Library Staff Support: Satisfaction of Users in Engineering College Libraries of Pune City

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This study aims to investigate the users Satisfaction with Library Staff Support in engineering college libraries of Pune city. Apart from exploring users satisfaction, the study seeks to identify their concrete needs about library staff support. The research intends to shed light on the factors such as staff responsiveness, promptness, appropriateness, knowledge, communication skills, assistance in information retrieval and qualification with regards to library staff members who serve their users. 660 Questionnaires were distributed among library users of whom 509 (77.12%) responded. The results revealed that, almost three fourth of respondents were satisfied with all above mentioned six support factors of library staff in providing services. Findings of this study will contribute towards enhancing library services by improving library staff working aspects. The study facilitates on making recommendations to engineering college libraries of Pune city to concentrate on particular aspects expressed by library users and make the library staff to work efficiently and effectively.

Key Words: *Library, Academic Libraries, College libraries, library staff, staff support, user satisfction, engineering college, Pune city, Pune, India, Maharastra*

0   INTRODUCTION

Libraries in every engineering college serve as an important division with valuable resources. It is a vital hub of knowledge dissemination. In order to fulfil its mission effectively, dedicated library staff members with suitable knowledge and qualification play an important role. Their role is important in

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supporting all programs of curriculum and teaching learning process by building information resources both in print and digital format and providing required services. Library staff play a major role in serving users. Satisfying users and identifying their concrete needs in academic libraries has been the primary objective of libraries and librarians. **Alasandi, & Bankapur (2014)** felt that, to find out customers needs and expectations, library require to measure the satisfaction level of users by conducting a user survey based on services given by library.

How users think and feel about library staff service denotes their satisfaction with regard to their work as users forms an important aspect. In engineering colleges specialized technical information with specific resources are available. The satisfaction about library staff support by library users becomes significant. By understanding how users satisfy regarding assistance and guidance provided by library staff members in engineering college libraries the librarian can take efforts to enhance their services provided as per user's needs.

1   OBJECTIVES OF THE STUDY

1. To assess the frequency of library visit by the users
2. To understand user's purpose for library visit
3. To know the satisfaction of library users about library staff support
4. To determine the designation factors responsible for variations in the Satisfaction of users with library staff support aspects.
5. To recognize the users needs with regard to library staff support.
6. To Suggest means to enhance the knowledge of library staff to provide better library services to its users.

2   LITERATURE SEARCH

Seneviratne (2005) found that most of the users were somewhat satisfied with library service and staff performance. Changes in user behavior were needed to be assessed in regular intervals on a continuous basis to satisfy the users and execute the changes as per user needs. Lolatra and Gupta (2010) advocated to fulfill the demands of users and to serve them in effective way library. Staff are required to acquire new skills in analyze, evaluate and disseminate the information to the users according their requirements Gomathi and Dhanavandan (2012) opined as library staffs need to change their attitude to assist the users in locating required information resources. Baharuddin et al. (2012) assessed library staffs based on their attitude in terms of reliability, responsiveness and assurance towards user services and concluded that, as per respondent's library staff attitude persuade the library users to use library services. Rajiv and Sriram (2014) identify impact of library staff support

