

# An Assessment of User's Satisfaction With Library Services At Bhagat Phool Singh Institute of Teacher Training and Research , Sonipat (Haryana)

Paper Submission: 00/00/2020, Date of Acceptance: 00/00/2020, Date of Publication: 00/00/2020

## Abstract

The purpose of this paper is to describe an assessment of user's satisfaction with library services at Bhagat Phool Singh Institute of Teacher Training and research, Sonipat (Haryana). The investigator has distributed 100 questionnaires to the users and 100 questionnaires were received back. The findings of the study shows that, 100 respondents visited Bhagat Phool Singh Institute of Teacher Training and research, libraries for borrowing library books and to read materials in their specific subjects and they opined that 'arrangement of text books' as impressive. In terms of news paper clippings service, majority (98.88%) of respondents are satisfied. The study suggested that Bhagat Phool Singh Institute of Teacher Training and Research libraries should carry out user studies at regular intervals in their colleges in order to identify and search the required information.

**Keywords:** Teacher Training And Research Libraries, Female Student, Teacher, Staff.

## Introduction

### Hypothesis of the Study

1. To identify the time- spending hours between female students and teachers of Bhagat Phool Singh Institute of Teacher Training and Research for library resources.
2. To find out the satisfaction level regarding the perception about the library staff of female students and teachers of Bhagat Phool Singh Institute of Teacher Training and Research.
3. To find the awareness about the library service and recourses of female students and teachers of Bhagat Phool Singh Institute of Teacher Training and Research.
4. To find out the satisfaction level with the physical environment of library for female students and teachers of Bhagat Phool Singh Institute of Teacher Training and Research.
5. To find out the opinion of female student and teacher of unlevered regarding arrangement of books.
6. To find out of reason of dissatisfaction about library service provided by library staff according to female students and teachers of Bhagat Phool Singh Institute of Teacher Training and Research.
7. To find out the relationship between the satisfaction level of female students and teachers of Bhagat Phool Singh Institute of Teacher Training and Research.

### Objective of the Study

1. To determine the satisfaction level of Bhagat Phool Singh Institute of Teacher Training and Research of female students and teachers with current library recourses and services.
2. To identify the purpose of visit of library service of BPSITTR female students and teachers.
3. To identify the time- spent for using library service of BPSITTR female students and teachers.
4. To understand the opinion regarding arrangement of books.
5. To assess the opinion about library resources, facilities and services.
6. To identify the unmet needs of teachers and female student for improvement.

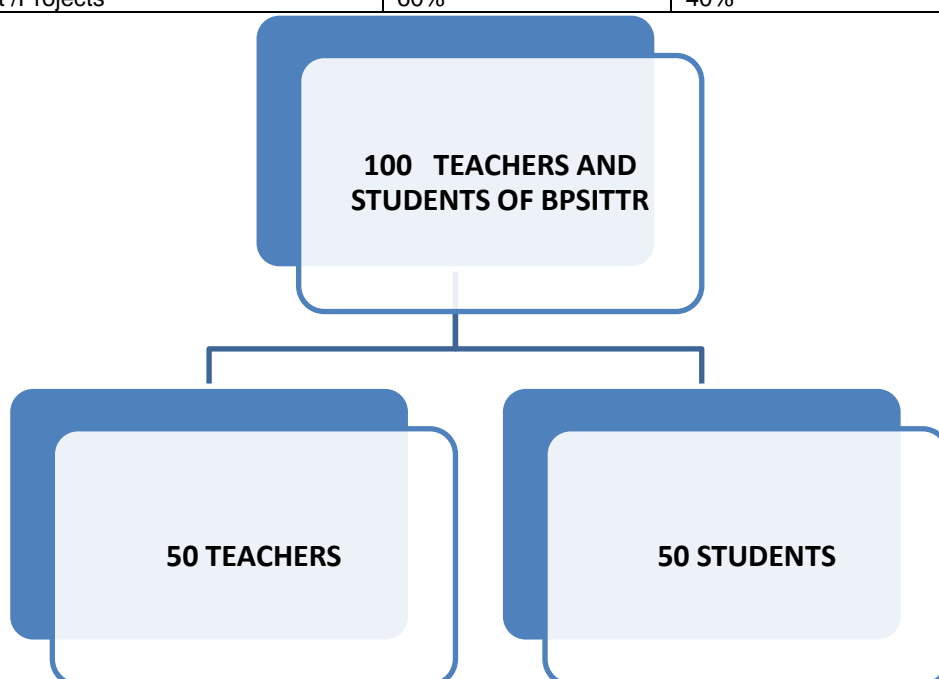


**Raj Kumari**

Assistant Professor,  
BPS Institute of Teacher  
Training & Research,  
BPSMV, Khanpur Kalan,  
Sonapat, Haryana, India

