

## **Library User's Perceptions and Expectations towards Mysore University Library: A Case Study**

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***Abstract** - A survey was conducted to know the Mysore University Library user's perception and expectations towards the services and collections of the library. The study shows the overall assessment of the library and expectations from the library by its user community.*

**Keywords:** Library Services, Users Expectation, Users Perception, Mysore University Library

### **Introduction:**

One of the fundamental responsibility of any academic or university library is to support the objective, aim of the institution. With its resources and services the libraries should support the academic pursuit. Evaluation or assessment of any library's resources, services and infrastructure is essential to identify the strength and weakness of a library. The evaluation process will help the libraries to take decision in reshaping its services, resources and infrastructure and focus on area of excellence.

The present study attempts to evaluate the Mysore university Libraries services, resources and infrastructure.

### **University of Mysore:**

University of Mysore has celebrated its centenary celebration recently. The University's outstanding contribution towards the higher education and high quality research in variety of knowledge discipline has made the university stand best among other universities in India. Considering the academic progress and contributions to the society the Ministry of Human Resource Development, Government of India has recognized the University as "Institution of Excellence". On recommendation of Karnataka Knowledge Commission, the Karnataka Government considered University of Mysore as an "Innovative University" and recently, University Grants Commission has awarded University of Mysore -University with Potential for Excellence.

## **Mysore University Library:**

The Mysore University Library has been serving the academic community since 1918 with its rich collection of both print and digital resources to support endeavor for research and scholarship. The Library staff takes pride in the services they provide and look forward to meet the information needs of various user communities. Mysore University Library has been considered as one among the oldest and best libraries in south India. The library has introduced Web OPAC on mobile phones, and it is providing remote access to the university libraries digital collection to its user community, The library is providing e-resources facility through UGC Consortium, The library is institutional repositories through e-prints.

## **Objective of the study:**

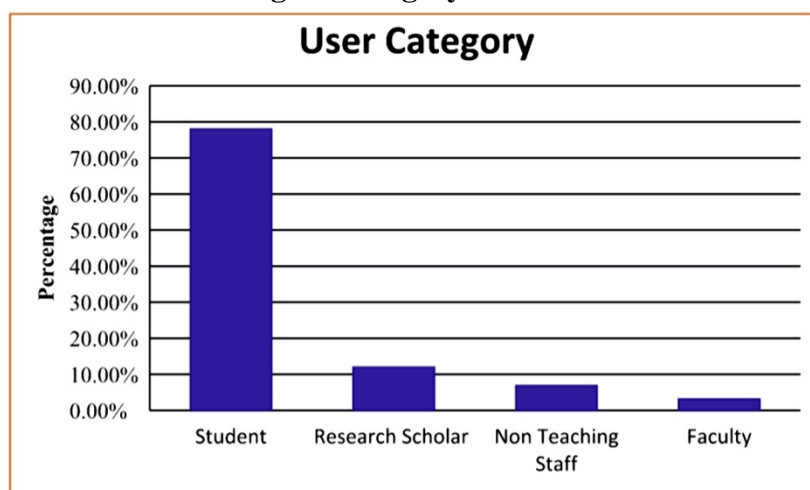
- To know the perception of users of the Mysore University library regarding its resources, services and infrastructure.
- To know the expectations of the users with respect to the quality of the books and journals collection.
- To understand the websites and databases most often used e-resources by the library users.
- To assess the user satisfaction regarding service quality in the library.
- To know the users expectation from the Mysore University Library

## **Methodology:**

Based on the objective of the study a structured questionnaire were designed and distributed among 200 users of the Mysore University Library.159 filled questionnaire were received resulting 79.5%. out of 159 respondents 115 (72.33%) are male and 44 (27.67%) are female. Thus collected data were classified, tabulated and analyzed by applying frequency counts and percentage method.

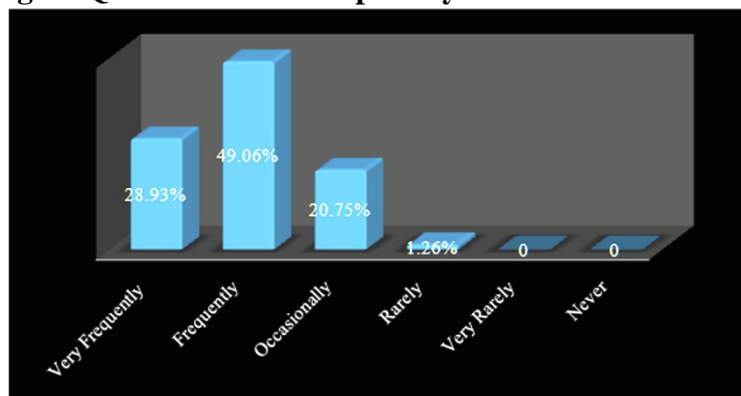
## **Data interpretation & Analysis:**

**Fig. 1: Category of Users**



This Fig.1 depicts that majority of the respondents who visits library are from student category having 77.99%. Research Scholars, Faculty and Non teaching staff are very minimal percentage scoring 11.95%, 3.14% & 6.92% respectively.