services and promotional activities of library on user satisfaction and disclosed as library staff expertise and their promotional activities have highest impact on user's satisfaction as library staff have direct contact with users. Library staff cooperation is the second highest impact due to services provided by them to users at stipulated time as and when they need. Prakash et al. (2014) opines as library staff should be attentive to readers to increase the satisfied users. Prakash (2014) focused on need of skilled library staff and sufficient funds to fulfill the necessities of users. Booth (2019) indicates that library staff are perceived as knowledge experts of databases and facilitators of information literacy skills. Swain & Nataraj (2017) depicted as ability of library staff to provide timely and accurate information, assist in locating resources and offer guidance in utilizing library services significantly which contributes to the user satisfaction, Singh & Dhiman (2020) states as effective support in information retrieval is a critical aspect of library staff assistance. Users appreciate library staff as they possess in depth knowledge of search techniques,, database systems and subject specific resources. states as positive experiences with library staff support in information retrieval enhance users confidence. Anuradha &Nandagopal (2020) described as library staff who engage in actively listening to users query and providing services are highly valued. Siddiqui & Raju (2021) represent as users perceive reference staff who exibit patience, empathy and approachability as critical factors in their overall satisfaction with library services. Siddique (2020) represent as users expect library staff to possess excellent communication skills, professionalism and customer oriented approach And staff members who respond promptly to users queries provide clear instructions and offer proactive assistance which will enhance user satisfaction. Aggarwal & Rastogi(2021) found as positive interactions with professional and communicative staff create a welcoming environment within the library. Tinyiko Vavian Dube (2021) examine the library staff support with 4IR's application to provide information resources to remote clients during Covid-19.The author found as library staff were keen on job innovation. The study also revealed that library staff were always willing to adapt to new work place changes to support remote clients with their information needs and the digital divide is the disadvantage for remote clients to get benefit from online library services and the same need to be investigated. Florence Amaka Nwofor (2023) Revealed methods for capacity building of library staff for delivering influenced library services. The author found job rotation, Coaching, seminar, and workshop are the methods to be used to increase the library staff capacity. The author also found the specific fields in which library staff needed training like OPAC, SDI,manual preparation, library management, readers services, ICTs in libraries, digitization of library resources, current awareness service and institutional repository management. J A Ajith (2023) found in his study.

3   RESEARCH METHODOLOGY

In this research survey method has been used to collect required data. Questionnaire was developed and distributed to respondents. The population for this study included library users of engineering colleges located in Pune city area. There are total 34 engineering colleges located in Pune city area. Out of them the researcher has collected data from 33 engineering colleges as one college authorities are have not allowed for data collection. A sample of 660 library users were selected using simple random sampling method. Questionnaires distributed and collected personally from respondents. In total 509 questionnaires returned back with response rate of 77.12%.

31 POPULATION

Library users of engineering colleges located in Pune city constitute the population for this study. As the research started during the year 2013, the study was limited to engineering colleges established up to 2010 only and the colleges established after 2010 were excluded from this study assuming that, new colleges may not include sufficient resources, services and infrastructure for library and the satisfaction of those engineering colleges cannot be as good as in old engineering college libraries..

32 SAMPLE SIZE

The methodology used to select sample users for this study was simple random sampling. The results obtained from random sampling can be assured in terms of probability i.e. we can measure the significance of the results obtained from a random sample. This is the reason to consider random sampling method to select representative sample. The sample was drawn from 33 engineering college libraries of Pune City area. Since the population size of engineering colleges located in Pune city area is large, random sampling technique has been applied. To determine the sample size the Morgan Table was referred. As per the Morgan Table for the population of 30000 the sample size suggested is 379. And researcher collected 509 responses for current study which exceeds the suggested sample size.

33 RESPONSE RATE

Total 660 questionnaires were distributed among library users. Hence Sample Size of 379 respondents needed for 30000 Population. For present study, 509 questionnaires were received which is suitably more than the required number. The response rate was satisfactory for this survey. Total 509 questionnaires received were appropriate for the study from the total sent 660.

Response Rate = 509/660 = 77.12%.

Response Table

Sample size is 509 respondents, 660 questionnaires were distributed to users of Engineering college libraries, of which 525 questionnaires were received back. Out of this, 16 questionnaires were found to be incomplete and finally 509 questionnaires were selected. Here 326 are BE/B.Tech students and 116 are ME/M.Tech Students and 67 are faculty members. These were analyzed and tabulated.

4   FINDINGS AND ANALYSIS

TABLE 1

Demographic Composition of Respondents

Questionnaire Distributed	Questionnaire Received Back	Percentage of response
660	509	77.12%

TABLE 2

Gender-wise Distribution of Respondents (N = 506)

Gender	Number of Respondents	Percentage
Male	344	68.0%
Female	162	32.0%
Total	506	100%

Out of total 506 respondents who have responded to this question more than two third 344 (68.0%) were male and remaining almost one third 162 (32.0%) were female.

