CHAPTER 5
LIBRARY SERVICES AND USER SATISFACTION

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LIBRARY SERVICES AND USER SATISFACTION: SURVEY BASED

Library service is service to a person, an individual (Ranganathan, 1966). An individual user is the guest of highest order in the library. He/she is at the top of the trinity of user, staff, and resources. It is already established that all three components which Ranganathan named as trinity of library are essential variables for effective library service. Library and information service providers must pay attention to understand the users, to anticipate their needs, and to meet such needs satisfactorily.

5.1 USER SATISFACTION

User satisfaction is the key component for assessing the effectiveness of library services. The more the users are satisfied, more the library service will be effective is the basic premise. Assessing the user satisfaction of Medical and Paramedical college libraries came necessary to ascertain the overall effectiveness of library services. Those libraries need to provide various services and facilities to the user to motivate them to use the library. The ultimate aim of providing such facilities will enable the users towards utilising the library services at greater potentials. These library facilities and services have greater impact on user satisfaction. User satisfactions being the most important for assessing the effectiveness of any library is best summarised by Alemna (1999) in these words "User is the centre of all measures of evaluations. Be it a cost effective evaluation or cost benefit evaluation, evaluation of effectiveness or performance-all end up finding ways of better serving the library user and this is the satisfaction of the demands he places upon the library." According to Strecher (1975),

there are two viewpoints regarding the evaluation of user satisfaction. One is indirect method or objective where user satisfaction is studied without taking users opinions as valid indicators another is subjective or user oriented approach that refers to the measures based on user's opinions or attitudes related to the quality of a library . Therefore, it is the user who uses the service; the most qualified person to evaluate the effectiveness of library services. Many authors and experts are also of the opinion that unless the objective measures are involved, tested and used, user opinion remains the valid and potent measure of user. The library's interaction with user has been identified as the major component, to determine the effectiveness of library services by many experts. All user studies are rooted in and related to present and anticipated problem and many studies conducted so far are addressing the issue of user perception, user satisfaction and user frustration. In spite of the problems, user satisfaction is one of the strongest measures of effectiveness of the service which a library offers. With this background and underlying assumption that there is a relationship between library services and user satisfaction, users of 38 Medical and Paramedical libraries are studied.

5.2 SCALE OF USER SATISFACTION

In order to ascertain the user satisfaction of the users regarding overall library services and facilities, a questionnaire having 122 items was distributed to 750 users of 38 Medical and Paramedical college libraries affiliated under Srimanta Shankardeva University of Health Sciences ,Guwahati. This survey was based on "University of Washington Faculty and Students Library Use Survey Spring 2004" (University of Washington, 2004), The UCONN Libraries User Survey 1997 (University of Connecticut, 1997) and Fong Sum Wood Library User Satisfaction Survey 2009

(Lingnan University, 2009). Keeping in view the environmental and other situational condition of the sample, the items were carefully chosen and modified. A total of 122 items were categorised into 12 broad headings. The main variables are on importance and satisfaction levels of users on library services, library collection and library facilities. The users were also asked to rate some suggestion for improvement of the existing services for the library. All the questions were on five point likert scale except background variables which ranged from scale 1-5. A total of 537 users returned the questionnaire out of 750 users giving the response rate of 71.60 % which is fairly reasonable.

5.3 BACKGROUND INFORMATION

A total of seven variables are identified to ascertain the background information of library users. These are age, sex, status and the discipline in the colleges, how important and useful is the library and how satisfied they are with the present library. Academic status of the users in thirty eight libraries is presented in table no. 5.1 "Academic Status of Users":

Table No. 5.1 Academic Status of Users

Sl No.	Designation	Numbers	Percentage %	Cumulative %
1	Faculty	78	14.53	14.53
2	Students	397	73.93	88.46
3	Research Scholars	3	0.55	89.01
4	Other Staff	59	10.99	100
	Total	537	100	100

