AN EVALUATIVE STUDY OF USERS SATISFACTION LEVEL OF NIT LIBRARY OF NAGALAND

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Abstract:

By reviewing and measuring the performance it is apparent of the library's benefits to its user community. This study revolves around to find out the level of satisfaction of NIT library of Nagaland. The data has been gathered by physically visiting the libraries and in the current study the survey method has been applied. According to the findings, the majority of the users go to the library twice a week primarily to issue and return books, and most of them prefer to utilize the books. The study also revealed that the user's attitude towards e-services is neutral and they are satisfied with the library collection, reading room services and user orientation. However the users of NIT Nagaland are not satisfied with the service provided through social networking site.

Keywords: NIT Library, User, Nagaland, Performance evaluation, Likert Score

1. Introduction:

A library is an endless fountain of knowledge that provides learning opportunities to all users. The library is open to all public and tries to maximize the level of its resources' use by maintaining them and carrying out its mandate to satisfy the all informational need of its users. The academic activities would be lacking without a library because library supports an institution's teaching, learning and research activities. The libraries and information centers of The National Institute of Technology (NIT) provides the best assistance for achieving the objectives of their parent organizations. By conducting regular evaluations and measurements, any organization including libraries and information centers can enhance its offerings to cater the needs of the consumers, whose taste and preferences are continuously changing. To keep providing high quality services, user feedback is essential for library. With the use of user feedback, a library may provide high quality services in response to patron needs. A library is now able to provide a growing number of services to its user due to the

advancements of technology. Having a sophisticated library, the National Institute of Technologies are prestigious institutions. This article sets its goal to examine how frequently users visit the library, the purpose of visiting, and how satisfied they are with the library collection, services, reading room services, e-services and services through the social networking sites by NIT library of Nagaland.

2. Objectives of the Study:

(i) To evaluate the frequency and purpose of library visit by the users.
(ii) To study the type of resources preferred by the users.
(iii) To evaluate the user's satisfaction on library collection, various library services, library reading room services and staff behavior, services through social networking site.

3. Methodology:

The survey method is applied in this present study. A Likert Scale questionnaire was created which includes statements about the print and electronic resource collection, services, behavior of library staff and services through social networking sites. In the current study, teachers, research scholars and students who were users were surveyed.

4. Literature Review:

The paper **"User Satisfaction on Library Resources and Services: A Case Study of Pontifical Institute of Theology and Philosophy Alwaye (PIA) Library at Mangalapuzha Campus"** assessed the frequency of visits, determined the purpose for utilizing the collection, users' perspectives on library materials, measured users' levels of satisfaction with the services provided by the collection, and identified issues. The data was gathered by the authors using well-structured questionnaires and simple random sampling. According **Abrham and Sabu (2022)**, 84.90% of respondents visited for consultation of books and journals, and 56.6% are satisfied with the opening hour's libraries. The study also revealed that 76% of readers were comfortable with the library's resources and offerings. However, just 38.82 percent of respondents were happy with the orientation session at the library, while 46.68 percent were happy with the reference book.

In the paper**" User Satisfaction Of Resources And Services Of Libraries: A Case Study Of The Narh-Bita College Library",** assessed about frequency of library visit, why they go there, and how satisfied they are with the facilities, staff, and materials available there. **Tema, Ghana"** by **Abukari (2019)**, explained that respondents were satisfied with the reference services provided by libraries and that most respondents found it easy to photocopy reference materials in libraries. The respondents were satisfied with the services they received, and the library staff assists users as needed.

In the paper **"User Satisfaction with Library Resources and Services in Himachal Pradesh University"** investigated the relationship between user happiness with ICT use, library resources and services, and ICT accessibility and user satisfaction in the library. According to **Barad (2019),** the analysis shows that the library does not have an interlibrary lending service. Instead of having an e-journal subscription, the HP University Library has 192 traditional publications in its collection. Only 18 people are now employed, and the vacant positions make it extremely difficult to deliver services. Implementing an IT-based training programme for library staff was advised by the user community.

Bhat (2018), in the paper **"Engagement of Users with E-resources Across Agricultural Libraries of Northern India"** in order to examine user category, university, and state patterns about how frequently and how much time each day people spend using e-resources. The author looked at the frequency and average amount of time that users of agricultural libraries in Northern India spent using internet resources. Users to North Indian agricultural libraries were very likely to use electronic resources, with the majority doing so "daily" and "2–3 times a week." By using e-resources for two hours, one hour, or even three hours a day, they demonstrate that they are voracious, knowledgeable, and smart readers or are on par with use trends seen across India in other fields of knowledge. When it comes to how frequently and how long they use e-resources, there are no clear differences between the different types of users.

In the paper **"Service quality and customer satisfaction in academic libraries Perspectives from a Malaysian university"** evaluated at the academic staff members' satisfaction levels and opinions about the quality of the services provided by academic libraries. According to **Kiran (2010)**, it's a positive indication when library users believe the staff is approachable and able to foster trust. Users would be encouraged by this, and staff morale would also improve. Although the academic staff only gives requests for interlibrary loans and document delivery an average assessment, they admire the quick service in the main library. The usability and accessibility of the library's resources were acknowledged by the academic staff. This relates to the idea that the academician's work was influenced by the library. Academics will still use library resources and rely on library employees for their information needs even if they believe that the quality of library service is marginally above average. Overall, the library's services obtained an acceptable rating for user satisfaction.

