptive research design. The study was conducted at Central University of Jammu, Jammu. To complete the study 250 respondents were selected for research sample. The structured questionnaire was designed for the collection of primary data. Three categories of users *i.e.* Post graduate students, research scholars and faculty members were taken to organise this study. Convenient sampling technique was used to collect the data. Out of 250 distributed questionnaires, 227 fully filled questionnaires were received.

Data Analysis and Interpretation

This section covers the analysis and interpretation of the collected data. Table 1 presents the gender wise sample of Central University of Jammu. Out of total respondents, 119 respondents (52.4%) were male, and 108 (47.6%) respondents were females. 107 respondents (46.7%) were PG students and 62 respondents (27.7%) were faculty members.

Table 1: Gender-Wise Sample of the Study

Category	Male	Female	Total	Percentage
Faculty Member	37	25	62	27.7%
Research Scholar	24	34	58	25.6%
PG Student	58	49	107	46.7%
Total	119	108	227	100%

Table 2 shows that out of total respondents, 91 respondents (40.1%) reported to be daily library visitors, whereas 64 (28.2%) respondents were occasional library visitors. Whereas 50 (22%) respondents were visiting the library

twice a week. Statistically, Chi-square resulted that there is no significant difference among the users towards frequency of library visits.

Table 2: Frequency to Visit the Library

Sr. No.	Visit the Library	Faculty Member (N=62)	Research Scholar (N=58)	PG Student (N=107)	Total (N=227)	χ^2 (P Value)
1	Daily	23 (37.1%)	28 (48.3%)	40 (37.4%)	91 (40.1%)	2.216 (0.330)
2	Occasionally	34 (54.8%)	10 (17.2%)	20 (18.7%)	64 (28.2%)	
3	Twice a week	4 (6.5%)	14 (24.1%)	32 (29.9%)	50 (22%)	
4	Once a week	1 (1.6%)	2 (3.4%)	5 (4.7%)	8 (3.5%)	
5	Twice a month	0 (0%)	1 (1.7%)	2 (1.9%)	3 (1.3%)	
6	Rarely	0 (0%)	3 (5.2%)	7 (6.5%)	10 (4.4%)	

Table 3 shows that 125 respondents (55.1%) were fully aware of library resources, whereas 98 (43.1%)

respondents were partially aware of library resources. Only 4 (1.8%) respondents were not aware of library resources.

Table 3: Awareness About Library Resources

Sr. No.	Level of Awareness	Faculty Members (N=62)	Research Scholars (N=58)	PG Students (N=107)	Total (N=227)
1	Fully	34 (54.8%)	26 (44.8%)	65 (60.7%)	125 (55.1%)
2.	Partially	28 (45.2%)	31 (53.5%)	39 (36.5%)	98 (43.1%)
3.	Not at all	0 (0%)	01 (1.7%)	03 (2.8%)	04 (1.8%)

Table 4 depicts that 165 (77.1%) respondents visit the library to get the books issued or return the books followed by 121 respondents (56.5%) who visit the library to update themselves; 105 (49.1%) respondents

visit the library to use resources for academic and research purposes. Statistically, Chi-square resulted that there is a significance difference among library visits by respondents from the Central University of Jammu.

