

A STUDY ON THE USAGE AND SATISFACTION OF LIBRARY FACILITIES AND SERVICES IN PRIVATE B.ED. COLLEGES IN MURSHIDABAD, WEST BENGAL

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Abstract This research explores the patterns of usage and satisfaction with regard to library facilities and services in private B.Ed. colleges located in Murshidabad, West Bengal. Focusing on sixty institutions affiliated with the National Council for Teacher Education (NCTE), the study employed a structured survey to gather insights directly from library users. Both primary data and relevant literature were analysed to evaluate user perceptions across key areas, including infrastructure, collection adequacy, service quality, and staff responsiveness. Findings indicate that students primarily use the library to access and read books. However, the overall level of satisfaction remains moderate, pointing to notable gaps in service delivery and facility standards. The results underscore the pressing need to upgrade and modernise these libraries to better meet the academic needs of future educators. This study provides a foundational understanding of the present scenario and highlights specific areas for development, offering valuable guidance for policymakers, administrators, and stakeholders aiming to enhance library effectiveness in private B.Ed. colleges.

Keywords: Scholastic Libraries, Private B.Ed. College Libraries, College Libraries, Library Resources Centre (LRC), Library Offices, NCTE, Client Fulfilment, Client Study, Library Facilities and Services

INTRODUCTION

In the contemporary educational landscape, libraries serve as the intellectual core of academic institutions, playing a vital role in supporting teaching, learning, and research. Academic libraries are entrusted with the responsibility of offering a wide range of services and facilities to meet the evolving needs of students and faculty. The effectiveness of these services significantly influences user engagement and satisfaction. With the continuous advancement of educational requirements, libraries are persistently enhancing their infrastructure and resources. Gathering and analysing user feedback is a critical component of assessing and improving library collections and services. Regular evaluations of user satisfaction are therefore essential to ensure libraries fulfil their intended academic roles.

Libraries, particularly those within teacher education institutions, contribute substantially to the development of cognitive and professional skills. However, the extent to which these resources are effectively utilised depends

on the quality of services provided and the degree of user involvement. Ensuring high levels of user satisfaction is essential for refining service delivery and increasing resource utilisation.

Teacher education, especially in B.Ed. colleges, demands the cultivation of diverse skill sets—pedagogical, academic, and professional. These competencies can only be effectively nurtured through adequate institutional infrastructure, strategic training programmes, and well-equipped libraries. In this context, the role of the private B.Ed. college library becomes critical.

Bhatt (2010) classified teacher education institutions in India into government, aided, and private colleges. Over the years, several commissions and regulatory bodies have been established to reform and improve the teacher education system (Biswas & Chakrabarti, 2014; Biswas, 2021). The establishment of the NCTE in 1973, initially as an advisory body and later as a statutory authority in 1995, marked a significant step in standardising teacher education

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in India. NCTE is responsible for guiding both central and state governments on matters related to teacher education, including Bachelor of Education (B.Ed.) programmes in institutions such as private B.Ed. colleges in Murshidabad, West Bengal.

Most of the B.Ed. colleges in this region are privately managed, with a few operating under government administration. In 2015, the West Bengal University of Teachers' Training, Education Planning and Administration (WBUTTEPA), now known as Baba Saheb Ambedkar Education University (BSAEU), was established to ensure stronger oversight and greater uniformity in teacher education. The aim was to raise the quality of instruction and align institutional practices with national standards.

In today's highly competitive academic environment, user satisfaction has become a key indicator of institutional success (Rehman, Shafique & Mahmood, 2011). B.Ed. colleges must prioritise quality services and adequate facilities to remain competitive. As Kumar (2017) notes, the effectiveness of a modern academic library is now often measured by its ability to meet the expectations of its users. Consequently, user input remains essential for continuous improvement and relevance in academic library services.

LITERATURE SURVEY

A comprehensive review of existing literature reveals various perspectives on the usage and satisfaction levels associated with academic library facilities and services. Daisy (2006) reported a high level of user satisfaction with library services and staff support, noting that students primarily accessed libraries for examination preparation. Kumar (2013) focused on the services and resources available at the Library of the Materials Institute of Haryana, emphasising the quality and utilisation of these services by users.

Saikia and Gohain (2013) conducted a detailed investigation into the information-seeking behaviour and library usage patterns of undergraduate, postgraduate, and research students at Tezpur University. Their findings indicated strong user satisfaction, especially with access to e-journals and print resources for academic and research purposes.