**Fig. 2: Quantum of Time Spent by the users in the library**



This Fig.2 shows that majority of the users of Mysore University Library i.e. out of 159, 78 users (49.06%) visit frequently, 46 (28.93%) of the users visits very frequently and 33 (20.75%) of the users visits occasionally. out of 159 students none of them opined that they never visits not even very rarely visits library.

**Table 1: Purpose of visit to the library**

Sl No	Purpose	No. of Respondents	Percentage
1	To Read Books	121	76.10
2	To Read News paper/ Magazine	67	42.13
3	To read journals	30	18.86
4	To access internet	43	27.04
5	To access E- Resources	22	13.83
6	To Refer reference sources	54	33.96
7	Other	21	13.20
	<b>N=159</b>		

The table 1 displays the purpose of users to visit Mysore University Library. Majority of the respondents i.e. 76.10% visits library to read book, followed by 42.13% to read news paper/ magazine. Table shows that 33.96% visit to refer reference sources, 27.04% of users visit library to access internet. Only 13.83% of them visit library to access e-resources. From the above table inference can be drawn that user's uses e-resources off the campus and print resources like books are highly used in library.

**Table 2: Method of searching academic information**

Sl No	Method of searching Information	No. of Respondents	Percentage
1	With the help of library staff	59	37.10
2	Use OPAC/ Web OPAC	41	25.78
3	Take the help of colleagues/friends	70	44.02
4	Trial and Error	30	18.86
5	Any other	4	02.51
	<b>N=159</b>		

The table 2 shows that 44.02% of the users take help of friends to search academic information and 37.10% of the users take the help of library staff. Only 25.78% of users use OPAC/WEBOPAC to search academic information.

**Table 3: Quality of the Printed book collection & Journal collections of library**

SI No	Quality	Books		Journals	
		No	Percentage	No	Percentage
1	Very poor	0	0	2	1.25
2	Below Average	8	5.03	8	5.03
3	Average	65	40.88	73	45.91
4	Above Average	46	28.93	30	18.90
5	Excellent	40	25.16	46	28.91
	<b>Total</b>	<b>159</b>	<b>100</b>	<b>159</b>	<b>100</b>

Table 3 illustrates that Majority of the respondents have rated the print resources of the library as average i.e. 40.88% have rated quality of book collections in the library is average and 73 (45.91%) of the respondents have rated quality of the journals collection is average.

**Table 6: Perception of Library Services**

SI No	Services	Very Good	Good	Fair	Poor	Very Poor	Mean
1	Circulation Service	40 (25.15%)	86 (54.08%)	24 (15.09%)	0 00	2 (1.25%)	23.8925
2	Reference Service	48 (30.18%)	88 (55.34%)	13 (8.17%)	5 (3.14%)	0	24.2075
3	Theses Reference	26 (16.35%)	72 (45.28%)	37 (23.27%)	2 (1.25%)	0	21.5375
4	Career Information Resource Centre	43 (27.04%)	78 (49.05%)	13 (8.17%)	5 (3.14%)	5 (3.14%)	18.108
5	Digital Information Resource Centre	43 (27.04%)	78 (49.05%)	13 (8.17%)	5 (3.14%)	0	21.85
6	Text book loan service	24 (15.09%)	78 (49.05%)	24 (15.09%)	5 (3.14%)	5 (3.14%)	17.102
7	Photocopy Services	18 (11.32%)	67 (42.13%)	26 (16.35%)	13 (8.17%)	5 (3.14%)	16.222
8	OPAC and virtual zone	13 (8.17%)	70 (44.02%)	24 (15.09%)	13 (8.17%)	2 (1.25%)	15.34
9	Library Orientation	35 (22.01%)	64 (40.25%)	24 (15.09%)	8 (5.03%)	0	20.595
10	Private study zone	43 (27.04%)	61 (38.36%)	18 (11.32%)	16 (10.06%)	2 (1.25%)	17.606
	<b>Mean</b>	20.939	46.661	13.581	5.026	2.195	

The table depicts the overall assessment of library services is Good & very Good having the mean value 46.661 & 20.939 respectively.