In the paper **"User Satisfaction with Library Information Resources and Services: A Case Study College of Health Sciences Library Niger Delta University, Amassoma, Nigeria"** by **Tiemo(2016),** and others examined about different university library services. The authors used the goals of two research questions to examine the study. To determine the degree of user satisfaction, a random sample technique was used in the study. Users' discontent with library resources, reference books, a lack of subject-related books, and electronic resources was also highlighted.

The paper **"Satisfaction of Users with the Services of Allama Iqbal Library"** evaluated how well consumers were aware of perceived and expected different library services. Structured questionnaires and the survey method, along with random sampling procedures, were used to gather the data. **Wani, Shafi, and Sheikh (2019),** discovered that while users in the social sciences did not utilize these facilities, such as reading rooms and circulation services, users in the humanities and arts profited from them. Additionally, it was determined that library staff members' behavior and response rate were satisfactory. Most users were unfamiliar with the basic library services, with the exception of academics in the arts and humanities. Most users were not aware of the benefits provided by interlibrary lending. The study indicates that most library users were satisfied with services like internet browsing, but it also revealed that users' lack of knowledge about E-Z proxy services had a detrimental effect.

5. An overview of NIT Nagaland:

A prestigious institute in North East NIT Nagaland was established based on the proposal of Eleventh Five Year Plan (2007-2012) by the Government of India in 2009 with a vision of enrichment of knowledge along with developing the expertise for a advancing society. It is one of the ten newly approved NITs by the Indian government in 2009, as part of the 11th Five Year Plan. This institute began operations in the academic year of 2010, under the supervision of NIT Silchar in Assam, for a period of two years. The Institute's first academic session began in September 2012, as planned, at its permanent site in Chumukedima, Dimapur, at the end of the second year. The Government of Nagaland handed up 291 acres of land (previously assigned for the Office of the Deputy Commissioner) to NIT Nagaland with a few buildings for the creation of its permanent campus. (https://www.nitnagaland.ac.in/templates/g5_helium/PDF/OTHERS/Updated_30_12_2020_4.5%20NIT%20Nagaland%20Annual%20Report%202019-2020_Reviewed.pdf)

The NIT Nagaland Central Library, which is one of the Institute's most important central facilities, supports the Institute's teaching, learning, research, and creative initiatives. The Central Library provides a modern collection of knowledge resources and innovative information to NIT Nagaland faculty and students, as well as the greater community of learners beyond NIT Nagaland, through acquisition, organization, and dissemination of knowledge resources. It also provides on-demand access to available intellectual resources and research products to NIT Nagaland faculty and students, as well as the greater community of learners beyond NIT Nagaland, with the assistance of value added services to the users. (https://www.nitnagaland.ac.in/index.php/facilities/library).

6. Data Analysis and Interpretation:

6.1. Users response rate: 70 questionnaires have been distributed and 51 respondents replied with filled questionnaires. The response rate is 72.86%.

Table 1: Users response rate

No. of Questionnaire Distributed	Users	
	Number	Percentage
70	51	72.86%

6.2. Frequency of library visit: Table 2 and figure 1 depicts that 56.86% of users visiting the twice in a week, followed by 17.65% of users once in a month and 9.80% are visiting regularly and 7.84% of users are visiting the library thrice in a week and rarely.

Table2: Percentage of users visiting frequency

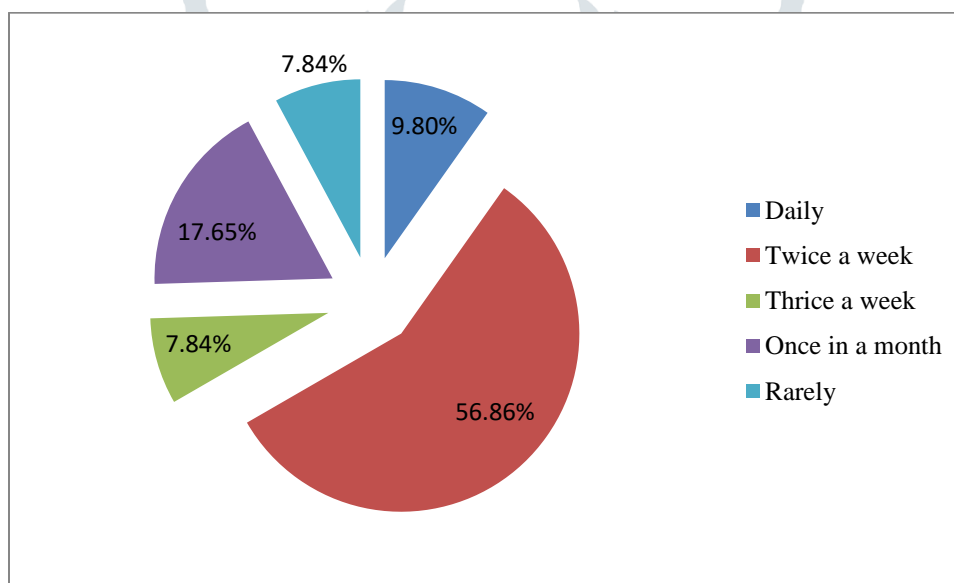| Daily	Twice a week	Thrice a week	Once in a month	Rarely
9.80%	56.86%	7.84%	17.65%	7.84%

