Library Services Vis-À-Vis Satisfaction among Student of Tagore Library, University of Lucknow: A Study

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Abstract
The paper covers the satisfaction level of P.G. level students in University of Lucknow Library with the services provided by the library. It studies about frequency of library visit, satisfaction with opening hours of the library, library collection, and user satisfaction from library services. This study also covers the use of reference sources in the library. Some suggestions relating the satisfaction level of users are also provided on the basis of study.

Keywords: Library Services, Satisfaction.

Introduction
The paper covers the satisfaction level of P.G. level students in University of Lucknow Library with the services provided by the library. It studies about frequency of library visit, satisfaction with opening hours of the library, library collection, and user satisfaction from library services. This study also covers the use of reference sources in the library. Some suggestions relating the satisfaction level of users are also provided on the basis of study. The data for the study was collected from P.G. level students of Tagore Library, University of Lucknow.

Analysis of the Data and Interpretation
For this study, about 30 per cent respondents of registered P.G. students of Tagore Library, from different subjects have been taken into account. There are 6363 students, 610 faculty members, 275 researchers and 130 others (members of Tagore Library). The number of registered P.G. students at Tagore Library was 429 in the year 2008. However, the total numbers of students in the P.G. programs of university of Lucknow are in thousands. To collect the data, 240 questionnaires were distributed to registered P.G. respondents of Tagore Library. Total 132 questionnaires were received from respondents of different subjects. There were 72 respondents of Arts, 13 respondents of Commerce, eight respondents of Education, 24 respondents of Science, seven respondents of Law, six respondents of Fine Arts and two respondents of Ayurveda. After collecting data they were tabulated and then the data were analyzed.

The frequency of library visit by P.G. users is presented in above table. It is observed that majority of the users (74 presenting 56%) visit the library three times in a week. The frequency of users who visit library once in a week is 52 (representing 39%) and the frequency of users who visit library daily is 6 (representing 5%).

This table also reveals that only four per cent students of Arts, eight per cent students of Commerce, eight per cent students of Science visit the library almost daily. On the other hand 54% students of Art, 69 per cent students of Commerce, 50 per cent students of education, 63% students of Science, 29 per cent students of law, 50 per cent students of Fine Art and 100 per cent students of Ayurveda visit the library three times in a week.

Users' satisfaction on present library opening hours is presented in the Table3. It is observed that majorities of the users (64 presenting 48%) are not satisfied with the present library opening hours. Some users are fully satisfied (18 representing 14%) and other users of library (50 representing 38%) users are partially satisfied with present library opening hours. Thus table reveals most of the users required increased library opening hours.

It is observed that majorities of the users (75 representing 57%) think that present library collection is adequate. Some users think that present library collection is excellent (28 representing 21%) and some users of library (19 representing 14%) think that present library collection is fair. Remaining 10 students (representing 8%) think that library collection is inadequate at the present time in the library. Thus table reveals most of the users think that present library collection is adequate to satisfy the user needs.
Table 2 reveals user satisfaction on duration for which the books are issued. It is observed from this table that majorities of the users (83 representing 67%) are not satisfied with duration for which the books are issued. While other 49 (representing 37%) users are satisfied with duration for which the books are issued. Thus table reveals most of the users required increased duration for which the books are issued.

User response on present library services is presented in the table 6. It is observed from this Table that majority of the users (99 representing 75%) are partially satisfied with present library services. Twenty two respondents (representing 17%) are not satisfied with present library services. Remaining 11 users are only fully satisfied with present library services. Thus table reveals most of the users are partially satisfied with present library services.

Table 4 reveals that most of the users (58 representing 44%) of the library use text books, handbooks etc. 31 users (representing 24%) of the library use periodicals, 21 users (representing 16%) of the library use reference sources, 15 users (representing 11%) of the library use newspaper while remaining 7 users (representing 5%) of the library use other sources of information.
Suggestions/Recommendations
This study reveals various aspects related to library services as well as user satisfaction. Following suggestions recommended on the basis of the study entitled “Library services vis-à-vis user satisfaction among P.G. students of Tagore Library, University of Lucknow, Lucknow: An evaluation” are given below:

- The number of library services should be raised especially computer-based services.
- The internet service should be providing for 24 hour and library also must open for 24 hours.
- The numbers of foreign periodicals should be raised.
- Allocating sufficient and regular library budget to provide and effective library services.
- The library should also organize library automation training programs time to time to improve the performance of library staff. the library should also organize user education programs time to time so that, users can use library services in a better way, provided by the library.

Conclusion
This work entitled “Library Services vis-à-vis User Satisfaction among PG. Students of Tagore Library, University Of Lucknow, Lucknow: An Evaluation” was undertaken to understand the pattern of library services with special context of user satisfaction of P.G. students of Tagore Library, University of Lucknow, through this study. This study reveals that the library plays an important role in achieving objectives of University of Lucknow.

This study reveals that Tagore Library, University of Lucknow, is facing many problems due to resource constraints. These are:

- the users of library are partially satisfied with the present library services
- the users of library require increased library opening hours
- the budget is insufficient and irregular
- it is found that the library automation process is very slow. the books on shelves and catalogues are not arranged systematically
- the number of computers are less to provide effective library services to users, and
- it was also found that number of trained and untrained staff is insufficient.

<table>
<thead>
<tr>
<th>Subject</th>
<th>Text Books</th>
<th>Reference Books</th>
<th>Periodicals</th>
<th>Newspaper</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of response</td>
<td>No. of Responses (%) (Approx.)</td>
<td>No. of Responses (%) (Approx.)</td>
<td>No. of Responses (%) (Approx.)</td>
<td>No. of Responses (%) (Approx.)</td>
<td>No. of Responses (%) (Approx.)</td>
</tr>
<tr>
<td>Art</td>
<td>28 (39)</td>
<td>13 (18)</td>
<td>16 (22)</td>
<td>9 (12)</td>
<td>6 (9)</td>
</tr>
<tr>
<td>Commerce</td>
<td>6 (46)</td>
<td>2 (15)</td>
<td>2 (15)</td>
<td>3 (24)</td>
<td>0 (0)</td>
</tr>
<tr>
<td>Education</td>
<td>5 (62)</td>
<td>0 (0)</td>
<td>2 (25)</td>
<td>1 (13)</td>
<td>0 (0)</td>
</tr>
<tr>
<td>Science</td>
<td>11 (46)</td>
<td>3 (13)</td>
<td>7 (29)</td>
<td>2 (8)</td>
<td>1 (4)</td>
</tr>
<tr>
<td>Law</td>
<td>4 (57)</td>
<td>1 (14)</td>
<td>2 (29)</td>
<td>0 (0)</td>
<td>0 (0)</td>
</tr>
<tr>
<td>Fine Art</td>
<td>3 (50)</td>
<td>2 (33)</td>
<td>1 (17)</td>
<td>0 (0)</td>
<td>0 (0)</td>
</tr>
<tr>
<td>Ayurveda</td>
<td>1 (50)</td>
<td>0 (0)</td>
<td>1 (50)</td>
<td>0 (0)</td>
<td>0 (0)</td>
</tr>
<tr>
<td>Total</td>
<td>58 (44)</td>
<td>21 (16)</td>
<td>31 (24)</td>
<td>15 (11)</td>
<td>7 (5)</td>
</tr>
</tbody>
</table>

Table 4: Uses of Information Sources by the P.G. Users