Table 4: Purpose of Visit to the Library

Sr. No.	Purpose	Faculty Member (N=62)	Research Scholar (N=58)	PG Student (N=107)	Total (N=227)	χ^2 (P Value)
1	Issue and return books	40 (64.5%)	43 (74.1%)	74 (69.2%)	157 (69.2%)	5.976 (0.05)*
2	To study library resources for academic/research purpose	9 (14.5%)	30 (51.7%)	40 (37.4%)	79 (34.8%)	
3	To complete assignments	4 (6.5%)	24 (41.4%)	46 (43%)	74 (32.6%)	
4	To consult reference materials	44 (71%)	24 (41.4%)	42 (39.3%)	110 (48.5%)	
5	For preparing materials	5 (8.1%)	28 (48.3%)	55 (51.4%)	88 (38.8%)	
6	For updating yourself	50 (80.6%)	31 (53.4%)	49 (45.8%)	130 (57.3%)	
7	To browse online information resources	18 (29%)	13 (22.4%)	35 (32.7%)	66 (29.1%)	
8	To read print journals and other information resources	28 (45.2%)	24 (41.4%)	21 (19.6%)	73 (32.2%)	
9	To consult thesis/dissertations	25 (40.3%)	18 (31%)	12 (11.2%)	55 (24.2%)	
10	To read newspapers	15 (24.2%)	39 (67.2%)	58 (54.2%)	112 (49.3%)	
11	To use e-resources	47 (75.8%)	15 (25.9%)	32 (29.9%)	94 (41.4%)	
12	To browse the internet	10 (16.1%)	16 (27.6%)	23 (21.5%)	49 (21.6%)	
13	To get photocopy of reading material	28 (45.2%)	21 (36.2%)	26 (24.3%)	75 (33%)	

Table 5 shows the preferences for the mode of library resources indicated by the respondents from the Central University of Jammu. The table shows that 128 (56.4%) respondents prefer both printed and electronic resources followed by 50 (22%) respondents who prefer only

printed resources and 26 (11.5%) respondents who prefer only electronic resources of the library. Statistically, Chi-square resulted that there is no significant difference of the preferred mode of library resources by the respondents of Central University of Jammu.

Table 5: Preference for Mode of Library Resources

Sr. No.	Preferences of Mode	Faculty Member (N=62)	Research Scholar (N=58)	PG Student (N=107)	Total (N=227)	χ^2 (P Value)
1	Only printed resources	1 (1.6%)	20 (34.5%)	29 (27.1%)	50 (22%)	0.968 (0.616)
2	Only electronic resources	17 (27.4%)	5 (8.6%)	4 (3.7%)	26 (11.5%)	
3	Both printed and electronic resources	46 (74.2%)	29 (50%)	53 (49.5%)	128 (56.4%)	
4	Any other, please specify	0 (0 %)	2 (3.4%)	5 (4.7%)	7 (3.1%)	

Table 6 shows the preferences amongst the available e-resources in the library by the respondents of Central University of Jammu. Table depicts that 168 (74%) respondents prefer e-books followed by 121 (53.3%) respondents who prefer e-journals, and 87 (38.3%)

respondents prefer e-lecture notes. Statistically, Chi-square resulted that there is no significant difference among respondents towards preferences of available e-resources in the library of the Central University of Jammu.

Table 6: Preferences Amongst the Available E-Resources

Sr. No.	Preference to E-Resources	Faculty Member (N=62)	Research Scholar (N=58)	PG Student (N=107)	Total (N=227)	χ^2 (P Value)
1	E-Journals	55 (88.7%)	32 (55.2%)	34 (31.8%)	121 (53.3%)	3.53 (0.171)
2	E-Books	47 (75.8%)	42 (72.4%)	79 (73.8%)	168 (74.0%)	
3	E-Thesis/ Dissertations	22 (35.5%)	15 (25.9%)	24 (22.4%)	61 (26.9%)	
4	E-Reports	39 (62.9%)	9 (15.5%)	23 (21.5%)	71 (31.3%)	
5	E-Lecture notes	26 (41.9%)	18 (31%)	43 (40.2%)	87 (38.3%)	
6	CD Rom Databases	30 (48.4%)	17 (29.3%)	18 (16.8%)	65 (28.6%)	
7	Wiki and online references	20 (32.3%)	15 (25.9%)	25 (23.4%)	60 (26.4%)	
8	Any other (please specify)	0 (0%)	0 (0%)	0 (0%)	0 (0%)	

The Table 7 shows that 74 (32.6%) respondents spend 1-2 hours in the library followed by 62 (27.3%) respondents who spend up to one hour in the library and 43 (18.9%) respondents spend 2-4 hours in the library. Moreover 26 (11.5%) respondents spend 6-8 hours in the library

for consulting different type of resources. Statistically, Chi-square resulted that there is no significant difference among library users towards average time spend in the library per week.