Figure 1: Visiting frequency

6.3. Purpose of Library Visit: From the below table and figure it is clear that 72.52% of users visiting the library to issue and return of books followed by 33.33% of users to read books and journals, 15.69% of users visiting for the purpose of reading newspaper and magazine, 13.72% of users for preparing the class notes, 7.84% users for writing assignment and 3.92% of users are for accessing the internet service and other purpose. 50% of users utilizing the library for more than one purpose.

Table 3: Purpose of visiting the library

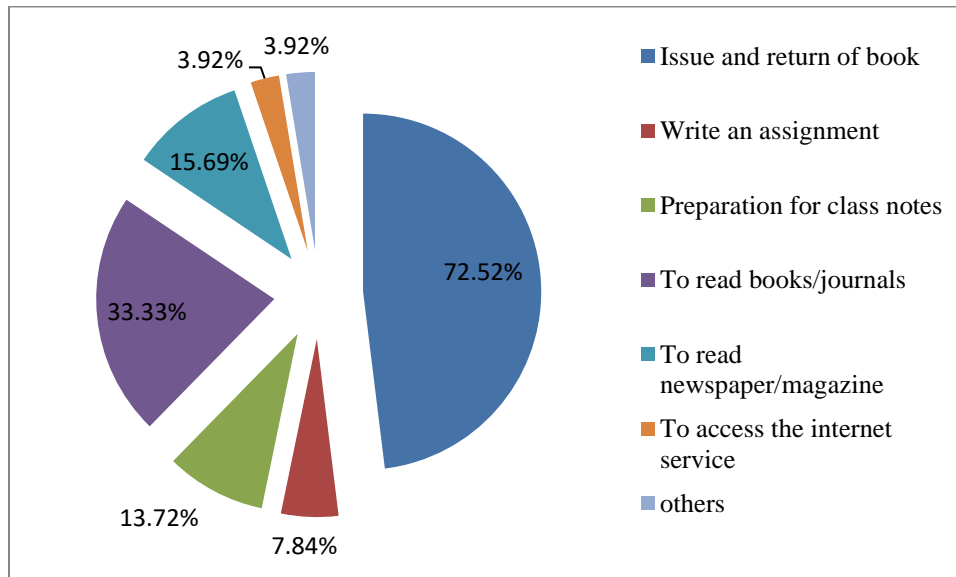| Issue and return of book	Write an assignment	Preparation for class notes	To read books/journals	To read newspaper/magazine	To access the internet service	Others
72.52%	7.84%	13.72%	33.33%	15.69%	3.92%	3.92%

Figure 2: Purpose of visiting the library

6.4. Types of Material used in the Library: The below table and figure depicts that the 86.27% of users using books, 25.49% of users using journals and 17.65% of users using newspaper and 1.96% of users use other types of documents. 31% of users visiting the library for using more than one item.

Table 4: Types of material used in the library

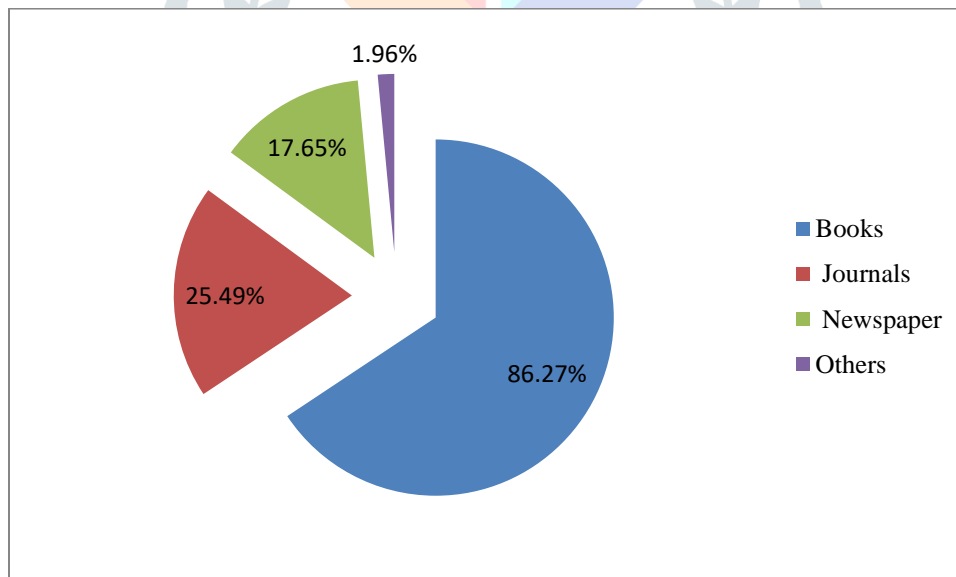| Books	Journals	Newspaper	Others
86.27%	25.49%	17.65%	1.96%

Figure 3: Types of material use

6.5. Satisfaction of Users with Library Collection: Library users were asked to specify their satisfaction level related to library collection in a five point Likert Scale. Six attributes were listed in tabular form. The Likert Score of table 5 is 3.58 (Approx. 4=Agree) which indicates that the users are satisfied with the library collection.

