



Received: 29-04-2024
Accepted: 09-06-2024

International Journal of Advanced Multidisciplinary Research and Studies

ISSN: 2583-049X

Users' Satisfaction of the Academic Library facilities and Services in Swamy Vipulananda Institute of Aesthetic Studies, Sri Lanka

B Prashanthan

Senior Assistant Librarian Gr1, Swamy Vipulananda Institute of Aesthetic Studies, Eastern University, Sri Lanka

DOI: <https://doi.org/10.62225/2583049X.2024.4.3.2949>

Corresponding Author: **B Prashanthan**

Abstract

Library is identified as an important organization in the higher educational system. It is an essential requirement for learning and research activities. The library of a higher education institute is committed to provide an excellent service for its users. Since the higher education institute library is devoted to provide exceptional learning resources, it is recognized as an excellent service providing center among the users. Meantime except learning resources a library develops the availabilities of its other facilities and services. In this context, this study was carried out to evaluate library user satisfaction with existing facilities and services expect learning resources while identifying user needs. The study uses the survey research design through

the stratified random sampling method. 240 (out of 808) undergraduates who visit the Swamy Vipulananda Institute of Aesthetic studies library were selected as sample. According to the result that the undergraduates are overall satisfied with available library facilities and services. However, the study further reveals one of the attributes of the study that the orientation program of the library is not being fully effectively utilized by undergraduates. Based on this finding it is essential to reorganize the orientation program among the undergraduates. Thus, this study present recommendation to upgrade the current orientation program among the users to meet the challenges they face in the information access.

Keywords: Usersneeds, Library Facilities, Origination Program

Introduction

Libraries of higher education institutes have been described as the midpoint of academic life. An academic library subsists to support the goals of the parent organization. Therefore, libraries should provide important services for the educational programs as well as dissemination of knowledge and research. Staff who are working in the academic library to know the real needs of the user community. Understanding the necessities of the user group will support to improve the different strategies that are appropriate to obtain effective outcomes. Since the university library is devoted to provide exceptional learning resources and services, it is recognized as an excellent service providing center among the user community. Meantime academic libraries have to improve the qualities of their facilities and services except of the learning resources to survive in this competitive environment. The facilities and services of the libraries also impact the quality of the total library services. Information services are to be developed not only to meet users learning resources need and to improve present facilities and services. Therefore, it is vital to evaluate the library facilities from customer's point of view. At the same time in order to set up user centered service the library needs to know the users and their needs "understanding the user needs is half the battle won in providing services in an academic library. The success of any information system depends considerably on how best the close and accurate understanding of the user" (Nawarathne & Singh, 2013 pp 103) ^[4]. User satisfaction refers to whether user get the desired information resources facilities and services at the library (Kaushamalika and weerakoon, 2020) ^[2] likewise importance of the library facilities is described by Tahir (2008) ^[5] upgrading facilities and improving services to efficiently meet the information needs of clients. As academic libraries in Sri Lanka have been considering to upgrading the library facilities to academic community and expect to develop the education programee, it is necessary to conduct a study to determine how the library facilities and services impact on the user's needs. User opinions about the library facilities and services have become prevalent in academic Intuitions during the past three decade. Rapid changes in information services and processes demand for internal intuitional responsibility and assessment expectations by outside recognizing agencies have contributed to further development and user studies within academic libraries during the past decade (Hiller, 2001) ^[6]. In this

scenario this study considered library facilities and services at Swamy Vipulanda Institute of Aesthetic studies, Eastern University, Sri Lanka. Excluding library resources other various attributes of the library play a significant role in the user opinion survey of an academic library. These attributes are essential to library staff for maintaining the appropriate library services.

The Swamy Vipulananda Institute of Aesthetic Studies was merged as a higher education institute with Eastern University, Sri Lanka authoritatively in 2005. The Institute has three departments such as Department of Carnatic Music, Department of Dance, Drama and Theater and Department of Visual Technological Arts. The library of Swamy Vipulananda Institute of Aesthetic Studies is established with in the main premises of the Institute. At present it possesses more than eleven thousand collection and continues to be an important higher education library dedicated for aesthetic studies in Sri Lanka. The library serves approximately one thousand graduate students and about seventy institute staff.

Objectives of the Study

The main objectives of the study were to investigate the opinion and satisfaction of the undergraduates about the library facilities and to suggest remedies that may help the library staff to upgrade their users' facilities.

Methodology

Descriptive survey method was used for this study. The target population included undergraduate who registered as the members of the library of Swamy Vipulananda Institute of Aesthetic Studies in the academic year 2021/2022. Sample size was calculated as per Bartlett *et al* (2001) accordingly

the sample size for the present study is 260 as the population size is 808. The stratified random sample was used. The library user population was stratified into their course of study. Accordingly, the sample of the study represents each stratum respectively. The main research instrument of the study was self-administered questionnaire. The data was collected during September 2022 to November 2022. The 92.3 % (240) response was attained in this study.

