



## **User Satisfaction with the Utilization of Resources and Services In Selected University Libraries of Meerut District (U.P.): A Survey**

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### **Abstract**

This study examines user satisfaction with the utilisation of library resources and services in selected university libraries of Meerut District, Uttar Pradesh. Academic libraries play a central role in supporting teaching, learning and research, and the level of user satisfaction serves as an important measure of their effectiveness. The study is based on primary data collected through a structured questionnaire administered to university students. Out of 210 questionnaires distributed, 151 valid responses were received and analysed. The findings reveal that users are generally satisfied with the availability and accessibility of traditional print resources such as books, journals and reference materials, which continue to fulfil a large proportion of their academic information needs. However, the study also indicates comparatively lower awareness and utilisation of electronic resources, including e-journals, databases and online information services. This suggests the need for greater user orientation programmes, improved digital infrastructure and proactive promotion of electronic resources. The study highlights the strengths of existing library services while identifying key areas where improvements can enhance user satisfaction and support more effective academic engagement.

**Keywords:** User satisfaction, university libraries, library resources, information services, electronic resources

### **Introduction**

The contemporary library landscape is undergoing rapid evolution, demanding a profound understanding of user engagement patterns to enhance functionality. Traditionally regarded as knowledge repositories, libraries have evolved by tailoring diverse resources and services to meet the dynamic needs of users. This research delves into the intricate relationship between users and library offerings, revealing factors that influence utilization patterns in the digital age.

In the midst of the information ecosystem's transformation, users encounter a multitude of options for accessing information, blurring the lines between physical and digital resources. Understanding how users navigate this complexity is crucial for librarians, educators, and



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policymakers. This research uncovers the dynamics shaping user behaviors in this evolving information landscape.

Beyond the academic realm, libraries play a pivotal role in supporting research, education, and lifelong learning. Grasping the interplay between user preferences, technology, and library offerings informs decision-making and enriches user experiences. The research aims to contribute valuable insights for user-centric policies and innovative service models.

Through empirical investigation, we aim to illuminate how users interact with library resources, both physically and virtually. Analyzing usage patterns and external factors seeks to inform resource allocation and enhance service delivery models.

This research closes the gap between user needs and the changing library landscape. By shedding light on user engagement intricacies, we aspire to cultivate more responsive, adaptable, and user-centric libraries—vital pillars of knowledge dissemination and community enrichment in the 21st century.

## Literature Review

Kumar Rajendra (2022) The results highlight students' favorable attitudes towards adopting new technologies to replace outdated library processes. Students express enthusiasm for a range of IOT applications, including book reservations, virtual library tours, mobile reference services, program/event notifications, and multi-purpose student cards. Furthermore, the article identifies several additional services, such as self-issue/return of books, text-to-speech for the visually impaired, smart inventory/bookshelves, self-booking seats, self-sorting of books, location-based services, RFID/NFC, and Google Glass for newspaper clippings. Savita Malik (2023) delves into various factors contributing to user satisfaction, pinpointing ease of navigation as a pivotal element. Clear and concise instructions, consistent design elements, effective search and discovery tools providing accurate results, and intuitive labels are identified as key components influencing user satisfaction. Additionally, the study recognizes the vast array of resources and data accessible through digital libraries as a positive factor contributing to user satisfaction.

Sinha and Brar (2022) found that Postgraduate students at IIT Madras exhibit a strong openness to embracing new technologies within the library setting. Their receptiveness is evident in their proactive approach to seeking information about these technologies from diverse sources. This includes platforms like YouTube, web searches, social discussions, articles, magazines, newspapers, courses, and webinars. The students' engagement with a broad spectrum of resources underscores their keen interest and proactive efforts to stay informed about advancements in library technologies. Narasappa K.C. and Rani Kumar (2021) their paper describes that A significant portion of the faculty, comprising 63.5%, utilizes the library primarily for reading newspapers, while over half visit for borrowing or returning books. A substantial majority, accounting for 57.9%, tends to seek assistance from library staff when searching for information. When it comes to resource preferences, approximately 73.9% of