Table5: Users satisfaction with library collection

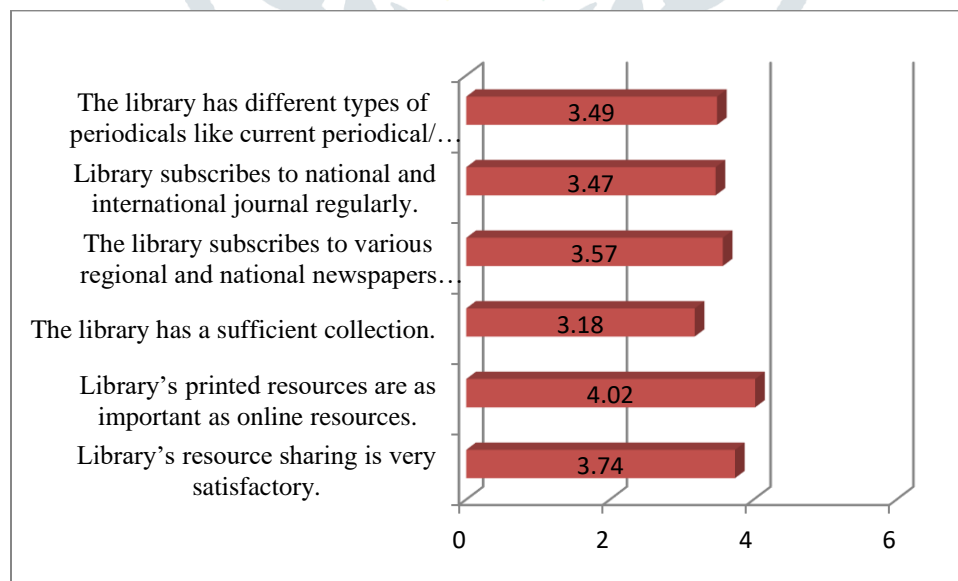| Satisfaction with Library Collection	Level of Satisfaction					Missing Frequency	Total Frequency	Attribute Total	Attribute Likert Score
	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)				
Library's resource sharing is very satisfactory. (**+ve**)	8	26	12	3	1	1	51	187	3.74
Library's printed resources are as important as online resources. (**+ve**)	12	29	6	1	1	2	51	197	4.02
The library has a sufficient collection. (**+ve**)	6	16	11	15	2	1	51	159	3.18
The library subscribes to various regional and national newspapers regularly. (**+ve**)	5	25	15	6	0	0	51	182	3.57
Library subscribes to national and international journal regularly. (**+ve**)	5	22	18	4	2	0	51	177	3.47
The library has different types of periodicals like current periodical/ back volumes of periodicals/ indexing/abstracting periodicals. (**+ve**)	0	32	14	3	2	0	51	178	3.49
Grand Total						4	306	1080	3.58

Figure4: Users satisfaction with library collection

6.6. Satisfaction of Users with Various Library Services: Library users were asked to indicate their level of agreement of satisfaction with various library services. Nine attributes were tabulated in connection with various library services in a five point Likert Scale. The Likert Score of below table is 3.57 (Approx. 4=Agree) which is satisfactory indication towards the various library services.