**Sample**

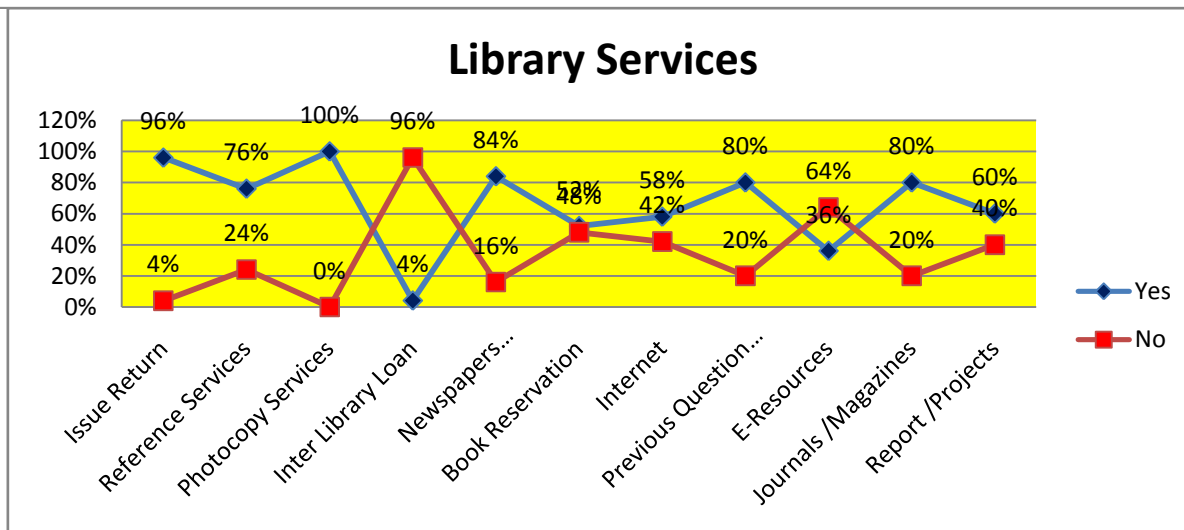
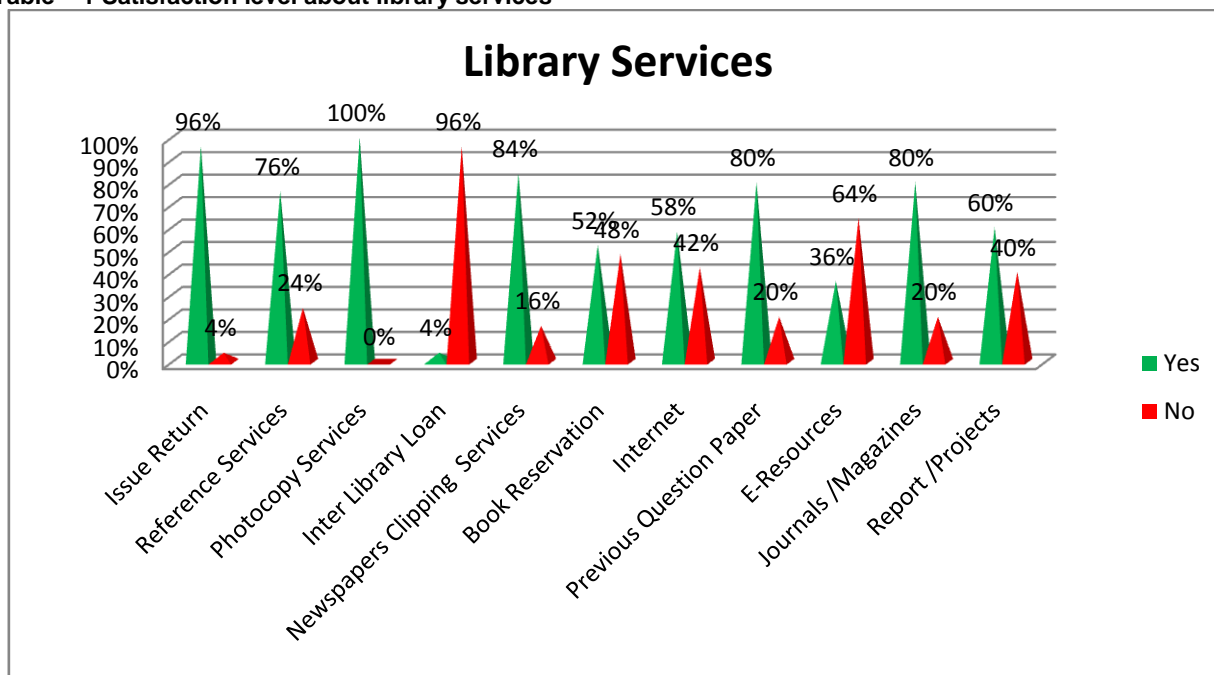
Library Services	Yes	No
Issue Return	96%	4%
Reference Services	76%	24%
Photocopy Services	100%	00%
Inter Library Loan	4%	96%
Newspapers Clipping Services	84%	16%
Book Reservation	52%	48%
Internet	58%	42%
Previous Question Paper	80%	20%
E-Resources	36%	64%
Journals /Magazines	80%	20%
Report /Projects	60%	40%