It is very evident that majority of the users are students (73.93%) followed closely by faculty (14.53%) and other staff including administrative staff (10.99%) respectively.
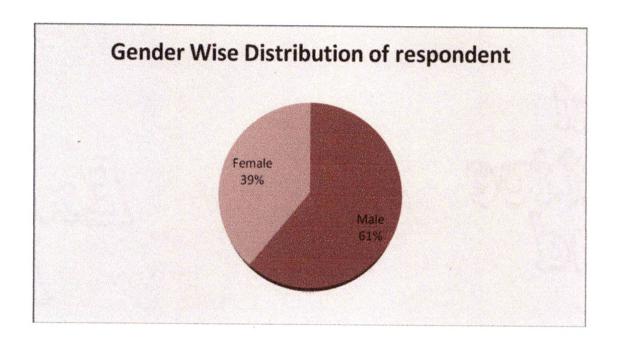
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Research scholar is very negligible (0.55%). Age sex and discipline to which they belong are entered into following table No. 5.2 "Age, Sex and Discipline":

Table No.5.2 Age, Sex and Discipline of Users

Variables		Numbers	Total
Age Group	Below 20	116	21.60
	21-30	200	37.24
	31-40	92	17.13
	41-50	72	13.41
	51 and above	57	10.61
Sex	Male	328	61.08
	Female	209	38.92
Discipline	Medical	297	55.31
	Paramedical	240	44.69

The above table reveals that majority of user is in the age group of 21-30, which is quite natural; where as 17.13% of them are in the age group of 31-40. Only 13.41% of users are above 40 years of age. Regarding age groups in different medical and paramedical colleges, majority of library users in all colleges are below 30 years of age. Whereas 61.08 % of them are males and rests are females. Majority of users belong to medical (55.31%) followed by paramedical (44.69%) respectively.

Figure 5.1: Gender wise distribution of data

5.4 FREQUENCY OF LIBRARY VISITS

The frequency of library visit by the users is usually influenced by the factors such as collection, organization, and maintenance of the library resources along with the library resources, facilities and the library services. The frequency of library visit and its utilization by the respondents are presented in table-5.3.

Table No. 5.3: Frequency of Library Visits (Frequency count into %) (n=537)

Sl. No.	Frequency of Library Visit	Total		Cumulative
		Count	%	%
1	Daily	184	34.26	34.26
2	Twice a week	48	8.94	43.20
3	Three times a week	89	16.57	59.77
4	Four times a week	51	9.50	69.27
5	Five times a week	131	24.39	93.66
6	Once a week	34	6.34	100
	Total	**537**	**100.00**	**100.00**

As can be observed from the above table maximum number of the students' population claim to visit the library every day. It appears that 34.26 % of the respondents visit the library on daily basis. Where as 48 (8.94 %) students visit twice a week and 89 (16.57 %) visit the library three times a week, 51 (9.50%) of them visited four times a week, 131 (24.39 %) visited the library five times a week and 34 (6.24 %) visited once in a week. The cumulative total of the rows 2, 3, 4 and 6 in the above table given an indication that significant number of students (41.35%) uses the library rarely. Some measures need to be taken immediately to improve upon this situation.
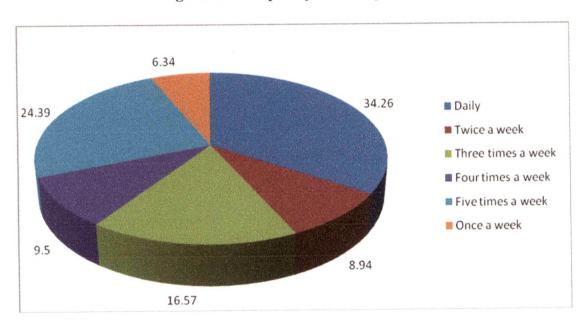
Figure 5.2: Frequency of library visits

Users were also asked about time spent in the library, importance of the library and how satisfied they are with the library hours and the results are presented in the table no. 5.4. " Time Spent in the library", 5.5. "Importance of Library to Users" and table no. 5.6. "Satisfaction of Library Hours":

5.5 TIME SPENT IN THE LIBRARY

Library being housed with wealth of knowledge, any amount of time can be spent for a

worthy cause. Sincere and serious students normally spend more time in Libraries. Whereas others hardly spend time to meet their information requirements. Users are asked to indicate the average time spent by them on their each visit. The responses received are analyzed from the data presented in Fig.5.4.

Table No. 5.4: Time spent in the library

Sl No	Time Spent in the Library	Number of Respondents	Percentage	Cumulative %
1	Less than one hour	141	26.26	26.26
2	One to two hours	271	50.46	76.72
3	Two to three hours	85	15.83	92.55
4	More than three hours	40	7.45	100
	Total	537	100.00	100.00

As expected only 7.45% students spend their time about three hours a day. As can be seen from the related literature, this trend is because of the fact that our education is not library oriented. Students are satisfied with the class notes given by the teachers. However, some medical students said that they do not have sufficient time to visit libraries for longer hours as they have tight academic schedule.