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teachers rely on print resources. Among the faculty, there is a notable preference for old question papers, with a quarter of respondents rating them as 'excellent'. Furthermore, more than half express satisfaction with the library's circulation services, marking them as 'excellent'. Regarding the performance of library staff, approximately 2/5th of faculty members regard their efforts as 'good' in delivering timely library and information services. This feedback provides valuable insights into the faculty's usage patterns, preferences, and overall satisfaction with the library's resources and services. Praveen (2022) focused on ICT services in Government first-grade colleges in South Kanara. It found that students use information sources for knowledge updates and coursework. A notable gender difference was observed in reliance on the internet and e-mail for current information. Users prioritize accuracy, accessibility, relevancy, and usefulness. Opinions varied on LAN facility satisfaction. Lack of ICT infrastructure posed a barrier to e resource access. While most use the internet for general browsing, a significant portion browses e-journals. The study highlights the importance of librarians understanding academic information needs, emphasizing the role of modern digital libraries and interfaces in supporting timely and accurate information access. Sinha Manoj Kumar (2017) study reveals a significant impact of Google Scholar and ResearchGate on the scientific community at Assam University, Silchar. Faculty members and research scholars heavily rely on these platforms for quick and efficient access to information, shaping a rapid shift in information-seeking behavior. Users find the contents on these sites interesting and valuable for their research, with many having accounts for over a year. The satisfaction of contributing to and publishing on globally recognized platforms is highlighted, emphasizing the positive prospects of these sites in the future. The study suggests potential improvements to enhance user-friendliness.

## Objectives Of the Study

- To know users' awareness and utilization of information resources within university libraries.
- To know the satisfaction level regarding information services and facilities within the libraries.
- To examine the accessibility of electronic resources through the utilization by users offered by libraries.
- To understand the perspectives of students regarding the use of library services.

## Scope And Limitations

The study is based on 3 selected university libraries in Meerut district (U.P.) consisting of 1st Private University library- Swami Vivekanand Subharti University, 2nd Deemed University library- Shobhit University Library, and 3rd State University library- Chaudhary Charan Singh University

## Research Methodology



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A structured questionnaire was formulated using Google Forms and disseminated to users within selected university libraries in Meerut district, Uttar Pradesh state. Additionally, subsequent personal interactions were conducted based on the insights gathered from the administered questionnaire. A structured questionnaire was designed randomly Distributed among 210 library users (Under Graduate students) out of which 151 (72%) filled questionnaires were received to draw the result of a study. The questionnaire was personally distributed

## DATA ANALYSIS

to the selected library user at universities; the collected data have been organized and tabulated by using statistical methods and the responses shown in percentage.

The data collected through questionnaire is analysed in the form for further analysis

## DETAIL OF RESPONDENTS

Table 1: Detail of Respondents

S. No.	Name of the University	Male Respondents	Female Respondents	Total
1	Chaudhary Charan Singh University, Meerut (U.P)	31	27	58 (83%)
2	Swami Vivekanand Subharti University, Meerut (U.P)	27	24	51 (73%)
3	Shobhit University, Meerut (U.P)	26	16	42 (60%)
Total-		84	67	151