**Table 4: Assessment of user satisfactions with Electronic Resources**

SI No	Electronic Resources	Very Good	Good	Fair	Poor	Very Poor	Mean
1	E- Books	26 16.35	86 54.08	35 22.01	0 00	2 1.25	23.42
2	E- Journals	24 15.09	80 50.31	26 16.35	2 1.25	2 1.25	16.85
3	E- Databases	21 13.20	64 40.25	32 20.12	0 00	2 1.25	18.70
4	E- Theses & Dissertation	24 15.09	64 40.25	32 20.12	5 3.14	0 00	19.65
5	Institutional Repository	21 13.20	64 40.25	37 23.27	2 1.25	0 00	19.49
	<b>Total</b>	14.586	45.028	20.374	1.88	1.25	

Above table 4 depicts that overall rating of satisfaction of e-resource available through Mysore University Library. Users have rated the e-resources are good justified with the mean value 45.028.

**Table 5: Users Expectations from Library Service Aspect**

SN	Service Aspect	No	Percentage
1	Employees who inspire confidence in users	67	42.13
2	Giving users individual attention	43	27.04
3	Employees who are consistently courteous	24	15.09
4	Readiness to respond to users' questions	64	40.25
5	Employees who have the knowledge to answer user questions	59	37.10
6	Employees who deal with users in a caring fashion	24	15.09
7	Employees who understand the needs of their users	70	44.02
8	Willingness to help users	70	44.02
9	Dependability in handling users' service problems	37	23.27
<b>N=159</b>			

Table 5 displays the expectations of users from library. Users expect that the library staff should understand the needs of their users & should have a willingness to help users with their highest rating 44.02%.

**Table 6 Library as Place**

SI No	Library as Place	No	Percentage
1	Library space that inspires study and learning	105	66.03
2	Quiet space for individual activities	35	22.01
3	A comfortable and inviting location	67	42.13
4	A gateway for study, learning or research	51	32.07
5	Community space for group learning and group study	43	27.04
<b>N=159</b>			

The above table 6 gives us a glimpse that what is user's expectation towards library as a place. Majority of the respondents i.e. 66.03% of them have opted for "Place that inspires users to study and learning", 42.13% opined that they wanted a "comfortable & inviting location".

**Table 7 Information Control**

SI No	Information Control	No	Percentage
1	E- resources accessible through off campus facility	56	35.22
2	User friendly library Web site that enables to locate information	59	37.10
3	Relevant collection of printed library materials	64	40.25
4	Relevant collection electronic information resources	51	32.07
5	Latest ICT technologies to access required academic information	53	33.33
6	Orientation/training to use ICT facility to access academic information	35	22.01
7	To start Current Awareness Services and Selective Dissemination of Information service through social networking sites.	51	32.07
8	Relevant collection of printed journal collections	45	28.30
<b>N=159</b>			

The above table 7 shows that 40.25% of the respondents have opined that "Relevant collection of printed library materials" is the expectation of users of Mysore University Library. 37.10% have rated "User friendly library Web site that enables to locate information", 32.07% of the respondents have rated "Relevant collection electronic information resources" & "To start Current Awareness Services and Selective Dissemination of Information service through social networking sites".

### **Findings:**

- This study found that majority of users who visits Mysore University Library are students, they visit library frequently & to read books in the library is the main purpose to visit the library.
- Study found that 37.10% of the users take the help of library staff to locate the academic information and 25.78% of users use OPAC/WEBOPAC to search academic information.
- The users in this study have opined that quality of book collections & journals collection in the library is average.
- It is found from the study that 37% of the respondents have given the library rating average and 32% have rated excellent for the services that Mysore University library is rendering.
- Users of the library expect that the library staff should understand the needs of their users & should have a willingness to help users with their highest rating 44.02%.
- Majority of the respondents have expected library as a “Place that inspires users to study and learning” & “comfortable & inviting location”.
- User of Mysore University Library have expected a “Relevant collection of printed library materials”, “User friendly library Web site that enables to locate information” & “Relevant collection electronic information resources” & “To start Current Awareness Services and Selective Dissemination of Information service through social networking sites”.

### **Suggestion and Conclusion:**

User studies are helpful to the organization/institutions to improve their service quality. Mysore University Library has been serving the academic need of its years from several decades and adopted ICT to improve its services. The present study has high lightened the user’s perception about the library. The user’s communities of the library were having good opinion about the library and its collection and services. More and more relevant collection of printed books and journals were the expectation of the users from the library and Mysore University Library should provide user orientation programme and training programme to obtain relevant academic information through OPAC and other databases. Library should provide users friendly library website to search information and SDA & CAS through social networking sites. Implementing these few suggestions from users will definitely improve the service quality and users satisfaction of the Mysore University Library.

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