

A Survey of Dental College Libraries in Bangalore District with Special Reference to User Satisfaction

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ABSTRACT

This study investigated users' satisfaction with library information resources and services at the Dental College Libraries of Bangalore City. The objective was to determine the level of users satisfaction with library information resources and services. The survey research design was adopted, using a population of 680 registered users in the DCL of Bangalore City, instrument used for data collection was a self designed questionnaire. Among the results of the study showed that users were satisfied with the library Collection and facilities and also purpose of library visit. It was also revealed in the study that users expressed their opinion 'satisfied and dissatisfied with the library collection and facilities.

Keywords: Dental College Libraries, User Studies, User Satisfaction, Library Facilities, Library Services.

Introduction

A library plays an essential role in providing information services and sources to assist customers in their research and studies activities. It possesses facts in the form of books, periodicals, audio - visible and digital media. customers are very essential. Libraries exist due to them. They have to consequently be satisfied with the provider they acquire. Satisfaction may additionally lead to customers using the offerings of the library over and over once more and even recommending it to others. Humans constantly communicate experiences, whether or not good or bad, that means that if they additionally get hold of a bad service they might additionally tell others about it. "User delight two is considered as a reliable criterion for finding out library effectiveness." two (Thong and Yap, 1996:176). It is two therefore very two essential for the library to maintain their customers satisfied. It is now not solely a dependable criterion; it is additionally possibly the most crucial one

Dental Science Information is the basic need for the dental science students, teachers, research scholars and practitioners who are the main users of dental science information centers and/or dental science libraries (Chattopadhyay and Ghatak; 2008). Fulfilling user

desires is an important thing of library management. Regular contrast of person wishes towards current offerings and the library collection is a imperative administration technique for the continuous upgrading of the offerings furnished by way of the library of any kind. The management work force of a library have to be conscious of the present day requirements of their clients/users. User needs vary from one library to some other as nicely as from time to time. Therefore, carrying out regular surveys on user wishes at any given time, in more than a few elements of library usage is an helpful guide in figuring out the future instructions of library development. Hence in this study the investigators made an attempt to identify the users' satisfaction towards resources and services of Dental College Libraries of Bangalore City.

Review of Literature

Selvaraja et. al. (2014). The present study discusses about the users satisfaction towards resources and services of A.J. institute of dental sciences library, Mangalore. The questionnaire approach changed into used for records series in conjunction with observation and interview with the customers. most of the a hundred questionnaire disbursed 87 respondents returned lower back with 87 percentage reaction charge. The acquired data changed into prepared in a tabular shape and easy desk evaluation performed to draw conclusion. The findings suggests that, majority of respondents scoring fifty five(63.2%) are girl, 31(35.7%) respondents visit the library daily, many of the 87 respondents, forty three(49.forty two%) users go to the library 'to barrow books', approximately fifty five (sixty three.21%) respondents are absolutely glad with 'Reference offerings'. And users aren't satisfied with 'Inter library loan facility' and 'Bibliographic services' accounting 60 (68.96%) almost forty eight(fifty five.17%) respondents are not glad with the 'profession guidance service. **Malcolm Wallis and Anis Mohomed Karodia (2014).**The study defined User Satisfaction as an evaluation of a product or service in terms of whether that product or service has met their needs and expectations. The study centered particularly on the subsequent trouble areas; form of services required with the aid of the users, adequacy of information resources and user pride of the services they receive. three hundred and twenty seven (327) questionnaires had been disbursed to college students, academic personnel and administrative staff. 233 out of 327 questionnaires issued have been acquired again yielding a 71% reaction rate. Microsoft Excel become used to analyse records amassed. It changed into located that the users do make massive use of the library, its offerings and resources. users do go to the library regularly, employ the books, are satisfied with library hours, registration method and the team of workers participants. It become drawn that there are a few areas that need interest just like the growth of e-book and magazine series, photocopy machines, improvement of the internet provider, growth of library hours and improvement of the offerings from library personnel. The growth of e book and magazine collections, improvement of net facility and photocopy service, that the library hours are increased and that staff are trained in maintaining excessive degree of person delight. **Sunil Kumar Satpathy and Santosh Kumar Satapathy (2013)** Users are treated as the most important components of libraries, irrespective of types and size. After all libraries are established and maintained for them. The collection development in libraries is based on the needs of users and offers various library services to satisfy the information and document needs of users. The study found that the medical college libraries need to develop systems which will allow library professionals to quantitatively measure perceived quality, satisfaction, and loyalty towards library as well as the degree to which specific elements of a library's services, collections, and environment contribute to those perceptions.

Objectives of the study

The following are the specific objectives of the study:

- To know the gender wise respondents of the study;
- To know the frequency and purpose of visit by the users.
- To know the users' opinions towards library collection and facilities;
- To ascertain both strengths and weaknesses of the library collections and services.