Sivathaasan (2013) emphasised students' appreciation for a conducive library environment, effective services, comprehensive information resources, and the active involvement of library staff. Similarly, Abdulgam, Borle and Tapare (2016) studied library usage trends among undergraduate medical students and found that physical resources, particularly during examination periods, were preferred over digital alternatives. Reference books and printed materials were the primary sources of academic engagement.

Onanuga et al. (2017) analysed undergraduate students' usage patterns and satisfaction with library services, highlighting the growing relevance of electronic resources for academic purposes. Singh and Kuri (2017) explored user satisfaction levels in IIT libraries across India, where users expressed a preference for web-based resources and were high satisfied with services such as inter-library loans and web-based retrieval systems.

These studies collectively offer insight into the structural, administrative, and service-related aspects of academic libraries. They reflect the influence of library staff, collection quality, and technological infrastructure on overall user satisfaction. The guidelines set by the National Council for Teacher Education (NCTE) have also been acknowledged in shaping library policies and standards.

Murgai (2002) emphasised the significance of library staff in positively shaping user experiences. Studies such as that by Kumar (2017) underscored the importance of user feedback in evaluating current services and recommending areas for improvement. Saikia and Gohain (2013) reiterated that libraries are vital in meeting the diverse academic and research needs of students. They also highlighted the need for user orientation programmes to ensure effective use of available resources.

Mahajan (2009), in his study of the Punjab University Library, reported general user satisfaction but noted a gap in users' proficiency with online resources, suggesting a need for targeted training. Sriram and Rajiv (2014) assessed library services in Sur College, Sultanate of Oman, identifying various user requirements and their implications for service effectiveness.

Finally, Ijiekhuamhen et al. (2015) studied the Federal University of Petroleum Resources (FUPRE) Library and found that a majority of respondents visited the library daily, 76% expressing high satisfaction with services, and 71% with infrastructure. The study recommended extended operational hours and ongoing development of library services and collections to better meet academic and research needs.

Taken together, these collective findings underscore the importance of continuous user-centered evaluation in academic libraries to ensure alignment with evolving educational demands and technological advancements.

OBJECTIVE

The primary objectives of this research are as follows:

- To investigate the underlying motivations that drive users to utilise library services in private B.Ed. colleges.
- To examine the frequency and patterns of library visits among students and other users in these institutions.

- To evaluate the level of user satisfaction with the existing library facilities and services offered by private B.Ed. college libraries.

To recommend strategic improvements aimed at enhancing the overall quality and effectiveness of library resources and services.

METHODOLOGY

To achieve the objectives of the study, a survey-based research design was adopted. Structured questionnaires were distributed randomly among students, faculty members, and staff associated with private B.Ed. college libraries in Murshidabad, West Bengal. A total of 175 questionnaires were disseminated, targeting a sample of 150 respondents across the aforementioned groups. Data collection was facilitated through multiple channels, including email, Google Forms, WhatsApp, and printed copies, to ensure wider participation and accessibility.

In addition to the questionnaire, personal interviews were conducted to clarify ambiguities and address any issues encountered during the completion of the survey. This approach helped in enhanced both the reliability and depth of the collected data. The data collection process was initiated following the distribution of the questionnaires and continued until a satisfactory number of responses were obtained for analysis.

SCOPE OF THE STUDY

This study covers sixty fully private B.Ed. college libraries located in Murshidabad, West Bengal. The research primarily focuses on analysing the usage patterns and

effectiveness of these libraries. Data was collected from key stakeholders, including students, faculty members, and administrative staff, to provide a comprehensive understanding of how library resources and services are utilised within these institutions.

DATA ANALYSIS AND DISCUSSION

Table 1: Distribution of Frequency of Respondents' Gender

Gender	Frequency	Percentage (%)
Male	80	(53.33%)
Female	70	(46.67%)
Total	150	(100%)

The gender-wise distribution of respondents is presented in Table 1. Out of the 175 questionnaires distributed, 150 valid responses were received, reflecting a response rate of 60%. Among the respondents, 80 (53.33%) were male, while 70 (46.67%) were female. This indicates a fairly balanced participation across genders in the survey.