The collected raw data was analyzed by using SPSS statistical software. Averages were calculated for every attributes to identify the overall level of user opinion. For this purpose, library users' opinion and their satisfactions were based on Likert method of summarized rating and respondents were asked to give their opinion on several attributes of the library by given five statements. A scale value has been allocated as follows (Strongly Agree – 5, Agree – 4, Neither – 3, Disagree – 2, Strongly Disagree - 1) for each response.

Based on above scale, mean value was calculated for each opinion of the undergraduates and thereafter based on the mean the researcher was considered range for every user opinion to identify the overall opinion of the library facilities. For the purpose of analyzing, the ranges of scores were divided as follow Strongly satisfied 4.21-5.0, Satisfied 3.41-4.20, Neither 2.61-3.40, Dissatisfied 1.81-2.60, Strongly Dissatisfied 1.00-1.80.

Analysis of Data

1. Easily Access Library Resources

The respondents were asked to give their opinion on access of the library resources by given five statements. Table 1 shows the statistics of respondents' opinions about the ease of access of the library of the Institute of Aesthetic Studies.

Table 1: Respondents' opinions about the access of library resources

Attribute	Undergraduates Opinion					Mean
	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	
Easily access/located library resources	108	83	01	38	10	4.0

According to the Table 1 that a simple majority of the undergraduates 108 (45%) strongly agree that they easily located the library information resources, while 83 (34.5%) undergraduates agreed that they easily located the library resources. Further, the result shows that the only 38(15.8%) and 10(4.1%) undergraduates strongly disagreed or Disagreed with the statement. In depth analyses revealed that the overall mean score of the ease of access of the library resources is 4.0 and its range (3.41-4.20) is agree /satisfied level.

2. Excellent Service of the Library Staff (Assistance from Staff)

Library staff providing guidelines /assistance for users is an important aspect in the information usage process in a library. This study focused on the above attribute. The results are displayed in Table 2. Based on the results, a higher number of respondents (105: 43.7%) were strongly satisfied and (61: 25.4%) satisfied with the service or assistance from the library Staff. Consequently, only 30.9% (Strongly disagree or disagree) respondents were not

satisfied with the services of the library staff. The mean score of this aspect shown 3.75 and its range revealed between 3.41 – 4.20 agree/satisfied level.

3. Impact of orientation Program

Use of library orientation, instructions in higher education institutions became a common practice as it provides undergraduates with the guarantee of helping access and located the right information. Library orientation is carried out in every academic institution to help acquaint students with the library environment and its resources indicated by Agyen Gyasi.K (2008) ^[1] the survey revealed that the majority of the undergraduates 83 (34.58%) disagreed while 75 (31.25%) agreed that the orientation program is helpful to them for use the library information resources effectively. However, considering the opinions of the undergraduates overall mean value of the impact of orientation program is 3.08 this range indicates, needs certain consideration for the improvement of library orientation programme. Table 3 displays the details.

Table 2: Excellent Service of the Library Staff (Assistance from Staff)

Attribute	Undergraduates Opinion					Mean
	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	
Excellent Service of the Library Staff (Assistance from Staff)	105	61	00	64	10	3.75

Table 3: Impact of orientation Program

Attribute	Undergraduates Opinion					Mean
	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	
Impact of orientation Program	48	75	00	83	34	3.08

4. User opinion regarding the library facilities

The study aims at identifying the level of satisfaction of the library facilities of the institute. In this scenario, various attributes directly impact on the library usage (space/setting capacity, opening hours security system, lighting, ventilation and cleaning of library premises) were evaluated.

4.1 Space/Setting Capacity

From the survey data out of the 240 undergraduates 96 (40%) were not satisfied with space/ setting capacity of the library that they disagreed with the statement. While 83(34.58%) of them agreed 63(26.25%) users strongly agreed with the statement, therefore most of the users (strongly agree: 26.25% + agree: 34.58%) satisfied or strongly satisfied with space/setting facilities of the library. The mean score range also indicated in this attribute satisfactory level (Agree 3.41-4.20).

Table 4: Space/Setting Capacity

Attribute	Undergraduates Opinion					Mean
	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	
Space/Setting Capacity	58	83	03	96	00	3.42

4.2 Opening Hours of the Library

Data was analyzed to get the opinions about whether users satisfied with existing opening hours of the library. The user opinions were display in following (Table 5).

Table 5: Opening Hours of the Library

Attribute	Undergraduates Opinion					Mean
	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	
Space/Setting Capacity	57	110	00	52	21	3.42

Accordingly, majority of the users 110 agree whether the present library opening hours was fruitful for them, 57 respondents strongly agreed, and 52 respondents disagreed. Hence, more then 2/3(strongly agree 57 + agree 110 = n167) of the users satisfied with the existing opening hours of the library.