Table 7: Average Time Spend Per Week in the Library

Sr. No.	Time Spend	Faculty Member (N=62)	Research Scholar (N=58)	PG Student (N=107)	Total (N=227)	χ^2 (P Value)
1	Up to one hour	28 (45.2%)	10 (17.2%)	24 (22.4%)	62 (27.3%)	(0.443) 1.626
2	1-2 hours	28 (45.2%)	19 (32.8%)	27 (25.2%)	74 (32.6%)	
3	2-4 hours	4 (6.5%)	14 (24.1%)	25 (23.4%)	43 (18.9%)	
4	6-8 hours	3 (4.8%)	7 (12.1%)	16 (15%)	26 (11.5%)	
5	8-10 hours	0 (0%)	5 (8.6%)	11 (10.3%)	16 (7%)	
6	More than 10 hours	0 (0 %)	2 (3.4%)	2 (1.9%)	4 (1.8%)	
7	More than 20 hours	0 (0 %)	2 (3.4%)	2 (1.9%)	4 (1.8%)	

Table 8 indicates that 129 (56.8%) respondents were fully satisfied with the assistance of library staff, while 89 (39.2%) respondents were partially satisfied. On the other hand, 9 (4 %) respondents were not at all satisfied with the

assistance of library staff in using the library. Statistically, Chi-square resulted that there is no significant difference among users towards satisfaction level regarding the assistance of library staff for using library.

Table 8: Satisfaction Towards the Assistance of Library Staff for using Library

Sr. No.	Level of Satisfaction	Faculty Member (N=62)	Research Scholar (N=58)	PG Student (N=107)	Total (N=227)	χ^2 (P Value)
1	Satisfied	37 (59.7%)	34 (58.6%)	58 (54.2%)	129 (56.8%)	1.689 (0.430)
2	Partially Satisfied	25 (40.3%)	22 (37.9%)	42 (39.3%)	89 (39.2%)	
3	Not Satisfied	0 (0 %)	2 (3.4%)	7 (6.5%)	9 (4%)	

Table 9 shows that 136 (59.9%) respondents were partially satisfied while 73 (32.2%) respondents were fully satisfied with the library's print as well as e-resources. 18 (7.9%) respondents were not at all satisfied with the printed as

well as e-resources available in the library. Statistically, Chi-square resulted that there is no significant difference among users towards satisfaction level regarding the library printed and e-resources, Therefore, null hypothesis is accepted.

Table 9: Satisfaction Towards the Library Printed and E-Resources

Sr. No.	Level of Satisfaction	Faculty Member (N=62)	Research Scholar (N=58)	PG Student (N=107)	Total (N=227)	χ^2 (P Value)
1	Fully	28 (45.2%)	12 (20.7%)	33 (30.8%)	73 (32.2%)	0.622 (0.733)
2	Partially	34 (54.8%)	40 (69.0%)	62 (57.9%)	136 (59.9%)	
3	Not at all	0 (0 %)	6 (10.3%)	12 (11.2%)	18 (7.9%)	

Major Findings

- The study found that most of the respondents reported to be daily library visitors.
- A majority of the respondents visit the library to issue or return the books and to update themselves.
- It was also found that most of respondents preferred both printed and electronic resources.
- The study observed that majority of the respondents preferred e-books as well as e-Journals.
- It was found that most of the respondents were fully satisfied with the assistance of library staff.
- The study found that maximum respondents were fully satisfied with the library's print as well as e-resources.

Conclusion

The present study observed that Central University of Jammu has well stocked and fully computerised library. Most of the users' visit the library daily for getting the books issued and to return. They update themselves as they prefer both print and electronic resources of the library. The library has a good collection of electronic resources in the form of e-books and e-journals which are being preferred by the respondents. The library staff of the library assists the users when they visit and use the library resources. The library has a well-equipped computer lab with Wi-Fi network facility. The study concluded that the user of the library was aware of the library resources and services and satisfied with them.

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