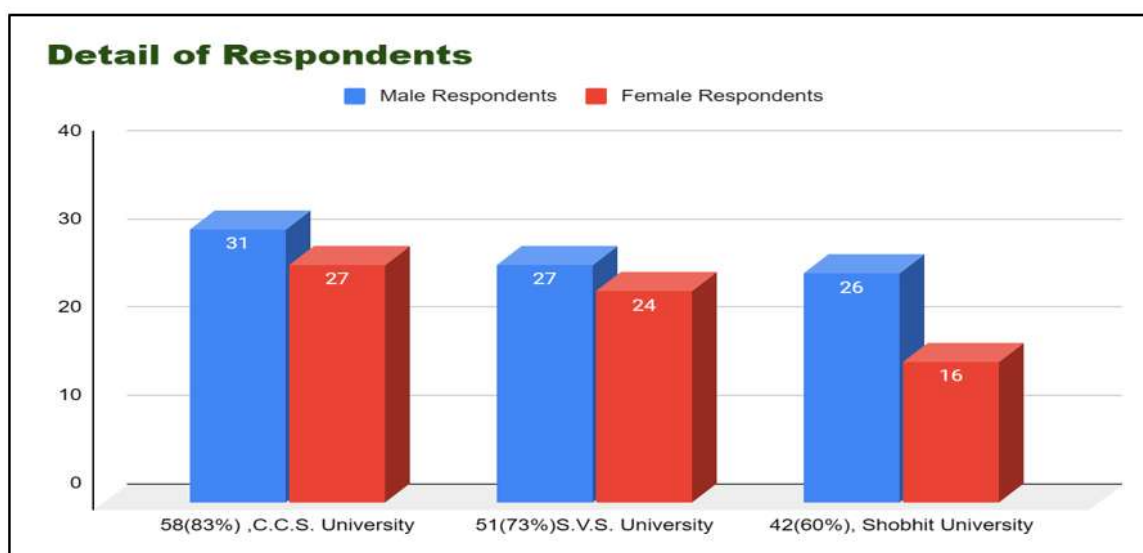


Figure: 1 Detail of Respondents



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The above table 1 that 84 are male respondents and 67 are female respondents in the survey. The study observed that respondents of Chaudhary Charan Singh University, Meerut (U.P) are more in selected University library Meerut District.

Frequency of Library Visit

Table: 2 Frequency of Library Visit

S. No.	Frequency	C.C.S.University (N=58)	S.V.S. University (N=51)	Shobhit University (N=42)
1	Daily	38(66)%	38(75%)	29(69%)
2	2/3 Weekly	5(9)%	6(12%)	9(21%)
3	2/3 Monthly	7(12)%	2(4%)	2(5%)
4	Rarely	8(14)%	5(10%)	2(5%)

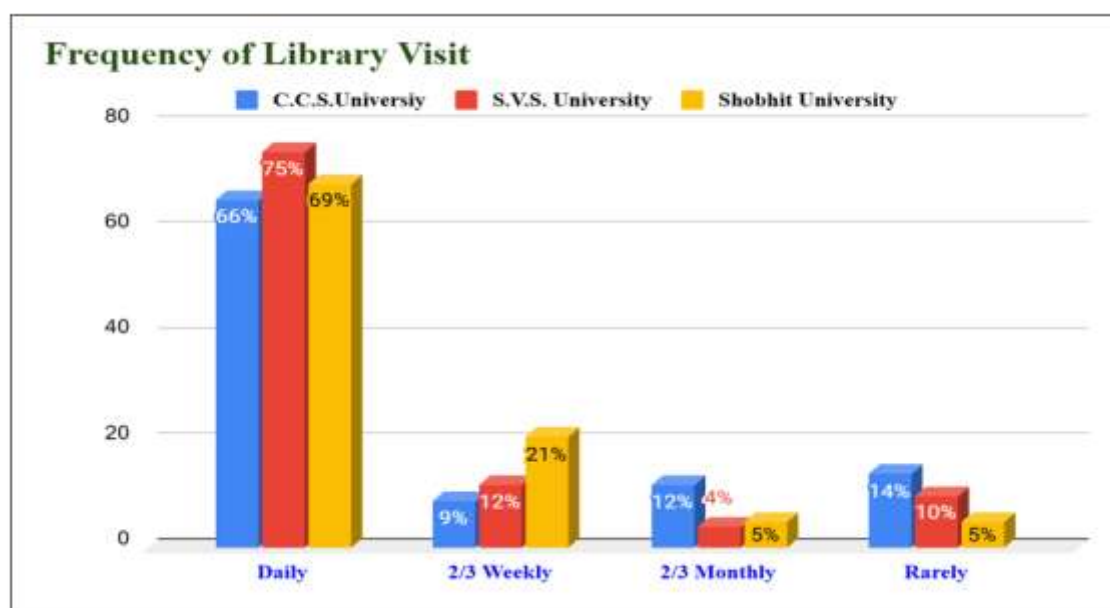


Figure: 2 Frequency of Library Visit

Table- 2 provides data showing that 66% of users from C.C.S. University, 75% from S.V.S. University, and 69% from Shobhit University visit the library daily. This is followed by 9% of respondents from C.C.S. University, 12% from S.V.S., and 21% from Shobhit University who visit the library 2/3 Weekly. Additionally, 12% of respondents from C.C.S. University, 4% from S.V.S., and 5% from Shobhit University visit the library 2/3 times monthly. Finally, 14% of respondents from C.C.S. University, 10% from S.V.S. University, and 5% from Shobhit University visit the library rarely.