Table 2: Distribution of Frequency of Respondents' Status

Status of Respondents	Frequency	Percentage
Students	90	(60%)
Faculty	40	(26.67%)
Staff	20	(13.33%)
Total	150	(100%)

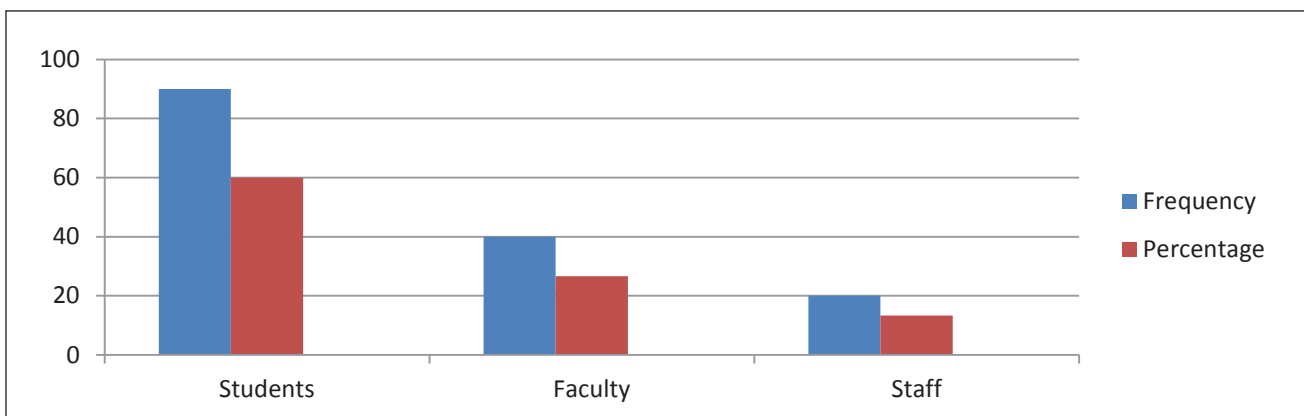


Table 2 presents the category-wise distribution of respondents drawn from sixty private B.Ed. college libraries. Among the 150 valid responses, the majority were students, representing 60% of the total. Faculty members

comprised 26.67% of the respondents, while non-teaching staff constituted the remaining 13.33%. This distribution highlights the active participation of students in the study, followed by teaching and administrative personnel.

Table 3: Frequency of Visit to Library

Frequency of Visit to Library	No. of Respondent	Percentage
Everyday	50	(33.33%)
Twice in a week	40	(26.67%)
Once in a week	30	(20%)
Fortnightly	10	(06.67%)
Once in a month	20	(13.33%)
Total	150	(100%)

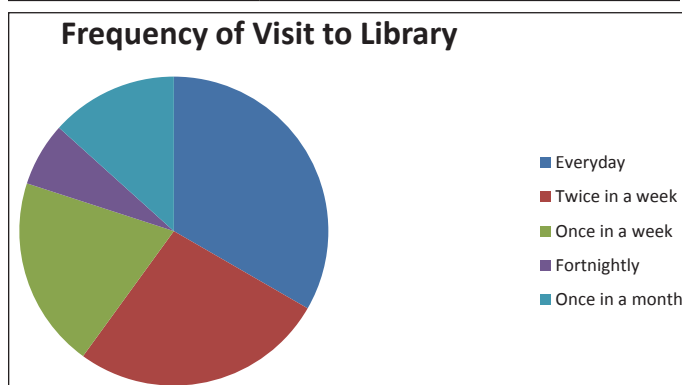
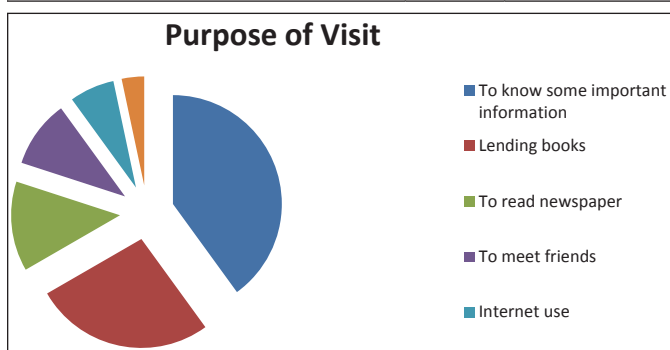


Table 3 illustrates the frequency with which respondents visited the library. The data indicate a positive pattern of library usage, with a substantial proportion of users engaging with library services regularly. Specifically, 33.33% of respondents reported visiting the library daily, while 26.67% visited twice a week. Weekly visits were reported by 20% of the respondents. A smaller portion of participants indicated less frequent usage, with 13.33% visiting once a month and only 6.67% visiting on a fortnightly basis. These figures suggest that the majority of users sustain consistent engagement with library facilities.

