



USER SATISFACTION SURVEY OF PUBLIC LIBRARY: A STUDY OF DISTRICT LIBRARY, JHUNJHUNU, RAJASTHAN

Nand Kishor¹ and Dr. Vaishali U. Bhakt (Chaudhari)²

1. Research Scholar, Department of Library and Information Science.

2. Associate Professor & Research Guide, Department of Library and Information Science
Shri Jagdishprasad Jhabarmal Tibrewala University, Chudela, Dist-Jhunjhunu, (Rajasthan), India.

Abstract:

Users are the vital component of any library. The purpose and objective of any library is the identification and fulfillment of the needs of their patrons and to meet their satisfaction level. While speaking about the public libraries it is more difficult for the public libraries to fulfill the needs of their wider audiences. This paper based on the survey of District public library, Jhunjhunu, Rajasthan mainly focuses on the services provided by District Public Library, Jhunjhunu and satisfaction level of the patrons towards these services. The study also emphasizes to support the librarians, information scientists and the management in categorizing the potential users of library as well as their information needs. The present study thus designed a Descriptive questionnaire and applied random Sampling Technique among 300 users of the library. Out of which 250 questionnaires were received from respondents. The findings of the study reveals that the library is playing vital role in providing services and facilities to their clientele to some extent but there are many areas need to be reviewed to meet the expectations and scholarly needs of the society.

Keywords: Public library, Library services, Information needs, User's intellectual satisfaction, Information, Public library users

Introduction

A public library is defined as a library that is made to function for the public of particular city, town, district, state, etc. irrespective of the cast, gender and religion of its users. The purpose

CORRESPONDING AUTHOR:	RESEARCH ARTICLE
Nand Kishor Research Scholar, Department of Library and Information Science. Shri Jagdishprasad Jhabarmal Tibrewala University, Chudela, Dist-Jhunjhunu, (Rajasthan), India Email: nksb2y@gmail.com	

of the public library is to serve the clientele intellectually and educate informally. Public library carries a great importance in every society. It grants the society from its preserved intellectual heritage. Generally such types of libraries are established and funded by Government to fulfill the educational as well as other literary needs of a society. Public libraries are such autonomous body that obliges the society regardless of any profit. Thus, one can say that public libraries are considered as the serving institutions that constitutes by the public and work for the development of public.

The present study is conducted on District Public Library Jhunjhunu, a public library at a common locality of Jhunjhunu district of Rajasthan, focusing on the satisfaction level of its users. "It is well known that public libraries are playing vital role in any society, however little research is reported about user satisfaction level with services and resources provided by Public libraries in India" [1]. The study will reveal the current status of library services and facilities regardless of the acute circumstances it encounter. Additionally it will also be useful in investigating the present status of user's satisfaction towards the functioning of the public library under study. It will also provide solution to the situations that public libraries face due to crucial financial conditions and the library manages to work for the benefit of its patrons.

Public Library

Prytherch discusses "that partially or completely a public library runs from the funds of public and is made to serve the public irrespective of the class, age or community. So that individual of each community is capable of acquiring the required source of knowledge, without any restriction" This contrast the concept of IFLA/UNESCO (2001) manifesto as "the public library, the local gateway to knowledge, provides a basic condition for lifelong learning, independent decision making and cultural development of the individual and social groups" Manifesto declares UNESCO's belief in the public library as a breathing force for education, culture and information, and as an indispensable agent for the nurturing of peace and spiritual well-being through the minds of men and women". [4]. According to Nuke "Libraries are repositories of knowledge or storehouses of written records of civilization in various forms of the information package and play informational, recreational, research, cultural and educational roles".

The aim of these public libraries is to satisfy their users intellectually through their resources, services and facilities. Akola noted that "libraries embody a principle of rights of access to information and acquisition of knowledge by all categories of individual in a society". As these libraries are not for profit organizations and funded by local Government, the conditions of state also affects the services of its public libraries. Rajasthan state of India is still in its developmental stage. Hence, because of the financial restrictions that it faces makes it tough to expedite the libraries with suitable funds. Libraries, among which District Public Library is one the famous and initially recognized as library of Jhunjhunu, situated in Gandhi Chowk, also get highly affected by such financial crisis of the District. Ang. gave "six approaches to the role of public libraries in "postmodern" society:

User Satisfaction Survey of Public Library: A Study of District Library...

1. The public library develops as the public's market place where people meet and discuss things. It offers a space earmarked for free debate and opens thinking, an open floor for dialog, education and experiences. The public library is a place of ultimate learning, an open university. It will satisfy the needs of tomorrow's society and offer everything everybody.
2. The public library may act as the community's information switchboard. At the library, the user can become accustomed with data on their community, interconnect with leading administrators, generate own information, and offer help to produce community information or with other projects. This approach, the library becomes an open agency for information and news. Thus, the public library will slowly take on the features of a multimedia workshop.
3. Free of charge information services and the inter-library networks are almost exceptional as an infrastructure. These networks assure the good future for libraries and must be maintained and developed in vision of its competitors.
4. Far distance services will be possible, i.e. the public library is delivering remote services to our homes via digital technology. This contains the entire internet, CD-ROMs, the library catalog, etc. in this field, vast vistas open up to the public library.
5. In the future, the public library needs to have new ideas in order to survive – just like any other tax-based organization or commercial business. The library will have to procure funding from new sources, i.e. engage in fundraising. The modern public library needs its own computer and development as well as a special unit for marketing and fundraising.”