## PURPOSE OF VISIT THE LIBRARY

Table: 3 Purpose of visit the library





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S. No.	Purpose	C.C.S.University (N=58)	S.V.S. University (N=51)	Shobhit University (N=42)
1	To Issue Return Books	18 (31%)	16 (31%)	18 (43%)
2	To Read Newspaper/ Magazine	10 (17%)	10 (20%)	10 (24%)
3	To access Comparative Materials	5 (9%)	5 (10%)	5 (12%)
4	To access e- resources	10 (17%)	9 (18%)	3 (7%)
5	To Self Study	15 (26%)	11 (22%)	6 (14%)
6	To Issue Return Books	18 (31%)	16 (31%)	18 (43%)

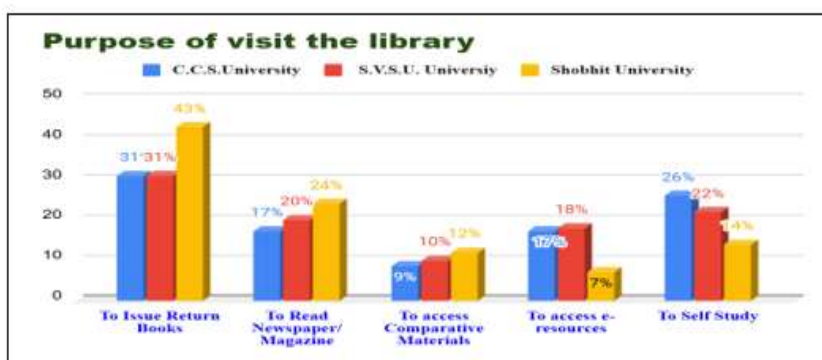


Figure: 3 Purpose of visit the library

Table- 3 presents data indicating that 31% of respondents from C.C.S. University and S.V.S. University, and 43% from Shobhit University visited the library to issue or return books. This was followed by 17% of respondents from C.C.S. University, 20% from S.V.S. University, and 24% from Shobhit University who visited the library to read newspapers or magazines. Additionally, 9% of respondents from C.C.S. University, 10% from S.V.S. University, and 12% from Shobhit University visited the library to access comparative materials. Furthermore, 17% of respondents from C.C.S. University, 18% from S.V.S. University, and 7% from Shobhit University visited the library to access e-resources. Finally, 26% of respondents from C.C.S. University, 22% from S.V.S. University, and 14% from Shobhit University visited the library for self-study.

## WHICH TYPES OF RESOURCES DO YOU PRIMARILY UTILIZE IN THE LIBRARY?

Table: 4 Which types of resources do you primarily utilize in the library?



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S. No.	Resources	C.C.S.University (N=58)	S.V.S. University (N=51)	Shobhit University (N=42)
1	Books	34(59%)	32(63%)	19(45%)
2	Journals	12(21%)	7(14%)	15(36%)
4	Online Databases	10(17%)	8(16%)	5(12%)
5	CD/DVD	2(3%)	4(8%)	3(7%)

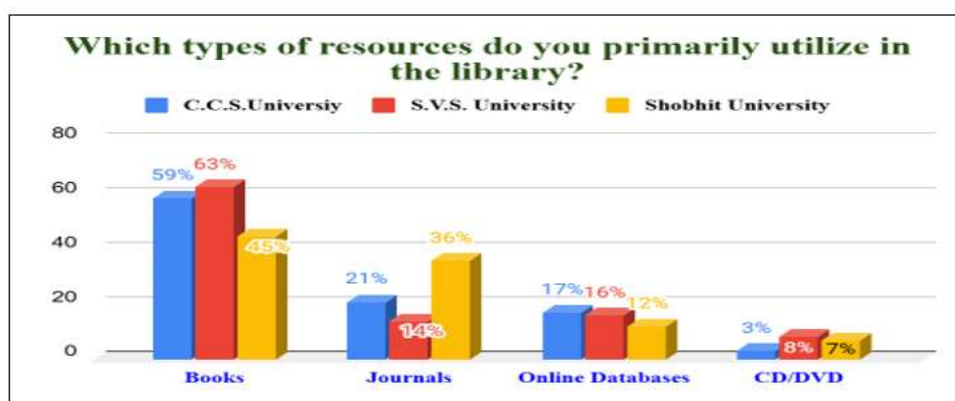


Figure: 4 Which types of resources do you primarily utilize in the library?