Table No. 5.5. Importance of Library to Users

Scale	Frequency	Percentage	Cumulative %
Extremely Important	161	29.98	29.98
Very Important	181	33.70	63.68
Important	157	29.24	92.92
Less Important	24	4.47	97.37
Not Important	14	2.61	100
Total	537	100.00	100.00

Table No. 5.6 Satisfaction of Library Hours

Scale	Frequency	Percentage	Cumulative %
Extremely Satisfied	20	3.72	3.72
Very Satisfied	89	16.57	20.29
Satisfied	271	50.47	70.76
Less Satisfied	141	26.26	97.02
Not Satisfied	16	2.98	100.00
Total	**537**	**100.00**	**100.00**

About 63.68 % of the users say that library is extremely important or very important to them or 92.92% of the users say that library is important to them. Whereas, very few (7.08%) of users say that library is less important or not important to them at all. In contrast to it only 20.29 % of users are either extremely satisfied or very satisfied with the library hours. 50.47 % of them say that they are satisfied but only 29.24% of users say that they are less or not satisfied with the library.

5.6 VISITS TO THE LIBRARY

The respondents were asked why they visit the library, in order to find out reasons for visiting the library, respondents are asked to indicate their major purpose of visit on the days of the data collection. Data shows that there are different purposes for which the users visit libraries. They visit to borrow books to read, to browse electronic resources and so on. Ten activities or variables were identified for visiting the library and the users were asked to rate them on five point likret type scale. The results are presented in the following table no. 5.7. "Purpose for Visiting the Library"

Table No. 5.7 Purpose for Visiting the Library

Sl. No.	Activity	More Often %	Weekly %	Monthly %	Quarterly %	Less often %
1	Look for a Book	13.97	22.83	40.20	20.13	02.87
2	Consult reference material	11.20	28.58	37.52	18.00	04.70
3	Look for a Journal/Article	15.25	18.55	44.71	18.50	02.99
4	Consult with Librarian	16.49	22.60	39.14	17.78	03.99
5	Use as a place to study	40.42	24.62	20.73	10.53	03.70
6	Photocopy	09.07	17.95	20.65	36.20	16.13
7	Borrow Books	30.02	13.00	16.59	17..73	22.66
8	Review Newly arrived items	18.80	16.59	32.74	27.88	03.99
9	Use Library Computers	21.40	05.60	19.01	22.40	31.59
10	Browse the Shelves	29.89	11.69	27.29	26.39	04.74

Note: n=537 and frequencies count is into percentage.

Users often visit the library for study, borrowing books, browse the shelves and to use computer in that order. The table reveals that users use library as a place to study mostly. 39.14% of the users say that they consult with librarian monthly and 22.6% of them consult on weekly basis. Large percentage of users on the day of questionnaire collection, visited the library either for study or for borrowing books (30.02%).This trend of course conforms to the normal expectations.

The users say that they review new arrivals monthly (32.74%) and 16.59% of them review them on weekly basis. Main purpose of the library is to provide information in the form of books, periodicals articles and new arrivals in the library. But here, it

seems that users need the library for some other purposes than looking for the book or a periodical article. Usage of reference materials may have to be increased by some means in the medical college libraries as study shows that only 11.20% of the users visit the library for consulting the reference books. Taking into account the cost of these materials the researcher feel that if the collection development policy has to be cost effective the librarians and other stakeholders have to give importance for improving the usage of reference collection. . All paramedical, homeopathic and pharmacy college libraries are lacking behind the Information and Communication Technologies. Most of them don't have computer facility in library.