4.3 Lighting

Since reading is the most important task in libraries, appropriate lighting system is vital to the whole success of a library function. The following statements by Leila explain clearly, “The use of lighting system in buildings especially in library is curtailing issue. Well-designed lighting system in the libraries ensures a comfortable, bright peaceful environment for the users (Leila. Hashemour, 2018 p.01) [3]. In this background the survey revealed the lighting facilities more than 2/3 of the respondents, 70.8% (strongly agree [n61] and agree [109]) were satisfied with the lighting system of the library. Likewise, the mean range of this

attribute recorded satisfactory level. The details results are given in Table 6.

Table 6: Lighting

Attribute	Undergraduates Opinion					Mean
	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	
Lighting	61	109	00	51	19	3.59

4.4 Ventilation

Ventilation of the libraries also impact on the comfortable usage of the libraries by the users. In order to evaluate their satisfaction level in this regard 61(25.41%) respondents out 240 strongly agreed that library has good ventilation, while 106(44.16%) respondents agreed. Further, it shows that 69 respondents (28.75%) disagreed or strongly disagreed with the statement. Therefore, simple majority of the respondents strongly agreed n-61, agreed n-106 (69.58%) were satisfied with library ventilation. Although mean score range of this attribute also shows (Agree/satisfied range between 3.41-4.20) the same results Table 7 indicates the users’ opinion.

Table 7: Ventilation

Attribute	Undergraduates Opinion					Mean
	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	
Ventilation	61	106	04	48	21	3.57

4.5 Cleanliness

The survey revealed that majority of the library users strongly satisfied/ Agreed, (124) 51.66% with the cleanliness of the library follow (87) 36.25% satisfied with the attribution and only 29 - 12.09 % of the responds disagreed with the cleanliness of the library. Further, the chosen strongly disagree was not chosen by the respondents. Therefore, 2/3(87.91%) of the respondents have positive opinion about cleanliness of the library. The mean range of this attribute was recorded as ‘strongly satisfied’. The following analysis shows the responses.

Table 8: Cleaning

Attribute	Undergraduates Opinion					Mean
	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	
Cleaning	124	87	00	29	00	4.35

5. The common opinion

In-depth analysis of data showed that the respondents were strongly satisfied with one of the physical environment of the library: Cleanliness (mean = 4.35) Mean time the results need certain consideration in library orientation programme (mean = 3.08).However, the overall mean score for the undergraduates’ opinion about the services and facilities of the library is 3.64 and satisfaction level, ranging from 3.41-4.20 when considering average for overall attributions.

Table 9

S. No	Attributes	Mean	Score level
1	Ease of access/located library resources	4.0	Satisfied
2	Service of the Library Staff (Assistance from Staff)	3.75	Satisfied
3	Impact of orientation Program	3.08	Needs certain consideration
4.1	Space/Setting Capacity	3.42	Satisfied
4.2	Opening Hours of the Library	3.59	Satisfied
4.3	Lighting	3.59	Satisfied
4.4	Ventilation	3.57	Satisfied
4.5	Cleaning	4.35	Strongly Satisfied

Conclusion and recommendations

The study indicates that all the undergraduate students were satisfied with the library services and facilities. Further, the study found that undergraduates were not fully satisfied with the library orientation program. According to the study investigation the higher education institute allocated only three hours for library origination programme in the beginning of every academic year. Therefore, undergraduate did not get appropriate information through library orientation or they did not consider that the library orientation as important for their library usage and studies. Therefore, the service or facility which does not have the required level should be developed among the users. Conducting comprehensive information literacy or user orientation program is important to educate undergraduates about the services of the library. Hence, following recommendations can be mead to progress effective services of the library.

The library should rearrange the present orientation programe to be more relevant to undergraduates needs. Especially time duration of the program must be considered. The Institute should give opportunities to library to arrange short term awareness programs and workshops at regular intervals for improving undergraduates' knowledge about services of the library. Moreover, staff of the library can take additional consideration about the physical facilities of the library which is close to minimum average scores in the satisfactory level especially by providing required space/ setting facilities.

References

1. Agyen Gyasi K. User education at the Kwame Nkrumah University of Science and Technology library prospects and challenges, *Library Philosophy and Practice*. E-Journal, 2008. <https://digitalcommons.unl.edu>>193.
2. Kaushamalika, Weerakoon. Students' satisfaction with library services and facilities at three regional center libraries at the Open University of Sri Lanka. *Journal of the University Librarian Association of Sri Lanka*. 2020; 23(1):37-56.
3. Leila, Hashempour. Effect and importance of lighting system in School Libraries, IASL conference proceedings 2018 international Association of School Librarian, 2018. <https://www.ials-online.org/>
4. Nawarathne IM, Ajay Pratap Singh. Users' Satisfaction of the Academic Library Services in Sri Lanka. *Journal of Library and information Science*. 2013; 7(2):103-112.

5. Tahir Muhammad *et al.* Information Needs and information seeking behavior of Arts and Humanities Teachers: A survey of the University of the Panjab, *Library philosophy and practice*, 2008, December, 2008.
6. Hiller Steve. Assessing userneeds, satisfaction and library performance at the university of Washington, *Library trends*, Spring, 2001, 234-248.