Table: 4 & Figure 4 reveals that 59% of respondents from C.C.S. University, 63% from S.V.S., and 45% from Shobhit University accessed books frequently. This is followed by 21% of respondents from C.C.S. University, 14% from S.V.S., and 36% from Shobhit University who accessed journals. Additionally, 17% of respondents from C.C.S. University, 16% from S.V.S. University, and 12% from Shobhit University accessed online databases. Following this, 3% of respondents from C.C.S. University, 8 % from S.V.S. University, and 7% from Shobhit University accessed CD/DVD resources.

## SATISFACTION LEVEL WITH THE LIBRARY RESOURCES COLLECTION

Table-5 Satisfaction level with the library resources collection



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S. No.	Resources	C.C.S.University (N=58)		S.V.S.University (N=51)		Shobhit University (N=42)	
		Satisfied	Not Satisfied	Satisfied	Not Satisfied	Satisfied	Not Satisfied
1	Textbooks	53(91%)	5(9%)	48(94%)	3(6%)	34(81%)	8(19%)
2	Reference Books	40(69%)	18(31%)	37(73%)	14(27%)	24(57%)	18(43%)
3	News Papers	36(62%)	22(38%)	46(90%)	5(10%)	34(81%)	8(19%)
4	Magazine	42(72%)	16(28%)	30(59%)	21(41%)	12(29%)	30(71%)
5	Journals	40(69%)	18(31%)	39(76%)	12(24%)	36(86%)	6(14%)
6	Literature	38(66%)	20(34%)	29(57%)	22(43%)	34(81%)	8(19%)
7	e- Resources	39(67%)	19(33%)	37(73%)	14(27%)	26(62%)	16(38%)
8	Audio Video Materials	41(71%)	17(29%)	37(73%)	14(27%)	33(79%)	9(21%)
9	Questions Papers	51(88%)	7(12%)	44(86%)	7(14%)	28(67%)	14(33%)

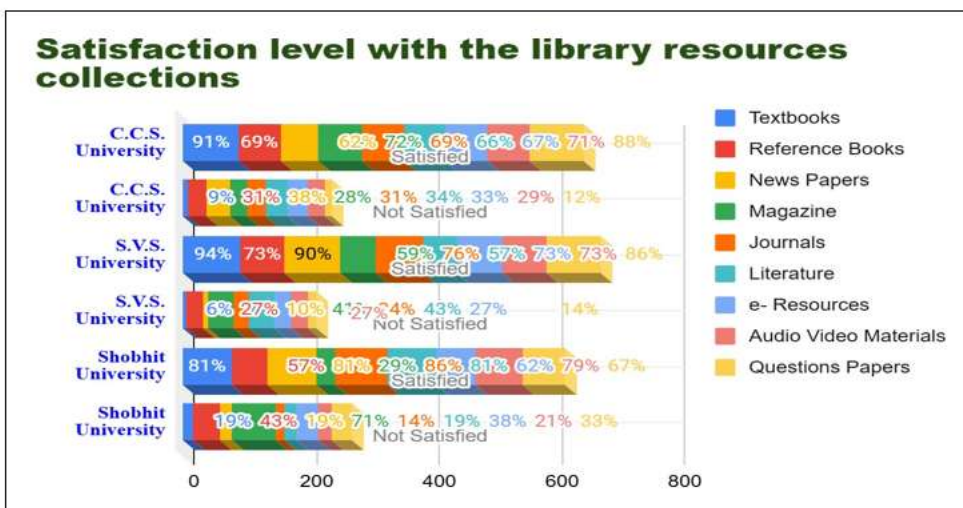


Figure: 5 Satisfaction level with the library resources collection

Table 5 shows that 91% respondents of C.C.S. university and 94% respondents of S.V.S. university and 81% respondents of Shobhit university satisfied with textbooks resources ,5% respondents of C.C.S. university and 3% respondents of S.V.S. university and 8% respondents of Shobhit university dissatisfied followed by 78% C.C.S. university and 88% of S.V.S. university and 57% of Shobhit university, followed by 78% respondents of C.C.S.U and 88% respondents of S.V.S. university & 57% respondents of Shobhit university satisfied with Reference books resources,22% respondents of C.C.S. university and 12 % respondents of S.V.S. and 18% Shobhit university dissatisfied with Reference Books resources.62 % respondents of C.C.S. university and 90 % respondents of S.V.S. university and 81% respondents of Shobhit university satisfied with News Papers resources,38 % respondents of