TABLE 3

Age-wise Distribution of Respondents (N=503)

Age Group	Number of Respondents	Percentage
18-23 Years	339	67.4%
23- 28 Years	104	20.7%
29- 33 Years	30	6.0%
34-38 Years	17	3.4%
39 and above	13	2.6%
Total	503 (100%)	100%

Note: Among 509 respondents only 503 responded for this question. Analysis has been made on the basis of number of respondents.

More than two third 339 (67.4%) of respondents belongs to age group of 18-23 years followed by 104 (20.7%) of them were in the age group of 23-28 years. Some 30 (6.0%) were in the age group of 29-33 years, Few 17 (3.4%) are in between 34-38 years of age. And 13 (2.6%) of them are having above 39 years of age. It can be analyzed from the above discussion as large number of respondents is in the age group of 18-23 years.

TABLE 4

Academic Status-wise Distribution of Respondents

Academic Status	Number of	Percentage
BE/B Tech students	326	64.0%
ME/M Tech students	116	22.8%
Faculty Members	67	13.2%
Total	509 (100%)	100%

Out of total 509 respondents, almost two third 326 (64%) of respondents were belongs to BE/B Tech students community while almost one fourth 116 (22.8%) are of ME/M Tech students and 67 (13.2%) belongs to faculty members who are working in engineering colleges.

Out of total 509 respondents 503 and 506 respondents have responded with regard to their Age group and Gender status respectively. And analysis has been made on the basis of number of respondents.

Frequency of Users Visit to Library

TABLE 5

Frequency of Library Visit (N=478)

Frequency of Visit	Number of respondents	Percentage
Daily	141	29.5%
Weekly	237	49.6%
Monthly	99	20.7%
Never	1	0.2%
Total	478	100%

Out of 509 478 total respondents responded this question. Half 237 (49.6%) of respondents visit their college library weekly, followed by 141 (29.5%) daily. Whereas 99 (20.7%) state, they visit their college library monthly. Mere (0.2%) expressed as they never visit their college library.

In study by Sandesh Kumar G. K.and Dharani Kumar P. (2022), It was found that more than one third (36.95%) of the respondents visit library once in a week in B Ed colleges of Kuvempu University. Krishna Kumar (2010) at IIT Delhi Library found from the study as 30% of the users visit library

regularly. Saikia and Gohain (2013) investigate the use and user satisfaction with library resources and services of the students and research scholars in Tezpur University. The author found as more 32% of users visit library every Day.

Prakash and et al (2014) examine the use of collection, facilities and services of central university libraries of Karnataka state. Author discovered maximum users visiting and using library regularly and two to three times in a week. The author opines as library staff should be attentive to readers.

Nazir (2014) attempts to evaluate library collection, facilities and services at degree colleges of Srinagar, Kashmir. From the study the author reveals as majority of users visit library at weekly and monthly. Regualr visitors of library were less. Author suggested to take necessary steps to make the readers to use library on daily basis.

TABLE 6

Purpose to Visit Library

Purpose	Number of Respondents	Percentage
For Study	406	83.7%
To meet friends	39	8.0%
To ask staff for information	56	11.5%
To issue/Return/ Renew books	343	70.7%
To refer books	29	60.0%
To refer journals	153	(31.5%
To read news paper	236	48.7%
To use/borrow CDs/DVDs	13	2.7%
To refer NPTEL Lectures	77	15.9%
To download E-Journals Articles	137	28.2%
To download E-Books	108	22.3%
To browse internet	144	29.7%
Total	485	100%

Note: Out of total 509 respondents 485 respondents have responded for this question. And analysis has been made on the basis of number of respondents.

The above respective question has been made multi choice based by observing the users use resources of different sections of library when they visit.

Out of total 485 respondents "Study" was found as main purpose to visit to library by (83.7%). And it is followed by "to issue/return/renew books' (70.7%),'refer books"(60.0%),"read news paper"(48.7%). Quite number of respondents stated as they visit library "to refer journals" (31.5%), "to browse internet (29.7%) and "to download e-journals articles" (28.2%), "E-books" (22.3%). Whereas some (15.9%) of respondents says "to access NPTEL Video Lectures", and (11.5%) as "to ask staff for information" and (8.0%) as "to meet friends" Very less frequency (2.7%) stated as "to use educational CDs/DVDs" was their main purpose to visit library.