Table 6: Users Satisfaction with various library services

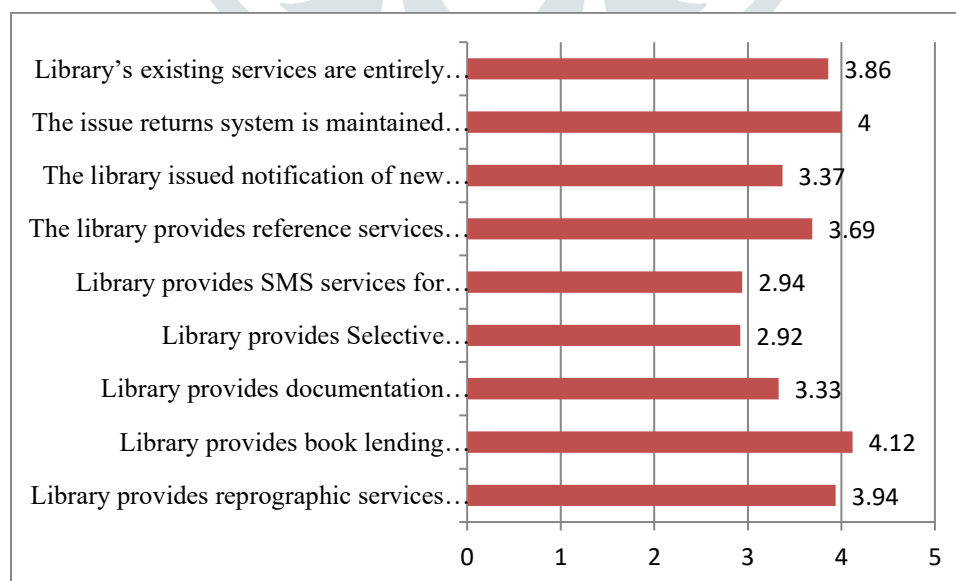| Satisfaction with Various Library Services	Level of Satisfaction					Missing Frequency	Total Frequency	Attribute Total	Attribute Likert Score
	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)				
Library provides reprographic services to the users. (+ve)	14	23	11	3	0	0	51	201	3.94
Library provides book lending services to the users. (+ve)	17	25	7	2	0	0	51	210	4.12
Library provides documentation services to the users. (+ve)	6	16	18	11	0	0	51	170	3.33
Library provides Selective Dissemination of Information (SDI) services to the users. (+ve)	1	13	19	17	1	0	51	149	2.92
Library provides SMS services for new arrivals. (+ve)	0	18	16	13	4	0	51	150	2.94
The library provides reference services as per user satisfaction. (+ve)	2	33	11	3	0	2	51	181	3.69
The library issued notification of new arrivals of library materials to the user. (+ve)	3	27	9	10	2	0	51	172	3.37
The issue returns system is maintained correctly. (+ve)	9	33	9	0	0	0	51	204	4.00
Library's existing services are entirely satisfactory. (+ve)	14	25	7	1	4	0	51	197	3.86
Grand Total						2	459	1634	3.57

Figure 5: User satisfaction with various library services

6.7. Satisfaction of Users with Library Reading Room Services: Library users were asked to indicate their satisfaction level with library reading room services. Ten attributes were listed in tabular form in a five point Likert Scale. The below table depicts that the Likert score is 3.77 (Approx. 4=Agree) which indicating the users are satisfied the library reading room services.

Table 7: Users satisfaction with library reading room services

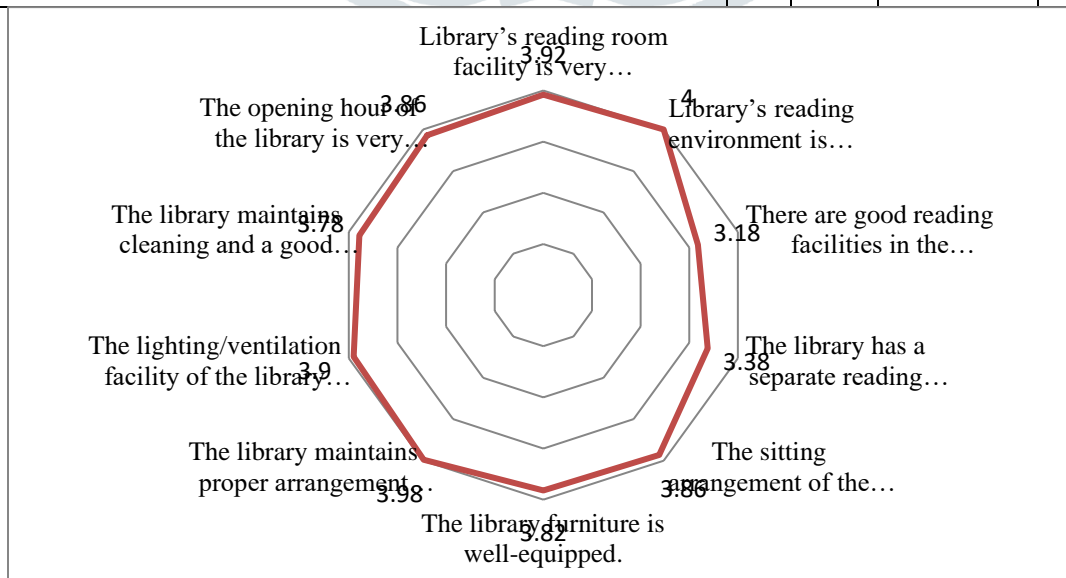| Satisfaction with Library Reading Room Services.	Level of Satisfaction					Missing Frequency	Total Frequency	Attribute Total	Attribute Likert Score
	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)				
Library's reading room facility is very satisfactory. (+ve)	12	29	5	4	1	0	51	200	3.92
Library's reading environment is delightful. (+ve)	13	28	7	3	0	0	51	204	4.00
There are good reading facilities in the library like adequacy of lights, the overall security of atmosphere, the opening of reading rooms etc. (+ve)	9	32	6	3	1	0	51	162	3.18
The library has a separate reading room and also a provision of a reading table. (+ve)	0	30	9	11	0	1	51	169	3.38
The sitting arrangement of the library is satisfactory. (+ve)	12	26	9	2	2	0	51	197	3.86
The library furniture is well-equipped. (+ve)	12	25	7	4	2	1	51	191	3.82
The library maintains proper arrangement of documents (books, journals). (+ve)	9	33	6	2	0	1	51	199	3.98
The lighting/ventilation facility of the library is satisfactory. (+ve)	11	27	10	3	0	0	51	199	3.90
The library maintains cleaning and a good environment. (+ve)	13	30	0	2	0	1	51	189	3.78
The opening hour of the library is very satisfactory. (+ve)	6	37	5	1	2	0	51	197	3.86
Grand Total						4	510	1907	3.77

Figure 6: Radar chart of users satisfaction with library reading room services

6.8. Satisfaction of Users with Library E-Services: The users were asked to indicate their level of satisfaction with respect to library e-services. Fifteen attributes were listed in a tabular form in connection with library e-services in a five point Likert Scale. The below table shows that the Likert score is 3.28 (Approx. 3=Neutral) which indicate the users are neutral with library e-services.