Table 4: Purpose of Library Visit by the Respondents

Purpose of Visit	Total	Percentage
To know some important information	60	(40%)
Lending books	40	(26.67%)
To read newspaper	20	(13.33%)
To meet friends	15	(10%)
Internet use	10	(06.67%)
For reading books/journals	5	(03.33%)
Total	150	(100%)



Academic libraries serve multiple functions, catering to a variety of user needs. Table 4 presents data on the different purposes for which respondents accessed the library. As participants were permitted to select more than one option in the questionnaire, the results reflect a range of motivations.

The most commonly cited reason for visiting the library was to seek important information, reported by 40% of respondents. This was followed by book lending, which accounted for 26.67% of visits. A notable proportion (13.33%) visited the library to read newspapers. Social interaction also played a role, with 10% of respondents indicating that they came to the library to meet friends. Additionally, 6.67% utilised the library for internet access, while a smaller segment (3.33%) visited specifically to read academic books or journals.

Table 5: Users Response on Different Statements on Library Collection

Statements	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
The library has sufficient books to support my academic purposes.	70 (46.67%)	40 (26.67%)	20 (13.33%)	20 (13.33%)	10 (06.67%)
The library has sufficient journals to support my academic purposes.	50 (33.33%)	35 (23.33%)	25 (16.67%)	30 (20%)	10 (06.67%)
Finding of printed resources is easy and well organised.	50 (33.33%)	50 (33.33%)	25 (16.67%)	15 (10%)	10 (06.67%)
Library has sufficient CDs/E-Books/E-Journals.	60 (40%)	60 (40%)	10 (06.67%)	5 (03.33%)	5 (03.33%)

Table 5 summarises respondents' opinions on various aspects of the library collection in private B.Ed. colleges.

Regarding the adequacy of books to support academic needs, 46.67% of respondents strongly agreed that the library's

book collection was sufficient, while 26.67% agreed with this view. However, 13.33% expressed no opinion, and a combined 20% (13.33% disagreeing and 6.67% strongly disagreeing) felt the collection was inadequate.

In terms of journal availability, 33.33% of participants strongly agreed that the library held a sufficient number of journals, with 23.33% agreeing. Nonetheless, 16.67% remained neutral, and a notable 26.67% (20% disagreeing and 6.67% strongly disagreeing) expressed dissatisfaction with the journal resources.

Concerning the ease of locating printed materials and the

organisation of the collection, an equal proportion (33.33%) of respondents strongly agreed and agreed, respectively. 16.67% were neutral, while 16.67% (10% disagreeing and 6.67% strongly disagreeing) reported difficulties in accessing printed resources.

Finally, the availability of digital resources such as CDs, e-books, and e-journals received relatively positive feedback, with 40% strongly agreeing and another 40% agreeing on their adequacy. A small portion of respondents remained neutral (6.67%) or expressed disagreement (3.33% each for disagree and strongly disagree).

Table 6: Responses from Users Regarding the Statement on Library Staff

Statements	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
Library staff is very helpful.	70 (46.67%)	40 (26.67%)	10 (06.67%)	20 (13.33%)	10 (06.67%)
Library staff shows good communication skill.	70 (46.67%)	40 (26.67%)	10 (06.67%)	15 (10%)	15 (10%)
Library staff response to my questions and others purpose.	80 (53.33%)	50 (33.33%)	10 (06.67%)	5 (03.33%)	5 (03.33%)