5.7 LIBRARY COLLECTIONS

Collection development has been identified as one of the important criteria for evaluating the library services by many authors (Clapp and Jordan, 1965; Voigt, 1975 and Burr, 1979). Medical and paramedical college library collection was categorized in the 13 items and users were asked about how important is each of the item in the collection and how satisfied they were with the collection of the library. Users were asked to rate their views on five points scale from extremely important to not important and results are shown in the following table no. 5.8. "Importance of Library Collection" table no. & table no. 5.9 "Satisfaction of Library Collection":

Table No. 5.8 Importance of Library Collection

Sl No.	Item	Extremely Important %	Very Important %	Important %	Less Important %	Not Important %
1	Books	36.73	42.34	20.13	0.60	0.20
2	Research Reports	38.40	40.28	17.14	3.24	0.94
3	Journal	33.64	53.33	10.87	1.51	0.65
4	Reference Collection	34.05	45.64	17.23	2.68	0.40
5	Microform Collection	28.79	36.75	11.25	14.16	09.05
6	Special Collection	22.56	47.19	21.64	05.45	03.16
7	Audio-Visual Items	22.89	37.67	23.76	09.34	06.34
8	Conference Proceedings	20.27	25.37	19.72	21.42	13.22
9	Newspapers & Magazines	45.38	38.39	11.32	2.42	02.49
10	CBT package (CD-ROM)	38.34	41.46	15.27	3.26	01.67
11	On Line Medical Data bases/ Internet	41.22	44.25	9.87	2.07	02.59
12	Govt Collections	16.83	37.73	32.15	10.68	02.61
13	WHO Collection	19.26	27.38	36.23	12.61	04.52

Note : Frequencies count is into percentage and n= 537

Table No. 5.9 Satisfaction of Library Collection

Sl No.	Item	Extremely Satisfied %	Very Satisfied %	Satisfied %	Less Satisfied %	Not Satisfied %
1	Books	4.10	25.38	33.38	30.17	6.97
2	Research Reports	0.65	9.29	32.19	45.35	12.52
3	Journal	1.41	13.19	33.00	36.69	15.71
4	Reference Collection	1.75	4.89	39.10	47.11	7.15
5	Microform Collection	0.20	0.75	8.75	17.19	73.11
6	Special Collection	0.20	2.69	31.71	48.50	16.90
7	Audio-Visual Items	0.56	1.30	7.08	39.11	51.96
8	Conference Proceedings	0.43	2.90	7.47	18.43	70.77
9	Newspapers & Magazines	17.62	38.43	26.65	12.73	4.57
10	CBT package (CD-ROM)	0.89	10.09	38.74	30.66	19.62
11	On Line Medical Data bases/ Internet	0.90	2.26	33.59	38.41	24.84
12	Govt Collections	0.69	1.76	15.17	56.32	26.06
13	WHO Collection	0.69	1.30	11.01	39.50	47.50

Note: Frequencies count is into percentage and n=537

The table no. 5.8. shows that all the 13 items identified are either extremely important or very important to the users. Users report that journals are extremely or very important of all the collection (86.97%). Next follows newspapers and magazines (83.77%), online medical data bases/internet (85.47%) and bibliographical databases (79.80%) respectively. Very few respondents report that any item on the collection is less or not important. Least important collections reported are trade literature and other statistical reports from WHO and government collections. Books, Research reports, reference collection are also reported to be extremely or very important by 70%-80% of the users. Thus, we can safely say that all thirteen items of the collection are important to the users.

On the contrast, majority of the users seem to be less or not satisfied at all with the library collection. 56.05% of users say that they are extremely or very satisfied with newspapers and magazines the library has. This is followed by books (29.48%), research report (9.94%), CBT packages (10.98%) and journal (14.60%) respectively. 52.40% of users say that they are less or not satisfied with journals. Users are also not or less satisfied with microform collection (90.30%) and research report (57.87%). Further, users show maximum dissatisfaction with government collection (82.38%) and WHO collections (87%).

Thus, we safely conclude that the **more the users see the importance of the library collection, less the users seem to be satisfied with the collection available in the Medical and Paramedical libraries.**

5.8 LIBRARY SERVICES

In almost all instances, libraries have a long and commendable record as service organizations. Libraries continuously try to provide new programs and services with the hope that these may succeed in satisfying expressed or unexpressed needs of users. Evaluation of library services is one of the criteria to see the effectiveness of libraries. Users were asked the question about the importance of sources of information and satisfaction of library services provided by the college library. Six types of sources of information and 13 types of services are identified for the purpose of this study. Results of these are shown in the table no. 5.10. "Importance of Sources of Information" and table no . 5.11. "Satisfaction of Library Services" below:

Table No. 5.10 Importance of Sources of Information

Sl No.	Sources	Extremely Important %	Very Important %	Important %	Less Important %	Not Important %
1	College Library	32.78	45.34	20.13	1.38	0.37
2	Departmental Library	20.79	48.10	27.49	2.94	0.68
3	Personal Collection	9.89	16.30	36.65	29.24	8.19
4	Faculty/Other Students	8.20	25.40	29.53	23.08	13.79
5	Internet/Web Sources	27.79	40.85	20.60	10.44	1.32
6	Other Library	1.98	25.39	35.80	26.70	10.13

Note : Frequencies count is into percentage and n= 537

Table No 5.11 Satisfactions of Library Services

Sl No.	Services	Extremely Satisfied %	Very Satisfied %	Satisfied %	Less Satisfied %	Not Satisfied %	Don't use %
1	User education	01.67	01.66	22.20	48.12	26.8	-
2	Reshelving of Lib. Materials	02.51	13.60	44.29	32.21	7.57	-
3	Location of Resources	01.71	2.80	47.38	43.46	4.30	0.35
4	Library Catalogue	01.40	1.70	32.04	47.18	16.5	01.18
5	Reference service	1.90	1.08	34.75	39.18	21.52	1.57
6	Circulation	4.12	31.47	30.35	23.09	10.04	0.93
7	Bibliographical Services	0.94	2.28	22.30	12.20	60.23	2.05
8	Current Awareness Service	0.80	2.70	23.02	9.13	48.60	15.75
9	Inter Library Loan/Article Delivery Service	0.93	1.20	20.80	16.49	36.29	24.29
10	Access to Computers	2.4	17.59	40.67	11.01	25.91	2.42
11	Library website	1.02	1.12	38.69	8.52	47.3	3.35
12	Medical/Paramedical database	0.93	17.80	31.03	17.78	30.25	2.21
13	Staff Assistance in Library	2.85	18.36	44.90	8.56	24.76	0.57

Note : Frequencies count is into percentage and n= 537

From the table 5.10 it reveals that medical and paramedical college libraries are the most important source of information for the users.78.12% of users say that library is

extremely or very important for them. This is closely followed by departmental library and internet/web sources in that order. Least important sources of information are personal collection and other library.

The above analysis i.e., table 5.10 executes **hypothesis 2: College library is not important to Medical and Paramedical professionals found negative.**

Users do not seem to be extremely or very satisfied with any of the thirteen library services. More of them seem to be satisfied at average level with all the services provided by the library. 47.38% of the users say that they are satisfied with location of resources followed closely by staff assistance to libraries (44.90%), reshelving of library materials (44.29%) access to computers (40.67%), respectively. 24.29 % of users never use inter library loan services/article delivery service and 15.75% of users never use current awareness services. Users seem to have maximum satisfaction levels with circulation services but surprisingly they are least satisfied with library catalogue.

5.9 LIBRARY FACILITIES

The facilities provided by the library are the index to the quality of the library services and effectiveness of the library itself. Five questions were asked to the users to rate their libraries on the facilities. These are - importance of library facilities, satisfaction of the library facilities, need for library during off timings, library services provided during off timings, and use of information technology and online library resources. Library facilities were identified with 13 variables namely reading rooms, individual study carrels, reading tables, air condition & ventilations, lighting, photocopies, computer for data search, audio visual equipment, quietness, cleanliness, furniture, comfortable study area and property counter. Table no. 5.12. shows the "importance of the Library Facilities" and table no. 5.13 shows the "Satisfaction of Library Facilities":

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Table No. 5.12 Importance of Library Facilities

Sl No	Facilities	Extremely Important %	Very Important %	Important %	Not Important %	Less Important %
1	Reading Rooms	40.05	50.10	7.14	0.37	2.34
2	Individual Study Carrels	33.82	51.33	11.99	1.37	1.49
3	Reading Tables	46.56	40.85	10.58	0.25	1.76
4	Air Condition & Ventilation	46.25	42.76	9.01	0.37	1.61
5	Lighting	45.64	45.81	5.77	0.74	0.93
6	Photocopies	46.37	36.87	14.53	0.37	1.86
7	Computer for data search	62.08	30.28	5.88	0.37	1.39
8	Audio-Visual Equipment	10.80	50.84	34.82	0.74	2.79
9	Quietness	62.38	30.54	5.96	0.19	0.93
10	Cleanliness	60.64	30.42	7.45	0.56	0.93
11	Furniture	45.25	43.2	9.12	0.19	2.23
12	Comfortable study area	51.37	31.87	14.53	0.37	1.86
13	Property counter	30.36	38.54	24.59	0.57	5.95

Note: Frequencies count is into percentage and n=537

Table 5.8, 5.10 and 5.12 executes objective -2 i.e., ascertain user's opinion regarding usefulness and adequacy of resources, services and facilities.