Table 8: Users satisfaction with library e-services

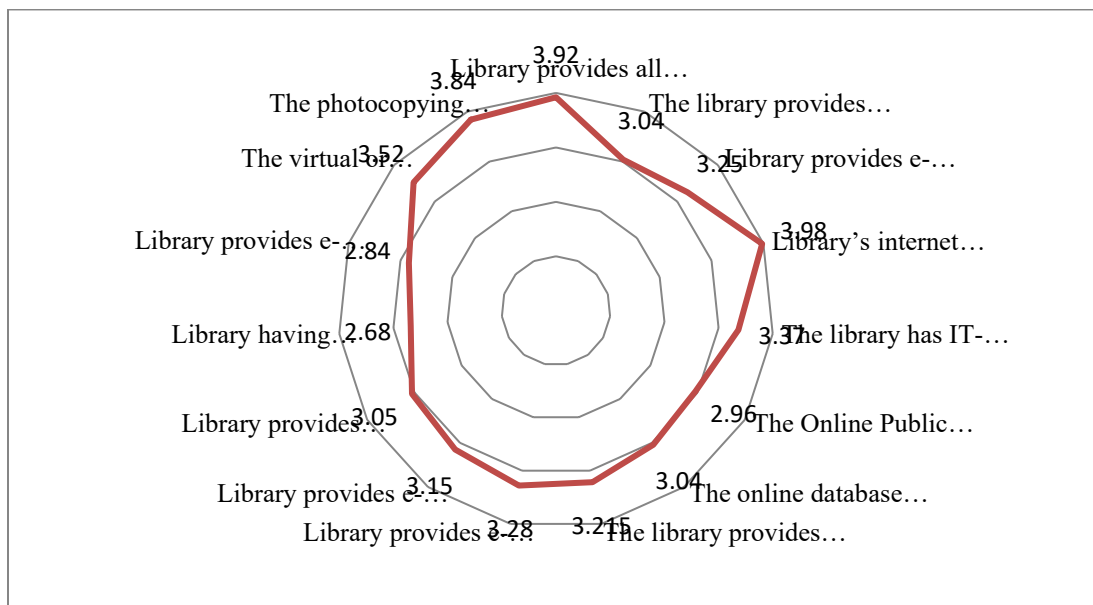| Satisfaction with Library E-Services	Level of Satisfaction					Missing Frequency	Total Frequency	Attribute Total	Attribute Likert Score
	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)				
Library provides all types of electronic information like e-book/e-report/e-thesis and dissertation. (+ve)	12	25	12	2	0	0	51	200	3.92
The library provides e-mail services to the users. (+ve)	1	15	21	13	1	0	51	155	3.04
Library provides e-information services. (+ve)	1	23	17	8	2	0	51	166	3.25
Library's internet connectivity and online services are good. (+ve)	7	38	4	2	0	0	51	203	3.98
The library has IT-based services. (+ve)	1	30	11	7	0	0	51	172	3.37
The Online Public Access Catalogue (OPAC) services are very satisfactory. (+ve)	2	12	20	16	1	0	51	151	2.96
The online database services of the library are satisfactory. (+ve)	2	13	22	13	1	0	51	155	3.04
The library provides full access to subscribe database resources. (+ve)	2	20	17	11	1	0	51	164	3.215
Library provides e-book services to the users. (+ve)	1	22	18	8	1	1	51	164	3.28
Library provides e-journals services to its users. (+ve)	1	20	14	9	3	4	51	148	3.15
Library provides downloading and printing of online resources services to the users. (+ve)	3	14	19	13	2	0	51	156	3.05
Library having provision of CD-ROM database services. (+ve)	1	2	30	14	3	1	51	134	2.68
Library provides e-document delivery services. (+ve)	2	8	21	16	2	2	51	139	2.84
The virtual or electronic reference services are very satisfactory. (+ve)	1	33	9	5	2	1	51	176	3.52
The photocopying services of the library are satisfactory. (+ve)	9	28	10	2	1	1	51	192	3.84
Grand Total						10	765	2475	3.28

Figure 7: Radar chart of users satisfaction with library e-service

6.9. Satisfaction of User with Library Staff Behavior: The users were asked to specify the level of satisfaction concerning with library staff behavior in a five point Likert Score. Five attributes were listed in a tabular form. The Likert Score is 4.10 (Approx. 4=Agree) which satisfactory indication in connection with the library staff behavior.