**Methodology**

Research methodology of the study in hand was based on the descriptive serve method of research. Descriptive research study in designed to obtain Mean and Percentage. Keeping in view of the objectives, a suitable questionnaire was designed and distributed among the users of Bhagat Phool Singh Institute of Teacher Training and research libraries in

Sonipat (Haryana). The investigator has collected data through questionnaire from Bhagat Phool Singh Institute of Teacher Training and Research colleges. The interview was conducted to overcome the problem in the questionnaire. Total 100 questionnaires were distributed and 100 users responded were taken for analysis.

Table – 1 Satisfaction level about library services



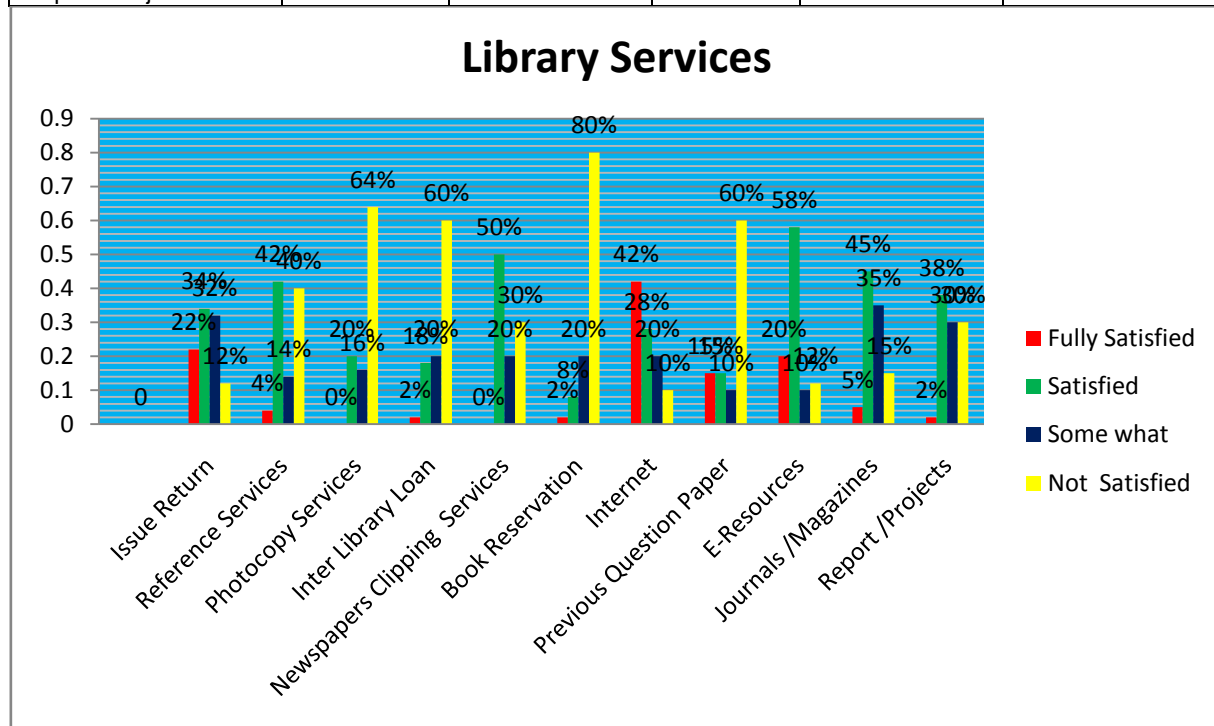
The satisfaction level of library services is highest in photocopy services i.e. 100%. This above diagram shows that issue return has 96% positive response and inter library loan has 96% negative response so, inter library loan services must be enhanced. The satisfaction level of book reservation is about 52%. The reference services are 76%