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C.C.S. university and 10% respondents of S.V.S. university and 19 % of respondents of Shobhit university dissatisfied followed by 72 % respondents of C.C.S. University and 59% respondents of S.V.S. University & 29% respondents of Shobhit university satisfied with Magazine resources, 28% respondents of C.C.S. university and 41% respondents of S.V.S. university and 71% respondents of Shobhit university dissatisfied with Magazine resources followed by 31% of C.C.S. university and 24% respondents of S.V.S. university and 14% respondents of Shobhit University followed by 6% respondents of satisfied with journals resources and 69% respondents of C.C.S. university and 76% respondents of S.V.S. university and 86% respondents of dissatisfied with Journals resources followed by 66 % respondents of C.C.S. university and 57 % respondents of S.V.S. university and 43% respondents of Shobhit university satisfied with 'Literature' resources, 34% respondents of C.C.S. university and 43 % respondents of S.V.S. university and 19% respondents of Shobhit university dissatisfied with 'literature' resources followed by 67% respondents of

C.C.S. university and 73 % respondents of S.V.S. university and 62 % respondents of Shobhit university satisfied with ' e- Resources', 33% respondents of C.C.S. university and 27 % respondents of S.V.S. university and 38% respondents of Shobhit university followed by 71% respondents of C.C.S. university and 73% respondents of S.V.S. university & 79% respondents of Shobhit university satisfied with 'Audio Visual Materials' , 29% respondents of C.C.S. university and 27% respondents of S.V.S. university and 21% respondents of Shobhit university dissatisfied with 'Audio Visual Materials' followed by 88% respondents of

C.C.S. university and S.V.S. university and 67 % respondents of Shobhit university satisfied with 'Questions Papers' resources, 12 % respondents of C.C.S. university and 14% respondents of S.V.S. university and 33% respondents of Shobhit university dissatisfied with 'Questions Papers'.

## **SATISFACTION LEVEL WITH THE LIBRARY LIBRARY SERVICES.**

Table- 6 Satisfaction level with the library library services



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S. No.	Library Services	C.C.S.University (N=58)		S.V.S.University (N=51)		Shobhit University (N=42)	
		Satisfied	Not Satisfied	Satisfied	Not Satisfied	Satisfied	Not Satisfied
1	Books Circulation	52(90%)	6(10%)	47(92%)	4(8%)	37(88%)	5(12%)
2	Periodical Resources Access Service	54(93%)	4(7%)	44(86%)	7(14%)	32(76%)	10(24%)
3	E-Resources Databases Access	51(88%)	7(12%)	48(94%)	3(6%)	31(74%)	11(26%)
4	Reference Services	54(93%)	4(7%)	46(90%)	5(10%)	29(69%)	13(31%)
5	Current Awareness Service	53(91%)	5(9%)	50(98%)	1(2%)	30(71%)	12(29%)
6	Reprographic Services	49(84%)	9(16%)	47(92%)	4(8%)	33(79%)	9(21%)