Table 9: Users satisfaction with library staff behavior

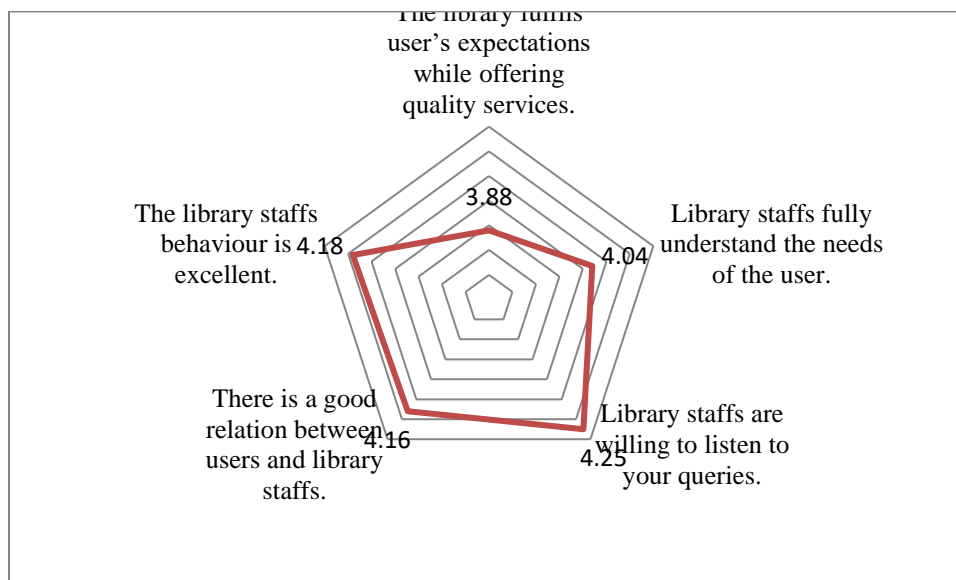| Satisfaction with Library Staff Behavior	Level of Satisfaction					Missing Frequency	Total Frequency	Attribute Total	Attribute Likert Score
	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)				
The library fulfils user's expectations while offering quality services. (**+ve**)	6	36	7	1	1	0	51	198	3.88
Library staffs fully understand the needs of the user. (**+ve**)	13	27	11	0	0	0	51	206	4.04
Library staffs are willing to listen to your queries. (**+ve**)	18	28	5	0	0	0	51	217	4.25
There is a good relation between users and library staffs. (**+ve**)	14	31	6	0	0	0	51	212	4.16
The library staffs behavior is excellent. (**+ve**)	25	22	0	0	0	0	51	213	4.18
Grand Total						0	255	1046	4.10

Figure8: Radar chart of users satisfaction with library staff behavior

6.10. Satisfaction of User through Social Networking Site: The library users were asked to specify their level of satisfaction in five point Likert Scale. Six attributes were tabulated concerning with social networking sites. The Likert Score is 2.05 (Approx. 2=Disagree) which means the users are not satisfied with the social networking sites.

Table10: Users satisfaction through social networking sites

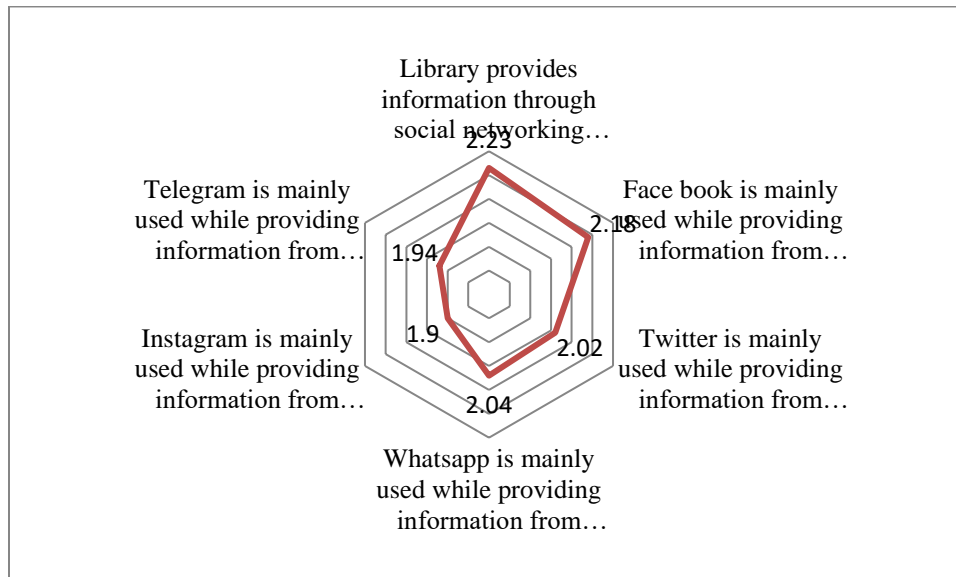| Satisfaction through Social Networking Site	Level of Satisfaction					Missing Frequency	Total Frequency	Attribute Total	Attribute Likert Score
	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)				
Library provides information through social networking sites. (+ve)	1	4	14	19	13	0	51	114	2.23
Face book is mainly used while providing information from library. (+ve)	0	2	19	16	14	0	51	111	2.18
Twitter is mainly used while providing information from library. (+ve)	1	2	11	20	17	0	51	103	2.02
Whatsapp is mainly used while providing information from library. (+ve)	1	2	12	19	17	0	51	104	2.04
Instagram is mainly used while providing information from library. (+ve)	0	1	14	15	21	0	51	97	1.90
Telegram is mainly used while providing information from library. (+ve)	0	4	10	16	21	0	51	99	1.94
Grand Total						0	306	628	2.05