Prakash (2013) inspect the awareness and use of information sources and services among the students of Engineering, Dental, Medical, Nursing and Physiotherapy. The study was conducted in Meenakshi Academy of Higher Education and Research. The author found as Borrowing of books was found as the main purpose of the students to visit library.

Saikia and Gohain (2013) investigate the use and user satisfaction with library resources and services of the students and research scholars in Tezpur University. The author found as Borrowing books found as main purpose of respondents to visit.

Prakash B (2014) evaluates the awareness about information sources and services at central Universities of South India. The author found from the analysis as borrow books, was one of the the main purpose of users library visit. The author also focused on need of skilled library staff to fulfill the necessities of users.

Kumari, Firdaus, Iqbal, & Khan (2014) find out the awareness and utilization of library services by the users of Women's College and Tika Ram Kanya Mahavidyalaya library, Aligarh.. The study reveals that highest percentage of users from WC (64.44%) and TRKM (63.53%) respectively prefer to visit library for borrowing books.

5   SATISFACTION OF USERS WITH LIBRARY STAFF SUPPORT

How users think, and feel about library staff denotes their satisfaction with regard to their work. The related question was asked to respondents to know their opinion with different library manpower aspects working in their college libraries. The results were noted and presented in 5.4.1. To examine the satisfaction of users about library staff support in providing library services respondents were asked to point their satisfaction level about library staff support by providing Likert scale with below mentioned opinion.

5=Strongly agree, 4= Agree, 3=Uncertain, 2=Disagree, 1=Strongly Disagree.

TABLE 7
Satisfaction of Users with Library Staff Support

Library Staff Support Aspects	Strongly Agree	Agree	Undecided	Disagree Disagree	Strongly Disagree	Total	Mean Score
Friendliness of Library Staff	168 (36.8%)	198 (43.3%)	54 (11.8%)	15 (3.3%)	22 (4.8%)	457 (100%)	4.04
Getting Help from Library Staff to Retrieve Information in Library	158 (34.7%)	198 (43.5%)	61 (13.4%)	28 (6.2%)	10 (2.2%)	455 (100%)	4.02
Getting Prompt Service and Sufficient Feedback for Every Query	147 (32.6%)	191 (42.4%)	72 (16.0%)	28 (6.2%)	13 (2.9%)	451 (100%)	3.95
Understanding of User Needs	148 (32.5%)	200 (44.0%)	106 (23.4%)	63 (13.8%)	26 (5.7%)	455 (100%)	3.95
Ability of Library Staff to Satisfy Users with Appropriate Answers	137 (30.4%)	192 (42.6%)	79 (17.5%)	27 (6.0%)	16 (3.5%)	451 (100%)	3.90
Knowledge and Qualification of Library Staff	152 (33.6%)	198 (43.7%)	58 (12.8%)	30 (6.6%)	15 (3.3%)	453 (100%)	3.97

Note: Out of total 509 respondents few respondents have not answered for particular question. Therefore analysis has been made on the basis of number of respondents.

The study revealed that, respondents are nearly equally satisfied with all aspects of Library Staff Support viz. "Friendly and easy to talk"(4.04) followed by Help users to retrieve information (4.02), Are knowledgeable and qualified (3.97), Understands users needs and Provides prompt service and provide sufficient feedback for every query (3.95) and Are able to satisfy users with appropriate answers (3.90).

Prakash and et al (2014) examine the use of collection, facilities and services of central university libraries of Karnataka state. The author opines as library staff should be attentive to readers.

Prakash B (2014) evaluates the awareness about information sources and services at central Universities of South India. The author describes the availability and use of information sources by the pst graduate students and research scholars at central universities of Karnatak, Kerala and Tamil Nadu. The author also focused on need of skilled library staff to fulfill the necessities of users.

It is inferred from the obtained Chi Square values,as it is insignificant with regards to "Ability of Library Staff to Satisfy Users with Appropriate Answers" and "Friendliness of Library Staff" aspects (λ^2^15.507). Therefore it is concluded that there is no *association* between designation group and respondents' opinion with regard to these aspects.