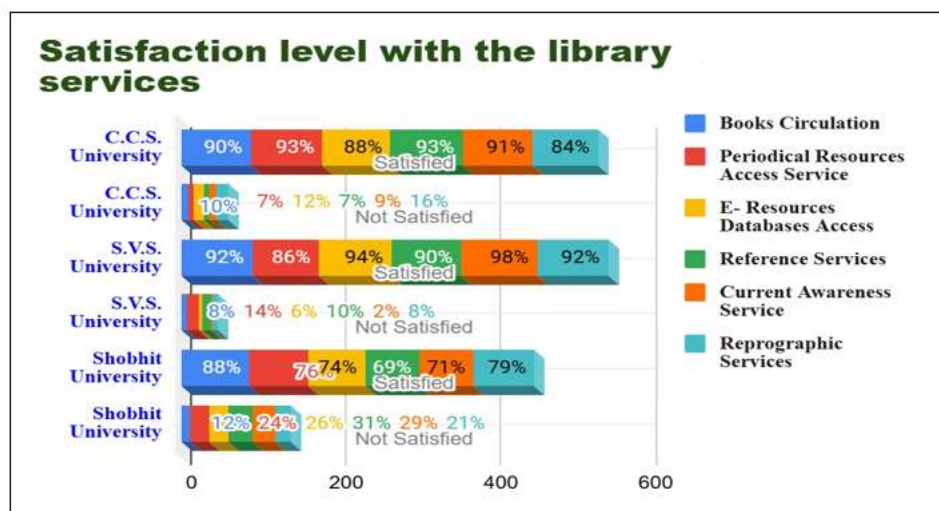


Figure: 6 Satisfaction level with the library services

Table-6 reveals that 90% of respondents from C.C.S. University, 92% from S.V.S., and 88% from Shobhit University are satisfied with the 'Books Circulation'. On the other hand, 10% of C.C.S. University respondents, 8% of S.V.S. respondents, and 12% of Shobhit University respondents are dissatisfied with these services. Furthermore, 93% of C.C.S. University respondents, 86% of S.V.S. respondents, and 76% of Shobhit University respondents are satisfied with 'Periodical Resources Access Service', while 7% of C.C.S. University respondents, 14% of S.V.S. respondents, and 24% of Shobhit University respondents are dissatisfied with it. Moreover, 88% of C.C.S. University respondents, 94% of S.V.S. respondents, and 74% of Shobhit University respondents are satisfied with 'E- Resources Databases Access', while 12% of C.C.S. University respondents, 6% of S.V.S. respondents, and



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26% of Shobhit University respondents are dissatisfied with them. Furthermore, 93% of C.C.S. University respondents, 90% of S.V.S. respondents, and 69% of Shobhit University respondents are satisfied with 'Internet Browsing', whereas 7% of C.C.S. University respondents, 10% of S.V.S. respondents, and 31% of Shobhit University respondents are dissatisfied with it. Moreover, 91% of C.C.S. University respondents, 98% of S.V.S. respondents, and 71% of Shobhit University respondents are satisfied with 'Current Awareness Service', while 9% of C.C.S. University respondents, 2% of S.V.S. respondents, and 29% of Shobhit University respondents are dissatisfied with it. Additionally, 84% of C.C.S. University respondents, 92% of

S.V.S. respondents, and 79% Shobhit University respondents are satisfied with 'Reprographic Services', while 16% of C.C.S. University respondents, 8% of S.V.S. respondents, and 21% of Shobhit University respondents are dissatisfied with them.

## FINDINGS OF THE STUDY

The data presented in the tables highlights various aspects of library usage and satisfaction among students from three universities: Chaudhary Charan Singh University (C.C.S.), Swami Vivekanand Subharti University (S.V.S.U.), and Shobhit University.

- The majority of respondents were from C.C.S. University, followed by S.V.S. University, and then Shobhit University.
- Overall, the findings indicate that male respondents slightly outnumber female respondents across all universities.
- The majority of respondents visit libraries daily, with the exception of those who visit '1/3 Weekly' or '1/3 Monthly' with the majority primarily utilizing books and online resources.
- A significant portion of the majority of respondents from all universities visit the library primarily for issuing or returning books, with the exception of reading newspapers or magazines, accessing reference materials, and engaging in self-study.
- The majority of respondents were highly satisfied with Textbooks Resources.
- Satisfaction rates are generally high across services, with the highest satisfaction observed for Digital Library Services and Library Website. Interlibrary Loan and Reference Services also received favorable ratings.

## SUGGESTION

- Library staff of all universities to raise awareness of e resources and services.
- Comparative material is utilized very low in university libraries, university libraries need to raise awareness among students.
- Library related information up-to-date on the university library website.
- Shobhit university library needs to upgrade our reference services.



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## CONCLUSION

The study highlights the important role of university libraries as information centres that provide essential academic support through well organised resources and professional library services. In the present digital environment, users continue to rely on both print and electronic resources to meet their learning and research needs. The findings indicate that while traditional materials remain highly valued, greater emphasis is required on improving access to and awareness of electronic resources. By understanding patterns of resource use and user expectations, libraries can enhance service quality, improve resource management and ensure higher levels of user satisfaction in the future.

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