Figure 9: Radar chart of users' satisfaction through social networking sites

6.11. Satisfaction of Users with Library User Orientation: Users were asked to indicate the ir satisfaction level concerning with user orientation in a five point Likert Scale. Two attributes were listed in a tabular form. The Likert score is 3.08 (Approx. 3=Neutral) which means the users are neutral towards the user orientation.

Table 11: Users satisfaction with library user orientation

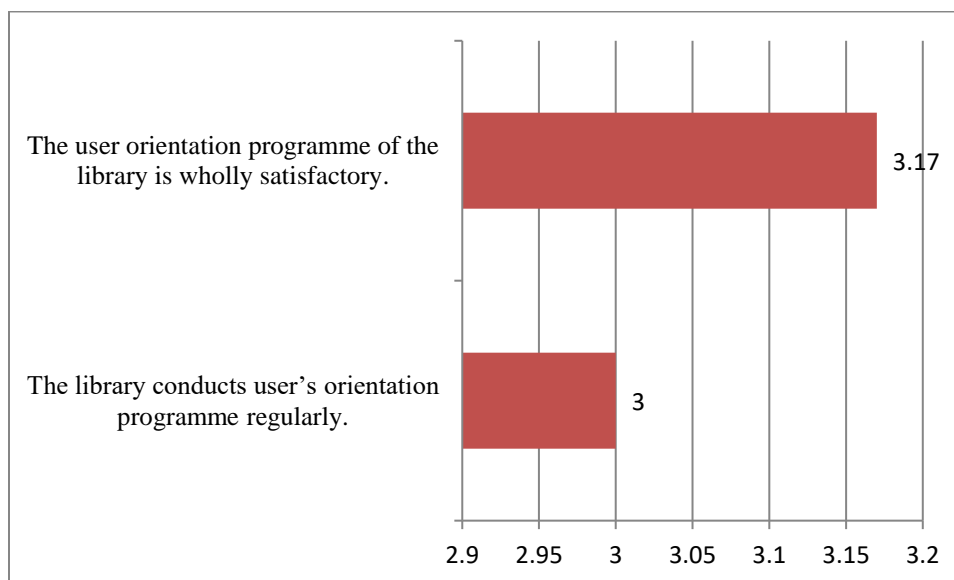| Satisfaction with User Orientation	Level of Satisfaction					Missing Frequency	Total Frequency	Attribute Total	Attribute Likert Score
	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)				
The library conducts user's orientation programme regularly. (+ve)	0	15	21	13	1	1	51	150	3.00
The user orientation programme of the library is wholly satisfactory. (+ve)	1	16	22	8	1	3	51	152	3.17
Grand Total						4	102	302	3.08

Figure 10: Users satisfaction with library user orientation

7. Findings:

The major findings of the study are

(i) According to the study, the majority of the user visit library twice in a week.

(ii) The study discovered that the percentage of the users who visits library to issue and return books is 72.52, followed by 33.33% who went to read books and journals, 15.69% who went to read newspaper and magazine, 13.72% who went to preparing of class notes and 7.84% who went to writing assignments and 3.92% who visit to access the internet and other services. 50.00% of users visit the library for multiple purposes.

(iii) According to the study 86.27% of users using books, 25.49% of users using journals, 17.65% of users using newspaper and 1.96% of users using other item in the library. 31% of users using more than one item use in the library.

(iv) The library collection of NIT Nagaland is well liked by the users.

(v) The library users of NIT Nagaland are pleased by the range of library services.

(vi) The library users of NIT Nagaland are pleased by the reading room services.

(vii) The NIT Nagaland library user's attitude towards e-services is neutral.

(viii) The library users of NIT Nagaland are pleased by the library staff behavior.

(ix) The library users of NIT Nagaland are not satisfied by the services provided through social networking sites.

(x) The NIT Nagaland library user's attitude towards library orientation programs is neutral.

8. Conclusion and Recommendation:

The study concentrated on user frequency and the goals of library visit. The evaluation of user's satisfaction with the library's collection, services, and e-services, services through social networking sites and staff behavior received equal weight. The conclusion of this study shows that the majority of the users go to the library twice in a week to issue and return books. The majority of the users go to the library to use books. In addition, this study revealed that the users are satisfied with the library collection, various library services, reading room services of library and library user orientation while the users were impartial with the library e-

services and library orientation. To make the most use of the resources NIT Nagaland should encourage its user to visit the library on a daily basis. Monthly basis reward marketing strategy should be made to recognize the best library user. In order to draw the interest of the youngsters, the library should increase its visibility on social media. Updates on social media on a regular basis will help the users to stay connected with their library.

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