Table No. 5.13 Satisfaction of Library Facilities

Sl No	Facilities	Extremely Satisfied %	Very Satisfied %	Satisfied %	Not Satisfied %	Less Satisfied %
1	Reading Rooms	1.7	6.11	24.49	36.14	31.56
2	Individual Study Carrels	1.39	3.53	8.39	22.5	64.19
3	Reading Tables	3.19	26.12	43.13	25.32	2.24
4	Air Condition & Ventilation	1.18	34.12	26.18	27.13	11.49
5	Lighting quality	8.16	38.83	35.12	16.3	1.59
6	Photocopies	5.15	38.11	20.22	29.51	7.01
7	Computer for data search	1.18	9.4	32.16	35.15	22.11
8	Audio-Visual Equipment	0.80	3.04	7.72	29.63	58.81
9	Quietness	2.59	8.4	36.59	35.72	7.01
10	Cleanliness	11.80	32.40	35.20	15.2	5.4
11	Furniture	2.29	3.51	10.59	21.3	62.31
12	Comfortable study area	7.14	37.35	28.36	18.14	9.01
13	Property counter	3.78	9.2	24.87	35.56	26.59

Note: Frequencies count is into percentage and n=537

The results are similar to library collection and services. The users reveal that all 13 library facilities are extremely or very important whereas they are less or not satisfied with these library facilities. The most important facility emerging is the facility of providing PC and computer terminals (92.36%) followed by quietness and cleanliness respectively. Not a single facility identified is shown as less or not important. Results of the satisfaction levels are reverse of importance. Majority of users are very less or not satisfied with any of these facilities. Individual study carrels and audio visual equipments show least satisfaction. Users were also asked whether they need the

library during off timings and what type of services should be provided during these timings. The outcome is presented in table no. 5.14. "Library Services required During off Times":

Table No. 5.14 Library services required during off times

	Timings	Always %	Frequency %	Sometimes %	Rarely %	Never %
Need of Library During Off Timings	Evening	30.2	43.13	21.55	4.23	0.89
	Weekends	28.02	30.31	24.34	7.16	10.17
	Holidays	10.89	29.20	30.49	20.10	9.32
	Summer season	20.10	49.09	24.21	5.00	1.60
Library Services require	Place of study	30.84	39.80	22.29	2.89	4.18
	Reference Assistance	16.95	19.57	41.47	19.32	2.69
	Computer/ Internet Access	50.01	29.79	11.18	5.68	3.34
	Circulations	17.53	19.39	41.85	20.18	1.05
	Access to Collection	19.60	30.80	39.76	8.15	1.69
	Photocopy Services	19.3	39.35	31.44	8.1	1.81
	Reservation of Books	6.1	19.06	31.7	30.05	13.09

Note: Frequencies count is into percentage and n=537

The users report that there is need to open the library during evenings and summer session always or frequently as the medical students having a very tight schedule during week days. They didn't get much time to utilize college library during week days.73.33% of them want the library to be open on evenings and 69.19% of them want it to be opened on summer sessions also. 58.33% of them also want to be opened on weekends. Few users say that they rarely or never want library to be open on off timings. Many users want services like computer/internet access, photocopying services and a place to study in a library during off timings in the library. 79.80 % of

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users want the library for computer/internet access during off timings followed by 70.64% for place of study and 58.65% for copying service respectively.36.52% of users also need reference assistance sometimes during off timings followed by circulation and access to collection respectively. So **we can safely say that users want the library to be opened during off times and want computer/internet access and a place to study during that time in the library.**

Eight items were identified for use of information technology and on line library resources. These are - visit library in person, find books in the library, find citations to journal articles, use internet , consult librarian, acquired information from non library sources, keep current in your field or find new materials and be a more productive researcher. Table no. 5.15 "Use of Information Technology/Online Library Resources" indicates the likeliness of using the library for items.