Limitations of the study

The survey is limited to Dental college libraries of Bangalore City only due to constraints of time, money and efforts involved. The study is also limited to Dental students (Undergraduates and Postgraduates) and Research Scholar only. Faculty members and doctors are excluded from the purview of the study.

Methodology

For the proposed study the primary data was collected from the users of Dental college libraries in Bangalore City. The questionnaire method was followed for data collection purpose and followed by observation and interviews techniques also adopted. There were 16 Dental colleges in Bangalore city, The researcher have is distributed 1000 questionnaires to all the 16 Dental Colleges students of BDS, MDS and Research Scholars from library, out 1000 questionnaire 680 filled responses were received back with 68% response rate. Hence the data received was organized in a tabular form and simple table analysis done to draw conclusion.

Data Analysis and Interpretation

The information collected from users with regard to various library resources, services and facilities has been analyzed and presented under the following heads.

Gender wise Distribution of Respondents

The table presents that 295 students are in BDS course including 145 males (40.17 %) and 150 females (47.02 %), 224 students are in MDS course including 127 males (38.18 %) and 97 females (30.41 %) and 161 students are in Research including 89 males (24.64 %) and 72 females (22.57 %). The majority (53.09%) of the respondents are male remaining 46.91% are female respondents. It is concluded that majority of the students are in BDS course and Females are the highest in BDS course (47.02 %) and males are the highest in MDS (35.18 %) and Research (24.64 %).

Table – 1: Gender wise Distribution of Respondents

Gender	BDS Students	MDS Students	Research Scholars	Total	%
Male	145 (40.17)	127 (35.18)	89 (24.65)	361	53.09
Female	150 (47.02)	97 (30.41)	72 (22.57)	319	46.91
Total	295	224	161	680	100

Frequency of visit

Table-2 shows that 449 students (66.03 %) visit library every day and of them 247 males (55 %) and 202 females (45 %) and 178 BDS students (39.6 %), 150 MDS students (33.4 %) and 121 research students (26.9 %) visit library every day. Similarly, 123 students (18.09 %) visit library once a week including 67 males (54.5%) and 56 females (45.5 %) and 55 BDS students (44.7 %), 41 MDS students (33.3 %) and 27 research students (22 %). Moreover, 62 students (9.12 %) visit library occasionally and of them 28 males (45.2 %) and 34 females (54.5 %) and 47 BDS students (75.8 %), 9 MDS students (14.5 %) and 6 research students (9.79 %) visit library occasionally. Likewise, 25 students (66.03 %) visit fortnightly and of them 8 males (32 %) and 17 females (68 %) and 7 BDS students (28 %), 12 MDS students (48 %) and 6 research students (26.9 %) visit library fortnightly. As well, mere 21 students (3.09 %) visit library once in a month and of them 11 males (52.4%) and 10 females (47.6 %) and 8 BDS students (38.1 %), 12 MDS students (57.1 %) and only 1 research student (4.8 %) visit library once in a month. It is concluded that more than 66 per cent of the students visits library everyday and more males and BDS course students visit every day.

Table-2 Frequency of Library Visit

Frequency	Gender		Course			Total
	Male	Female	BDS	MDS	Research	
Every Day	247	202	178	150	121	449
<i>Percentage</i>	55	45	40	33.4	26.9	66.03
Once a Week	67	56	55	41	27	123
<i>Percentage</i>	54.5	45.5	45	33.3	22	18.09
Fortnightly	8	17	7	12	6	25
<i>Percentage</i>	32	68	28	48	24	3.68
Once a month	11	10	8	12	1	21
<i>Percentage</i>	52.4	47.6	38	57.1	4.8	3.09
Occasionally	28	34	47	9	6	62
<i>Percentage</i>	45.2	54.8	76	14.5	9.7	9.12
Total	361	319	295	224	161	680
<i>Percentage</i>	53.1	46.9	43	32.9	23.7	100

Purpose of visiting the Library

Table-3 shows the purpose of visiting the library, among 389 respondents say that they come to the library for ‘newspaper reading’ purpose among 389 respondents (57.62%) are male, (56.74%) are female, (50.85%) BDS students, (63.39%) MDS Students and (60.25%) of the respondents are Research Scholars, 453 (66.62%) of the respondents say that they come for ‘Reference books’, 132(19.41%) for to ‘search for Medline’ database, 271(39.85%) come for library for ‘borrowing books’, 237 (34.85%) of the respondents come for library is ‘consulting current periodicals, 223 (32.79%) of the respondents come for library to browse ‘internet’ and 41(6.03%) of the respondents say that they come library to see ‘audio visual materials’