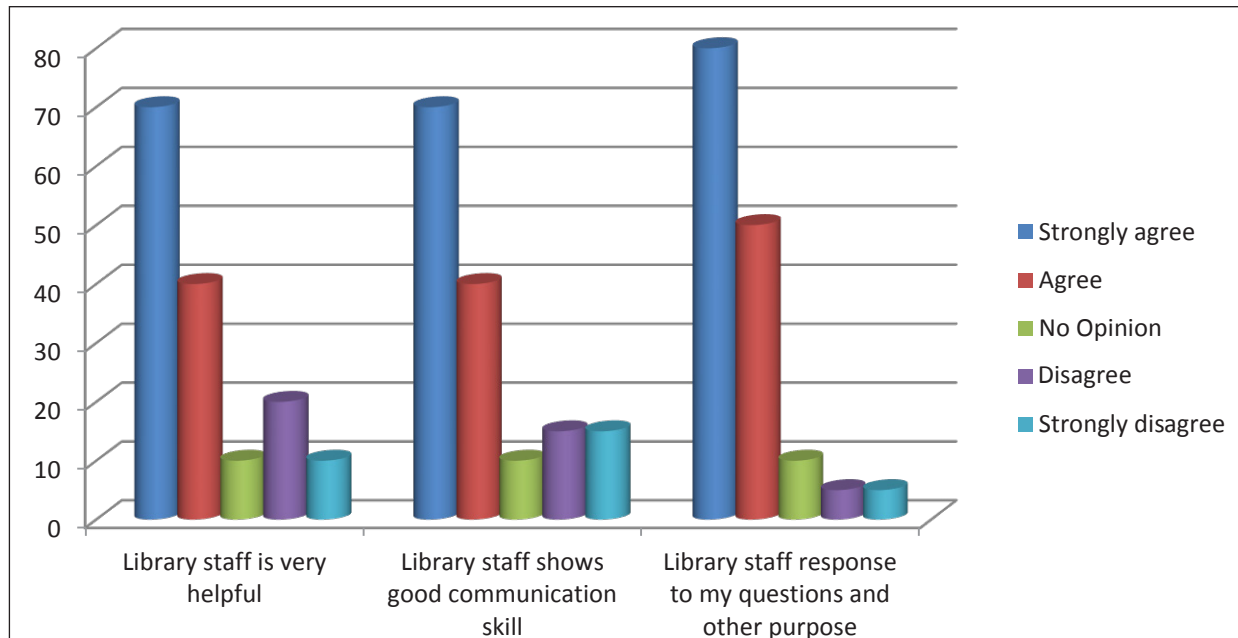


Table 6 presents the responses of users regarding their perceptions of the library staff in private B.Ed. colleges libraries in Murshidabad, West Bengal. The table captures user sentiments on staff helpfulness, communication skills, and responsiveness.

In the first item, 46.67% of respondents strongly agreed that the library staff are helpful, while 26.67% agreed with the statement. A smaller proportion (6.67%) expressed no opinion, whereas 13.33% disagreed and 6.67% strongly disagreed, indicating some room for improvement in staff approachability.

Regarding the communication skills of library personnel, an identical 46.67% strongly agreed that the staff demonstrated effective communication skills, and 26.67% agreed. Neutral responses accounted for 6.67% of the participants, while 10% disagreed and another 10% strongly disagreed, suggesting that communication remains an area requiring further enhancement.

As for staff responsiveness to user queries and needs, the feedback was notably positive. A majority of 53.33% strongly agreed that the staff addressed their questions and concerns effectively, followed by 33.33% who agreed. Only

a small fraction remained neutral (6.67%), while 3.33% each disagreed and strongly disagreed.

These findings suggest that, while the majority of users view library staff positively in terms of assistance and interaction,

there is a need for continued development in communication and service responsiveness to achieve higher levels of user satisfaction.

Table 7: Responses from Participants Regarding the Statement of Library Services

Statements	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
Library provides document delivery services.	60 (40%)	40 (26.67%)	20 (13.33%)	15 (10%)	15 (10%)
Catalogue of different resources is easy to use.	65 (43.33%)	45 (30%)	10 (06.67%)	20 (13.33%)	10 (06.67%)
Library provides sufficient books for borrowing purpose.	70 (46.67%)	50 (33.33%)	15 (10%)	10 (06.67%)	5 (03.33%)
Library web pages is very much informative, easy to use and helpful.	60 (40%)	40 (26.67%)	25 (16.67%)	15 (10%)	10 (06.67%)
Library provides answer and questions to the digital electronic resources.	70 (46.67%)	40 (26.67%)	20 (13.33%)	15 (10%)	5 (03.33%)

Table 7 presents user responses regarding various aspects of library services in private B.Ed. colleges libraries across Murshidabad, West Bengal. Participants evaluated services such as document delivery, catalogue usability, resource availability, website utility, and support for digital resources.

In relation to document delivery services, 40% of respondents strongly agreed that such services are provided effectively, while 26.67% agreed. A neutral stance was taken by 13.33% of participants, and a total of 20% expressed dissatisfaction—10% disagreeing and 10% strongly disagreeing.

Regarding the ease of use of the catalogue system for locating various resources, 43.33% of respondents strongly agreed that it is user-friendly, and 30% agreed. However, 13.33% disagreed and 6.67% strongly disagreed, while 6.67% offered no opinion.

Concerning the availability of books for borrowing, nearly half of the respondents (46.67%) strongly agreed

that sufficient books are provided, and 33.33% agreed. Meanwhile, 10% had no opinion, 6.67% disagreed, and 3.33% strongly disagreed with this statement.

As for the library’s web pages, 40% strongly agreed that the website is informative, accessible, and helpful. Another 26.67% agreed, while 16.67% had no opinion. A smaller proportion—10%—disagreed, and 6.67% strongly disagreed.

