

User satisfaction on resources & services of academic library: A case of the library, University of Kelaniya

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Abstract

It is said that the library is the heart of the university. Every academic as well as university library try their best to cater for the users to obtain information in a split second; the library has to play a vital role to satisfied the users. This study was conducted to identify the user's satisfaction on resources and services available in the library at the university of Kelaniya. A designed questionnaire was distributed among the users who were undergraduates attached to five faculties: Social Science, Humanities, Commerce & Management Studies, Computing & Technology and Science. Using SPSS software, collected data was analyzed. The study revealed that most of the undergraduates were satisfied with available resources of the library. To them, books were the most favorable resource of the library, in preference to using journals and e-resources. In researching the resources, lack of awareness on services and resources, lack of staff support are the barriers that undergraduates experienced.

Keywords: *User satisfaction, University libraries, Information Resources, Library Services, Library resources*

Introduction

Universities in Sri Lanka are playing a vital role in engaged in academic and research activities. Similarly, universities are considered as a research-based institution. By providing required information resources and services, university libraries play important role in the research process. Therefore, the university library has defined as a heart of the university. Hence, the library is the intellectual resource of the academic community in an academic institution. There are three major groups who use the library such as undergraduate students, postgraduate students and university staff. University libraries in Sri-Lanka invest a large sum of money every fiscal year on the purchasing, subscription, processing and storage of information resources. On the other hand, a large amount of library resources and services are offered to the undergraduate students to upgrade the knowledge and skills by the university libraries.

Users of the library are considered to be the customers of the library. All libraries try their best to make the users satisfied with the services and resources offered by the library. Customer satisfaction or user satisfaction is generally defined as the post-consumption evolution of a product or a service. If the library makes the users satisfied then it may be a positive word of mouth recommendation to the other users (Yue, 2019). So, the staff of the library should pay attention on user satisfaction. At the same time, they should make sure that their information resources and services are well utilized by the undergraduate students. Hence, the staff of the university libraries should be aware of the undergraduate students' satisfaction of the available library services and resources.

Often, public libraries as well as academic libraries conduct surveys to identify the level of user satisfaction of the library. In a Sri Lankan context, there were several researches conducted to ascertain the user satisfaction with the services and resources of the library (Kaushamalika & Weerakoon, 2020; Nawarathna, 2013;

Somarathna, Peiris & Jayasundara, 2010). Nevertheless, this study is the first attempt to determine the user satisfaction with the resources and services of the library of the University of Kelaniya.

Objectives

This study was conducted with three main objectives. The principal objective of the study was to identify the user satisfaction on library resources and services among undergraduates in the university of Kelaniya. Secondly, to identify what kind of information sources they mostly used and finally to observe the problems they encountered and to determine the requirements and suggestions to overcome the hindrances encountered while using library resources and services.

Methodology

A survey method was used to identify the user satisfaction on library resources and the services of the library, University of Kelaniya. The target population group of the study was 9067 registered students for the academic year 2018/2019. That excluded the students of the Faculty of Medicine. Following the methodology of Krejcie and Morgan determination table, 368 undergraduates were selected as a sample of the study (Krejcie and Morgan, 1970). A structured questionnaire was distributed among undergraduates of the five faculties, namely, Faculty of Commerce & Management, Computing & Technology, Humanities, Social Science and Science. Collected data was analyzed using SPSS Version 22nd and analyzed data was represented in bar charts and pie charts.

Results

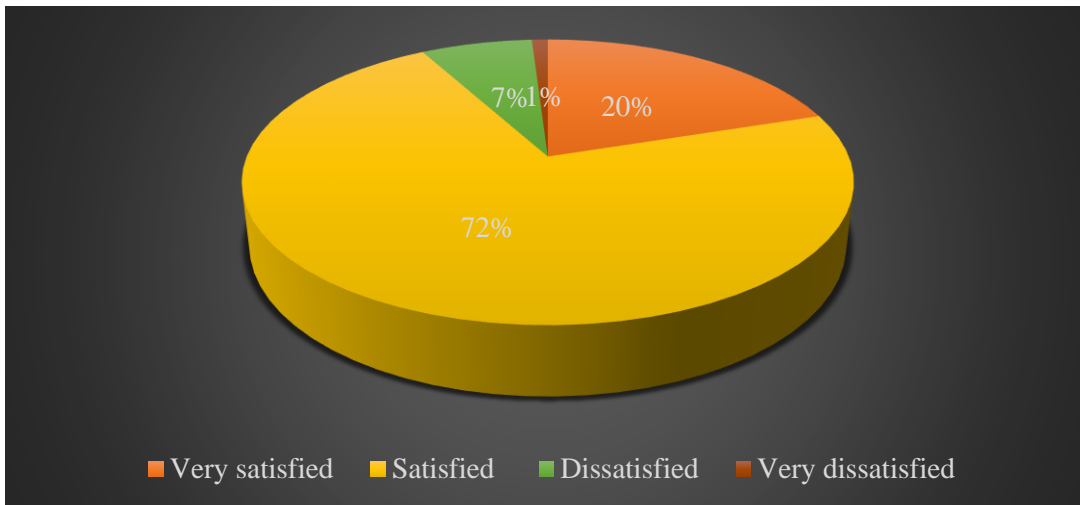
After collecting the data from the questionnaires, they were analyzed using SPSS package. 368 questionnaires were distributed and all were received with return response rate of 100%. Gender distribution of the sample was, 75% were female and 25% were male undergraduates. In a faculty wise comparison, the majority of undergraduates (24%) were from the Faculty of Commerce & Management Studies and 23% of undergraduates were from Faculty of Social Sciences and 21%, 20% and 12% participant samples were respectively attached to the Faculty of Science, Humanities and Computing & Technology. On an account of year wise distribution, 31% of the participants were first year undergraduates and 27%, 25% and 17% were from the second year, the third year and the fourth year respectively.