utilized. Journals/magazines and previous question paper attains equal peaks i.e. 80% in its services. The newspaper clipping services have 84% positive response. Only 60 % are satisfied from report/projects. E-resources and internet have 64% and 42% negative response respectively so, these services need improvement.

Table – 2 Satisfaction level about library services

Library Services	Total	Fully Satisfied	Satisfied	Some what Satisfied	Not Satisfied
Issue Return	100%	22%	34%	32%	12%
Reference Services	100%	4%	42%	14%	40%
Photocopy Services	100%	00%	20%	16%	64%
Inter Library Loan	100%	2%	18%	20%	60%
Newspapers Clipping Services	100%	00%	50%	20%	30%
Book Reservation	100%	2%	8%	20%	80%
Internet	100%	42%	28%	20%	10%
Previous Question	100%	15%	15%	10%	60%

Paper					
E-Resources	100%	20%	58%	10%	12%
Journals/Magazines	100%	5%	45%	35%	15%
Report /Projects	100%	2%	38%	30%	30%



The above diagram shows that the facility of book reservation is not satisfactory which is highest i.e. 80%. While Inter library loan, previous question paper facility 60%, photocopy service facility is 64% is not satisfactory. Therefore it can be said that there should be some improvement in this regard. The above diagram shows that e-resources facility is satisfactory up to 58%. The reference resources are satisfied up to 42% and newspaper clipping services are 50% satisfied. E-resources are only 20% fully satisfied. This fully satisfied % in journals/magazines is only 5% and reports/projects is only 2% so too much improvement is required.

**Conclusion**

Bhagat Phool Singh Institute of Teacher Training and research, Sonipat colleges in Haryana are having very good infrastructural facilities and having well developed libraries. The availability of quality information resources and services in libraries do have a significant influence on users' satisfaction. When users are satisfied with library information resources, they not only come back but speak well of the library to other users. Like any institution the libraries under the study are also having some lacunas. It is found from the study that majority of users visit the library to read newspapers and borrow books. Almost every reader is satisfied with the behavior of library staff. BPSITTR college libraries have to play significant in the present society. They have to strengthen their library facilities, resources and services. Innovative services have to be provided

by the libraries to the students and teachers then they will get the maximum benefit.

**References**

1. Callinan, Joanne E.(2005).Information seeking behaviour of undergraduate biology students: A comparative analysis of first year and final year students in University College Dublin. *Library Review*, 54(2), 86-99
2. Cloougherty, L etal (1998).The University of Lova libraries' undergraduate user needs Assessment. *College and Research Libraries*, November, 571-583
3. Haro, Robert P.(1971).The floating academic librarian. *American libraries*. 2, December, 1169-1173.
4. Lancaster, F. W.(1993). *If you want to evaluate your library...Illinois: University of Illinois*.
5. Millson- Marula, C. and Menon, V.(1995). *Customer expectations: Concepts and reality for academic library services*. *College and Research Libraries*, 56(1), 33-47.
6. Perera, P. A. S. H. (2007). *A study on the user needs in science and medicine in the library of University of Brunei Darussalam, with a view to improving its collection of library materials*. *Sri Lanka Library Review*, 21, 37-58.
7. Simmonds, P. L. and Andaleeb. (2001). *Usage of academic libraries: The role of service quality, resources and user characteristics*. *Library trends*, spring, 626-634.