Finally, with regard to the support provided for accessing and understanding digital or electronic resources, 46.67% strongly agreed and 26.67% agreed. About 13.33% did not express an opinion, and a combined 13.33% either disagreed or strongly disagreed.

These findings suggest that while a majority of users are generally satisfied with the services provided, certain areas; such as catalogue accessibility and online support, still require targeted improvements to enhance user experience and satisfaction.

Table 8: Responses from Respondents on Library Facilities

Statements	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
Library’s environment is good for study.	75 (50%)	45 (30%)	15 (10%)	10 (06.67%)	5 (03.33%)
Space in the library is enough for my academic needs.	70 (46.67%)	40 (26.67%)	10 (06.67%)	20 (13.33%)	10 (06.67%)
Photocopying system is easy.	50 (33.33%)	60 (40%)	15 (10%)	15 (10%)	10 (06.67%)
Opening/closing hours of library meet my academic needs.	70 (46.67%)	50 (33.33%)	15 (10%)	10 (06.67%)	5 (03.33%)
Library provides good internet facility for searching documents.	60 (40%)	50 (33.33%)	20 (13.33%)	10 (06.67%)	10 (06.67%)
Sufficient computers are available in the library.	50 (33.33%)	50 (33.33%)	25 (16.67%)	15 (10%)	10 (06.67%)

Table 8 outlines respondents’ opinions on various aspects of library facilities available in private B.Ed. college libraries in Murshidabad, West Bengal. Participants were asked to express their level of agreement with several statements related to the study environment, infrastructure, and available services within the library.

In terms of the overall environment conducive to study, 50% of respondents strongly agreed, and 30% agreed that the library offers a supportive atmosphere. Meanwhile, 10% had no opinion, 6.67% disagreed, and 3.33% strongly disagreed.

Regarding the adequacy of space to meet academic needs, 46.67% of the participants strongly agreed, and 26.67% agreed. However, 13.33% expressed disagreement and 6.67% strongly disagreed, while 6.67% remained neutral.

Concerning the ease of using the photocopying system, 33.33% strongly agreed and 40% agreed. A smaller percentage, 10%, did not express any opinion, whereas 10% disagreed, and 6.67% strongly disagreed.

On the question of whether the library’s operating hours aligned with users’ academic needs, 46.67% strongly agreed, and 33.33% agreed. 10% remained neutral, while 6.67% disagreed, and 3.33% strongly disagreed.

In terms of internet availability for academic searching, 40% of respondents strongly agreed and 33.33% agreed that the library provided a reliable internet service. However, 13.33% had no opinion, and a combined 13.34% expressed dissatisfaction (6.67% disagreed and 6.67% strongly disagreed).

Finally, regarding the availability of computers for academic use, responses were evenly split between strong agreement (33.33%) and agreement (33.33%). While 16.67% were neutral, 10% disagreed, and 6.67% strongly disagreed.

These findings suggest that while the majority of users are satisfied with the library’s physical and technological infrastructure, improvements can still be made; particularly in increasing computer availability and optimising space allocation, to further enhance the user experience.

Table 9: Responses Regarding the Overall Satisfaction of Respondents in Using the Library

Statements	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
I am satisfied with the overall library facilities and services.	70 (46.67%)	50 (33.33%)	10 (06.67%)	15 (10%)	5 (03.33%)