The major objective of this study was to identify the user satisfaction on library resources and services among undergraduates. Figure 1 clearly displays that 20% of the undergraduates were very satisfied with the resources and services while 72% of undergraduates were satisfied with the services and resources. Very few students

(7%) were dissatisfied and 1% commented that the library services and resources were very dissatisfaction.

Figure 1: Overall satisfaction of the library resources and services (Survey data, 2020)

The



second

objective of this study was to identify the most useful library resources for the studies of undergraduates. Figure 2 illustrates the user’s perception on library resources. Books were the most useful resources for studies of the undergraduates. The percentage was 83%. Somewhat usefulness was very high in the percentage of print journals and e-resources. It was 50%. As stated by 29% of undergraduates’ perception, theses were not useful for their studies. Comparing the users’ feedback, it was clearly identified that the demand for book is very high among the undergraduates.

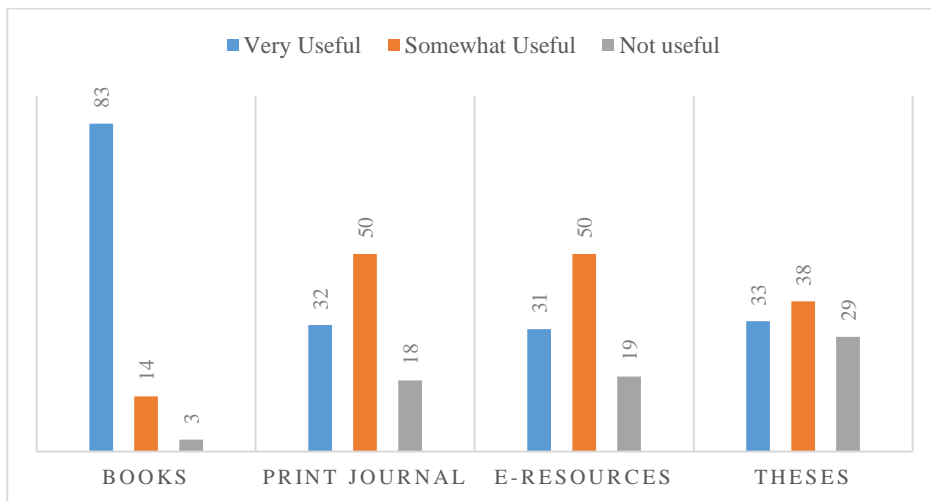


Figure 2: Usefulness of the library resources (Survey data, 2020)

Finally, this study was tried to observe what are the barriers that were faced by the users when they use library resources and services. The prime barrier of the users that were faced during the library usage was errors in OPAC and online catalogue of the library which was 35%. Inadequate of recommended readings was found out as the second main barrier (20%) for using the library resources. Also, insufficient support of the staff, unawareness about the library resources and services, limited number of opening hours were represented the 18%, 15% and 12% respectively.

Conclusion/ Discussion

After analyzing the collected data, it was crystal clear that majority of undergraduates were interested in using books rather than using printed journals, e-resources and theses of the library for their study purposes. Students replied that books were very useful and other materials were somewhat useful. At the same time majority of undergraduates were satisfied with the resources and services that the library offered to cater for them who are the users. The undergraduates of the sample of the study highlighted as the problems in OPAC searching the main catalogue of the library as the major barriers for accessing the library resources. Besides, inadequacy in recommended readings, less support of the library staff, limited hours of library opening and unawareness of the services and resources offered by the library were the other barriers that they faced.

Recommendations

The major findings of the study enabled to recommend a few changes to improve the quality and effectiveness of the resources and services that the library offered. The collection of the library should be further developed to meet the new demands with the relevant recommended readings of the subject areas. As an academic library, the University of Kelaniya should be worked as a service-oriented institute. In that respect, the staff must be fully involved in that process with professional vigor. They must whole heartedly attempt to exceed their customers' expectations. Further, the library should conduct more user-friendly awareness programs to make the users aware of the resources and services offered by the library. Introducing new tools for researching the collection in the library and displaying the entire collection to the users are very important. That will unequivocally upgrade the user satisfaction towards the library.

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