Table-3 Purpose of visiting the Library

Purpose	Gender		Course			Grand Total (n=680)
	Male (n=361)	Female (n=319)	BDS (n=295)	MDS (n=224)	Research (n=161)	
Newspaper reading	208 (57.62)	181 (56.74)	150 (50.85)	142 (63.39)	97 (60.25)	389 (57.21)
Reference books	245 (67.87)	208 (65.20)	170 (57.63)	156 (69.64)	127 (78.88)	453 (66.62)
Search for Medline	77 (21.33)	55 (17.24)	28 (9.49)	81 (36.16)	23 (14.29)	132 (19.41)
Borrowing books	140 (38.78)	131 (41.07)	109 (36.95)	112 (50.00)	50 (31.06)	271 (39.85)
Consulting current periodicals	130 (36.01)	107 (33.54)	66 (22.37)	91 (40.63)	80 (49.69)	237 (34.85)
Internet	113 (31.30)	110 (34.48)	83 (28.14)	73 (32.59)	67 (41.61)	223 (32.79)
Audio Visual materials	21 (5.82)	20 (6.27)	9 (3.05)	21 (9.38)	11 (6.83)	41 (6.03)

User satisfaction with library collection

The table-4 presents the user satisfaction about the library collection highest 463 (68.09%) respondents expressed their opinion on book collections is ‘satisfied’ similarly 402(59.12%) of the respondents ‘satisfied’ with reference book collection, 501(73.68%) ‘satisfied’ with journals/periodicals collection 398(58.53%) of the respondents ‘satisfied’ with abstracts/indexes, 514(75.59%) respondents ‘satisfied’ with Newspapers 480(70.59%) of the respondents ‘satisfied’ with magazines collection, higher side of the respondents expressed their opinion satisfactory with all collection of library except 296(43.53%) of respondents ‘dissatisfied’ with Patents/Standards collection.

Table-4: Satisfaction with library collection

Library collections	Satisfied (N=680)	Neither satisfied nor dissatisfied (N=680)	Dissatisfied (N=680)
Books	463	147	70
Percentage	68.09	21.62	10.29
Reference books	402	122	156
Percentage	59.12	17.94	22.94
Journals/ Periodicals	501	119	60
Percentage	73.68	17.50	8.82
Abstracts/ Indexes	398	69	213
Percentage	58.53	10.15	31.32
Newspapers	514	95	71
Percentage	75.59	13.97	10.44
Magazines	480	130	70
Percentage	70.59	19.12	10.29
Seminar / Conference proceedings	458	90	132
Percentage	67.35	13.24	19.41
Dissertations / Theses/ Project	400	98	182

reports			
Percentage	58.82	14.41	26.76
Patents / Standards	296	96	288
Percentage	43.53	14.12	42.35
Audio-Visual Materials	226	229	225
Percentage	33.24	33.68	33.09

User satisfaction with availability of library facilities

The table-5 presents the user satisfaction about the library facilities, the huge response 511 (75.15%) of the respondents 'satisfied with library 'accommodation', 109(16.03%) of the respondents 'Neither satisfied nor dissatisfied and 60 (8.82%) of the respondents 'dissatisfied' with library accommodation. 515 (75.74%) of the respondents 'satisfied with library furniture, 458(67.35%) of the respondents 'satisfied' with ventilation and lighting, 400(58.82%) of the respondents 'satisfied' with Air-conditioning' and 226 (33.24%) of the 'satisfied' with wash rooms, 299 (33.68%) of the respondents 'neither satisfied nor dissatisfied' and 225(33.09%) of the respondents 'dissatisfied with Wash rooms. The majority of the respondents satisfied with Library Furniture and 225(33.09%) of the respondents 'dissatisfied with Wash rooms.

Table-5 User satisfaction with library facilities.

Facilities	Satisfied (N=680)	Neither satisfied nor dissatisfied (N=680)	Dissatisfied (N=680)
Accommodation	511	109	60
Percentage	75.15	16.03	8.82
Library furniture	515	95	70
Percentage	75.74	13.97	10.29
Ventilation and lighting	458	99	123
Percentage	67.35	14.56	18.09
Air-conditioning	400	98	182
Percentage	58.82	14.41	26.76
Wash rooms	226	229	225
Percentage	33.24	33.68	33.09

Conclusion

Library is a store house of knowledge, and it is the heart of the institution, user's satisfaction is most important in the present scenario to attract users. From this study we came to know that users visit the library mainly to barrow books and for reference. It is concluded that majority of the students are in BDS course and Females are the highest in BDS course (47.02 %) and males are the highest in MDS (35.18 %) and Research (24.64 %). It is concluded that more than 66 per cent of the students visits library everyday and more males and BDS course students visit every day. They are satisfied with collection of books and periodicals. And they are fully satisfied with journal collection. So the library authority is need to develop is those areas to satisfied the uses requirement and to attract the users to the library.

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