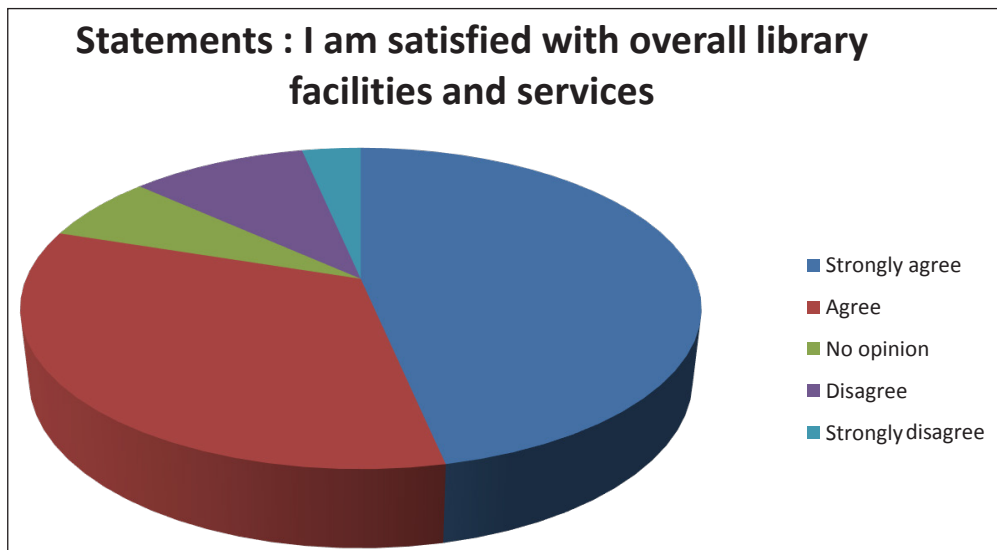


Table 9 presents the respondents’ perceptions regarding their overall satisfaction with the facilities and services offered by the library. The data indicated that a majority of users held a positive view of the library experience. Specifically, 46.67% of the respondents expressed strong satisfaction, while 33.33% agreed that they were generally satisfied with the library’s offerings. Meanwhile, 6.67%

of the participants remained neutral, 10% reported dissatisfaction, and 3.33% expressed strong dissatisfaction.

These findings suggest that while most users were content with the overall library services, a segment of the user population still perceives room for improvement, underscoring the need for continued evaluation and enhancement of library operations.

Table 10: Few Suggestions Provided by the Users Against Few Statements in the Fully Private B.Ed. College Library

Statements	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
Updated materials should be procured by the library in all disciplines.	55 (36.67%)	50 (33.33%)	25 (16.67%)	10 (06.67%)	10 (06.67%)
Librarian/Library staff should be properly trained and should answer all the relevant queries of the user.	70 (46.67%)	40 (26.67%)	20 (13.33%)	15 (10%)	5 (03.33%)
Internet speed must be good enough for proper ICT application.	50 (33.33%)	50 (33.33%)	25 (16.67%)	15 (10%)	10 (06.67%)
Library environment should be conducive for the study.	60 (40%)	50 (33.33%)	20 (13.33%)	10 (06.67%)	10 (06.67%)
More print and e-books/e-journals should be subscribed by the library internet facility for searching documents.	50 (33.33%)	45 (30%)	30 (20%)	15 (10%)	10 (06.67%)
Trained staff should be appointed.	55 (36.67%)	45 (30%)	25 (16.67%)	15 (10%)	10 (06.67%)
OPAC facility should be included for ease of users.	45 (30%)	55 (36.67%)	30 (20%)	15 (10%)	5 (03.33%)
Library should start Online information service.	55 (36.67%)	45 (30%)	25 (16.67%)	15 (10%)	10 (06.67%)
User Education programme should be improved.	60 (40%)	40 (26.67%)	30 (20%)	10 (06.67%)	10 (06.67%)
Library may start more facilities like e-corner, sending e-mails, sms service, exhibitions, study corner etc.	45 (30%)	60 (40%)	25 (16.67%)	10 (06.67%)	10 (06.67%)
Library should be provides different types of reference materials in the library.	50 (33.33%)	45 (30%)	35 (23.33%)	10 (06.67%)	10 (06.67%)

The following responses were recorded for various statements:

- Updated materials should be procured by the library in all disciplines: 36.67% of respondents strongly agreed - 33.33% agreed - 16.67% did not respond - 6.67% disagreed - 6.67% strongly disagreed.
- Librarian/Library staff should be properly trained and able to answer all the relevant queries of the users: 46.67% of respondents strongly agreed - 26.76% agreed - 13.33% did not respond - 10% disagreed - 3.33% strongly disagreed.
- Internet speed must be good enough for proper ICT application: 33.33% of respondents strongly agreed - 33.33% agreed - 16.67% did not respond - 10% disagreed - 3.33% strongly disagreed.
- The library environment should be conducive to study: 40% of respondents strongly agreed - 33.33% agreed - 13.33% did not respond - 6.67% disagreed - 6.67% strongly disagreed.
- More print and e-books/e-journals should be subscribed to by the library and internet facility for searching documents: 33.33% of respondents strongly agreed - 30% agreed - 20% did not respond - 10% disagreed - 6.67% strongly disagreed.
- Trained staff should be appointed: 36.67% of respondents strongly agreed - 30% agreed - 16.76% did not respond - 10% disagreed - 6.67% strongly disagreed.
- OPAC facility should be included for the ease of users: 30% of respondents strongly agreed - 36.67% agreed - 20% did not respond - 10% disagreed - 3.33% strongly disagreed.
- The library should start online information services: 36.67% of respondents strongly agreed - 30% agreed - 16.67% did not respond - 10% disagreed - 6.67% strongly disagreed.
- The user education programme should be improved: 40% of respondents strongly agreed - 26.67% agreed - 20% did not respond - 6.67% disagreed - 6.67% strongly disagreed.
- Library may start more facilities like e-corner, sending e-mails, SMS service, exhibitions, study corner, etc: 30% of respondents strongly agreed - 40% agreed - 16.67% did not respond - 6.67% disagreed - 6.67% strongly disagreed.
- The library should provide different types of reference materials: 33.33% of respondents strongly agreed - 30% agreed - 23.33% did not respond - 6.67% disagreed - 6.67% strongly disagreed.