Table No. 5.15 Use of Information Technology/On line Library Resources

Sl No.	Items	Extremely Likely %	Very Likely %	Likely %	Less likely %	Not at all Likely %
1	Visit Library in person	5.41	50.32	41.54	1.61	1.12
2	Find books in Library	14.43	39.21	40.32	3.79	2.25
3	Find citations to Journal article	13.46	35.32	36.19	13.50	1.53
4	Use internet	10.79	33.33	42.28	9.07	4.53
5	Consult Librarian	5.6	37.35	39.67	9.07	2.47
6	Acquired Information from Non-Library sources	10.12	34.12	51.23	3.12	1.41
7	Keep up-to-date in field/find new materials	16.90	51.08	26.38	4.89	0.75
8	Be a more productive researcher	45.75	35.13	14.21	2.97	1.94

Note: Frequencies count is into percentage and n=537

The question 'Use of Information Technology/On line Library Resources 'was restricted to only medical college students as online resources are not available in a single paramedical college. Among the medical students, most of them are likely to use information technology for keeping current and up-to-date in the field and be a productive researcher. 80.88% of them use information technology for a productive researcher followed by keeping current in the field (67.98%) and finding books in the library (53.64%) respectively. Use of information technology is also used for finding citations for journal article and acquiring information from non library sources. Visiting the library is least likely or not likely to be used for this purpose. Therefore, we can conclude that use of information technology and online library resources are used for keeping up-to-date in their subject, finding latest information in terms of journal articles and papers so that they can be productive researcher.

5.10 SUGGESTION FOR IMPROVEMENT OF LIBRARY SERVICES

The users are asked as what could be the suggestion for improving the library facilities and services in the library. Twelve items identified for this purpose are enumerated in the table no. 5.15 "Suggestion for Improvement of Library Services" Users were again asked to rate them on five point likret scale ranging from extremely important to not important. The results are presented below:

Table No. 5.16 Suggestion for Improvement of Library Services

Sl No.	Items	Extremely Important %	Very Important %	Important %	Less Important %	Not Important %
1	To increase the number of books and Journal	48.2	41.94	94.75	0.11	-
2	Increase Library Hours	53.55	33.1	10.55	1.61	1.19
3	Add More Computers	64.13	30.33	5.34	0.2	-
4	Provide Lib. Consultation for Researcher	19.27	30.34	19.13	24.15	7.11
5	Notification of Newly Publish research	40.25	44.50	13.14	1.90	0.21
6	User Orientation	21.7	30.19	34.01	14.1	-
7	Newly published journal in health science	65.34	29.12	5.11	0.31	0.12
8	Improve library infrastructure	39.79	29.09	20.8	10.32	-
9	Provide Quieter study/Work Areas	41.23	44.21	13.15	1.41	-
10	Computerization the whole Lib.	67.69	27.81	3.89	0.20	0.41
11	Provide unlimited access to internet sources	45.29	49.59	4	1.12	-
12	Provide Trained & Efficient Staff	39.12	50.73	7.4	1.55	1.2

Note: Frequencies count is into percentage and n=537

Table 5.16. shows the suggestions made by the students to improve library services. It is now an established fact that computers can really enhance the speed and the efficiency of services in libraries. Approximately more than 95% of the users want the library to improve the collection of books and new journals and provide unlimited access to internet sources. In order to do that they want library to add more computers, computerize the whole library, provide trained and efficient staff, increase library hours, and provide quieter places to study. They also want the library to see that library materials are preserved from deterioration and safe environment for library users as the top priorities for future. This clearly indicates that users want the library for better facilities and services during upcoming days.

5.11 OVERALL SATISFACTION

In order to sum up the whole study, users are asked three questions in the last for overall satisfaction of the library. They are on library services, library collections and overall library satisfaction of the users. They rated their answers from 'extremely satisfied' to 'not satisfied' at all. Outcome is presented in three tables namely table no. 5.17 "Over all satisfaction".

Table No. 5.17 Overall Library Satisfaction Level (Government versus Private College Libraries)

Variable	Libraries	Scale				
		Extremely Satisfied %	Very Satisfied %	Satisfied %	Less Satisfied %	Not Important %
Library Services	PRCL (n-268)	2.5	2.3	27.43	40.1	27.67
	GOCL (n-269)	2.36	45.71	50.1	1.43	0.4
Library Collections	PRCL (n-268)	1.5	10.3	49.12	32.73	6.35
	GOCL (n-269)	1.6	16.76	56.74	22.80	2.10
Overall Library Satisfaction level	PRCL (n-268)	0.4	4.32	43.69	41.39	10.20
	GOCL (n-269)	0.8	.37.04	42.05	18.6	1.51

Note: Frequencies count is into percentage. n=537. GOCL= Government College Libraries and PRCL=Private College Libraries

Users are not extremely satisfied in any college libraries. However, they are very or satisfied in government college libraries rather than private college libraries in all the three variables namely library collections, library services and overall library satisfaction level.