Whereas chi square value is significant with regards to library staff aspects "Knowledge and Qualification of Library Staff", "Understanding of User Needs", "Getting Prompt Service and Sufficiency of Feedback for Users queries" and "Getting Help from Library Staff to Retrieve Information" (λ^2^15.507). Therefore it is concluded that there is *association* between designation group and respondents opinion about these aspects of library staff support

Respondents Comments about Library Staff / Support

Respondents were provided open space to cite the additional comments about library staff if they have. Majority of respondents agreed and states as library staff members are providing good services. Only few respondents suggested to increase the speed of service, and stated as not put more restriction on use of library.

6   SUGGESTIONS

1. Library staff of engineering colleges are required to improve their pace of work to serve their users effectively
2. Students need to be allowed to use library resources generously without limitation.

TABLE 8

Comparisons Based on the Academic Status of Respondents

S.No	Question	Type of Inferential Analysis	D.F	χ² Value	Critical Value	Significance of Relationship
1	Frequency of Visit	χ²	6	27.331	12.591	Yes
2	Average Time Spent by Respondents	χ²	6	26.761		Yes
3	Opinion about Library Staff Support					
	Friendliness of Library Staff	χ²	8	9.907	15.507	No
	Getting Help from Library Staff to Retrieve Information	χ²	8	21.808		Yes
	Getting Prompt Service and Sufficiency of Feedback for Users queries	χ²	8	19.168		Yes
	Understanding of User Needs	χ²	8	16.295		Yes
	Ability of Library Staff to Satisfy Users with Appropriate Answers	χ²	8	8.883		No
	Knowledge and Qualification of Library Staff.	χ²	8	19.769		Yes

3. Librarians are required to take efforts to get feedback from library users at regular intervals to know the actual needs. It is essential that, library staff of engineering colleges require to improve their qualities to serve their users effectively as respondents expressed same in open ended question provided with concern to library man power.

4. Half (49.6%) of the respondents visit libraries once in a week, library staff and institute's management authorities require to understand the actual needs of the library users by conducting user studies at regular intervals. They also need to take efforts to provide what the users are needed and make them to use the library more frequently.

5. It is detected from the study that, less number of respondents visit library to use CDs/DVDs and NPTEL video lectures, and e-books compare to other purposes, all engineering college libraries require to conduct user awareness program for students and faculty members

and encourage them to utilize these resources effectively.

6. It is observed from the study that, user's satisfaction with library security system and air conditioners/fans provided by engineering college libraries is less. It is recommended that, library authorities and management of engineering colleges require to take efforts to improve these library facilities.

7   RECOMMENDATIONS

1   The management needs to support the librarians to conduct/attend the LIS seminars/conferences so that they can upgrade their knowledge and provide qualitative library services to their users.

2   Practical Utility of the study: This study has examined the users' Satisfaction regarding library staff support. Findings of this study will contribute towards enhancing library services by improving library staff working aspects. The study facilitates on making recommendations to engineering college libraries of Pune city to concentrate on particular aspects expressed by library users and make the library staff to work efficiently and effectively This study will be a input to the library and information science field in the field of user satisfaction with libraries.

Areas for further Research

The findings of the present study give scope for further research.

1. The present study is about Satisfaction of users regarding library staff support in engineering colleges of Pune city. This type of study may be conducted in other engineering colleges of Maharashtra and other states of India.

2. This type of study may also be conducted among other technical oriented courses like management, pharmacy, architecture etc.

3. Similar type of study can be conducted among medical college academic community.

4. There is need to conduct similar study among research scholars of engineering institutes.

8   CONCLUSION

This paper highlighted the Satisfaction on library staff support in providing library services in engineering colleges of Pune City. As new students enters every year in engineering colleges frequent evaluation of libraries is essential for enhancing the library services with skilled manpower as per user needs. Over all the users are not extremely satisfied with library staff members qualities. It is essential to upgrade their knowledge and individual qualities to provide competent services to their users and transform their Satisfaction level at

higher side. And college higher authorities need to encourage their library staff to attend different conferences and workshops to upgrade their knowledge as per contemporary situation. Such studies should be conducted in all the academic libraries of Maharastra state.

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