MAJOR FINDING OF THE STUDY

- The study encompassed a total of 150 respondents, comprising 80 males (53.33%) and 70 females (46.67%).

- A positive pattern was observed in the frequency of library visits, with 33.33% of users reporting daily use of the facility.
- The primary motivations for visiting the library were identified as acquiring important information (40%) and borrowing books (26%).
- According to data presented in Table 5 (Row 1), 46.67% of respondents strongly agreed that the library holds a sufficient collection of books to support academic activities. An additional 26.67% agreed, while 13.33% had no opinion, and 13.33% and 6.67% disagreed and strongly disagreed, respectively.
- Table 6 (Row 3) revealed that 53.33% of respondents strongly agreed, and 33.33% agreed, that library staff responded adequately to users' inquiries. Only 6.67% were neutral, while 3.33% each expressed disagreement and strong disagreement.
- As reported in Table 7 (Rows 3 and 5), 46.67% of users strongly agreed, and 33.33% agreed, that the library offers a sufficient number of books for borrowing. Furthermore, 10% had no opinion, 6.67% disagreed, and 3.33% strongly disagreed. Similarly, with respect to access to digital and electronic resources, 46.67% of respondents strongly agreed, 26.67% agreed, 13.33% expressed no opinion, 10% disagreed, and 3.33% strongly disagreed.
- Table 8 illustrated that half of the respondents (50%) strongly agreed that the library environment is conducive to studying. This was further supported by 30% who agreed, while 10% were neutral, 6.67% disagreed, and 3.33% strongly disagreed.
- As shown in Table 9, 46.67% of respondents expressed strong satisfaction with the overall library facilities and services. Additionally, 33.33% agreed, 10% disagreed, 6.67% remained neutral, and 3.33% strongly disagreed.
- Table 10 (Row 2) highlighted that 46.67% of respondents strongly agreed that librarians and staff should be adequately trained and capable of addressing user queries effectively. Another 26.67% agreed, 13.33% had no opinion, while 10% and 3.33% disagreed and strongly disagreed, respectively.

Overall, while users reported general satisfaction with the library's operating hours and staff cooperation, several areas were identified as needing improvement. These include the availability of journals, electronic collections, the functionality of the library's website, current awareness services (CAS), reference materials, and the document delivery service (DDS).

CONCLUSION

This study revealed the effectiveness of library facilities and services provided by entirely private B.Ed. college libraries in Murshidabad, West Bengal based on users' satisfaction. It is shown from the survey that although there were many constraints still private B.Ed. college libraries were providing good facilities and services in Murshidabad, West Bengal. It had been found that under limited capacity librarians and other library staffs were providing great services for their patrons but there is a scope for further improvement. In the review of many statements, "No Opinion" from the users signified that users were unaware of different library functions and services. Sometimes users may have very few ideas regarding different aspects of library functioning and services but library administration must acknowledge their perception for better utilisation of the library to get more satisfied users. The study is carried out only in sixty fully private B.Ed. college libraries in Murshidabad, West Bengal. Similar research may be carried out on other self-financed and privately aided B.Ed. college libraries in Murshidabad, West Bengal get to the whole picture. Further study may be done in other parts of the country and other disciplines as well.

SUGGESTIONS

- The library should enhance its resource infrastructure to facilitate seamless and efficient access to information for all users.
- Based on respondent feedback, there is a clear need to recruit additional library personnel to ensure better service delivery and support.
- Regular awareness programmes should be implemented to educate users on how to effectively utilise available library resources.
- The number of computer terminals should be increased to improve access to electronic resources and internet-based services.
- Private B.Ed. colleges are encouraged to organise orientation sessions and skill-based training programmes to familiarise students with academic support services, including library usage.
- It is essential for the librarian to actively promote awareness of the library's facilities and services among the user community.
- Frequent information literacy initiatives should be conducted to enhance user understanding of library tools, services, and digital literacy skills.

- The provision of photocopying (Xerox) services within the library should be considered to support users' academic and research needs.

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