From table no.5.17 it is clear that users are less satisfied with the services provided by the private Medical and Paramedical college library in comparison to government Medical and Paramedical college library. Thus, this analysis executes **hypothesis 3 i.e.**

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Users of private Medical and Paramedical college library are less satisfied as compared to government Medical and Paramedical college users is found positive..

To sum up we can say that users show library collections, library services and library facilities are very important to them but when it comes to satisfaction levels they show very less satisfaction on all three variables.

Table No. 5.18 Ratings of Government and Private College Libraries on User Satisfaction

Sl No.	User Satisfaction	Government and Private College Libraries Low to High	
1	Library Services	Private College Libraries	Government College Libraries
2	Library Collection	Private College Libraries	Government College Libraries
3	Overall Library Satisfaction Level	Private College Libraries	Government College Libraries

The above table need hardly any explanations as it very evident that government libraries are high on library services, library collection and overall library satisfaction. This indicates that there is lot of difference between library services provided in government college libraries as compared to private college libraries.

Above analysis executes objective no. 3 i.e, measure of effectiveness of organizational environment, library services in terms of user satisfaction.

5.12 CONCLUSION

537 users of thirty eight Medical and Paramedical college libraries belong to faculty (14.53%), students (73.93%) research scholars (0.55%) and other staff members (10.99%). Users were categorised into two different discipline namely medical

(55.31%) and paramedical (44.69%). Majority of users are young and in the age group of 21-30. This is very obvious because maximum users are students. Almost 17.13% are up to age of forty and 61.08% are males. Library seems to be important to almost all of them (92.92%) but all of them do not seem to be satisfied with the library . Users visit the library for study, using library computers or browsing the shelves. Looking for a book or journal article is also one of the reasons for visiting library. Only 34.26 % users visit library everyday. Almost all of them visit the library al least once a month.

Majority of users have identified the importance of various library collections newspapers & magazines, online databases, journals, books and reference collection emerge as extremely important to users. Statistical reports from WHO are least important. In contrast, users show very low satisfaction levels on all the items of library collection. Hardly anyone is extremely satisfied with periodicals, reference collections, special collections, CBT packages and online databases/internet. 78.12% users say that college library is extremely important or very important to them. Other extremely important source of information is internet/web sources and departmental & institutional libraries. Out of thirteen already identified services provided by college libraries, only marginal or very few users are satisfied. Specialised services like CAS, SDI and bibliographical services show very less satisfaction levels. For the purpose of this study, thirteen facilities are identified. Users report that all of the facilities are extremely important to them but they are least satisfied with any of the facility provided by the libraries. Out of this 62.08% users show importance on computer whereas only 1.18% of them are extremely satisfied with what library is provided. This indicates that there needs a lot of be done in order to enhance the facilities to satisfy the users. Users also need the library to open especially during evenings and weekends. During these timings they want computer/internet access, photocopying services,

access to collection and a place to study in the library. In addition to this, respondents would like to use information technology for the purpose of being a more productive researcher by keeping current or up-to-date in discipline and finding citations to journal articles. User has put some suggestion to improve library services such as increase library hours, add more computers, provide library consultation for researches, provide a safe environment for library users, provide training in using library / web resources, provide quieter study/work areas in libraries, computerization the whole library, provide unlimited access to internet sources, provide trained and efficient staff etc. Majority of users (app. 90%) say that all the above mentioned priorities are extremely important to them.

Overall library satisfaction has been categorised into, overall satisfaction of services, overall satisfaction of collections and overall library satisfaction. Most of them seem to be satisfied on above three variables. Users in government colleges are more satisfied with library services and collections than private college libraries. Overall satisfaction levels are also high in government Medical and Paramedical colleges as evident from table no. 5.18 "Overall Library Satisfaction Level"

This shows, higher the satisfaction of library services and collections, higher will be overall library satisfaction of users on the library. A rating of these three variables show that government colleges ranking is higher as compared to private colleges. Thus we can conclude that collectively government colleges are providing better facilities and services as compared to private colleges.