District Public Library, Jhunjhunu, Rajasthan

Jhunjhunu is the famous and historical city in the state of Rajasthan. “This city is in the northern state of Rajasthan, India and the administrative headquarters of Jhunjhunu District. Jhunjhunu has given highest number of soldiers to India” (“Jhunjhunu”, 2023). The town is famous for the frescos on its grand forts and Havelis. The present study based on the District library of Jhunjhunu district. The library was established on 12 March, 1956. Earlier it was started in a leased building on the Modi Road in Jhunjhunu town. In March 1999 it was shifted to its own building at the present location. The library has rich collection of 50000+ books,30+ magazines,10+ newspapers. The entire collection of the library has been categorized to general and special collections that arranged according to DDC-19 classification scheme with AACR2 catalogue. For the users, Wi-Fi and internet facility is available throughout the campus.

Objectives of the Study

- To identify the potential users of the District library of Jhunjhunu, Rajasthan.
- To identify the services provided by the District library of Jhunjhunu, Rajasthan.
- To identify the purpose of visiting the District library.
- To delineate the intellectual needs of the users of the District library under study.
- To identify the various resources approached by the users to satisfy their intellectual needs.

- To determine satisfaction level of users for the library services and staff
- To identify the issues and challenges users encountered while using the library resources

Literature Review

1. Angola (2013) witnessed the information needs of users of three selected libraries of Nigeria. The results of the study concluded that the majority of the user's need depends upon their educational activities and curriculum, extracurricular and recreational activities. The issues and challenges that suffered by the libraries are insufficiency of educational resources causing dissatisfaction among users.
2. Saia Han if (2013) conducted a study to find out the level of satisfaction of users through the resources, services and the facilities provided by Model Town Library, Karachi. The results of the study reveal the dissatisfaction of users towards the scarce resources of library.
3. Isa (2011) discusses the information needs of Kara State Library, a public library in Nigeria. It is observed that as usual the patrons are the students that use the library in a recurrent mode mostly according to their examinations to seek the information regarding their courses. Therefore, the textbooks are high in demand by the patrons.
4. Kenya (2011) conducted a study to find out the issues and challenges faced by public libraries in Kenya. For the purpose the investigator has surveyed 32 public libraries in Kenya. The results of the study reveal that the Public libraries are pathetic in many areas. Users show their dissatisfaction towards various aspects such as collection of resources as well as the books in a particular language are scarce, size of library and presentations of new books.

Statement of the Problem

Identifying the level of Satisfaction of their users is must needed action to improve the Public libraries. It is the general prediction that public library undergoes the most neglect in term of funding and functioning. "Yet, the provision of needed information at the right time and format to the users is central to its existence, since access to the right kind of information is of critical importance to the general well-being of the individuals and indeed the nation" [9]. The present study is amplified to analyze the satisfaction level of users in terms of facilities, services and the information resources provided by the public libraries. The sole motto of any public library is to deliver better and abrupt services to their clientele. The achievement of these libraries depends upon the satisfaction level of their users. The present study is based on the functioning of public libraries with special reference to Jhunjhunu city, being one the most famous historical city of Rajasthan State, has a public library at Governmental level. It is observed that the users are not satisfied by the services provided by these libraries in order to fulfill their intellectual needs. While developing the existing public libraries it is significant to recognize the important factors regarding user satisfaction of that library. The researcher conducted the present study to identify the level of user satisfaction regarding the facilities, resources and services of District Public Library, Jhunjhunu, Rajasthan.

Research Methodology

The present study adopted the survey method and used questionnaire as a tool to gather the required information. A closed ended questionnaire was constructed that could satisfy all the objectives of the present study. There are two levels of questionnaire to determine the required information; one was demographic details and the other to collect the information about the queries to determine the needs and services provided by the library under study to its users. A total of 300 questionnaires were distributed among the users out of which 250 were retrieved back by the investigator. The data received was analyzed quantitatively using simple statistical method such as Frequency and Percentages. The investigator has given the detailed explanation of each table.

Finding and Discussion

To find out the demographic details for the respondents, questions were asked about their gender, age and qualification.

Table 1 Age distribution of Users

AGE GROUP	FREQUENCY	PERCENTAGE
18-25	110	37
26-35	99	33
36-45	61	20
46-55	21	7
Above 56	09	3
TOTAL	300	100

Table 1 above demonstrates the age distribution of the respondents. It is observed that out of 300 respondents, majority i.e. 110 (37%) were between the age of 18 and 25 years, while 99 (33%) respondents were within 26 to 35 years of age. About 61 (20%) respondents were in between 36 to 45 years of age following 21 (7%) respondents were of 46 to 55 years of age. Only (3%) 09 respondents were of and more than the age of 56 years. The results demonstrate the descending use of public library with respect to age.

Table 2 Educational qualification of User

EDUCATION	FREQUENCY	PERCENTAGE (%)
Metric	45	15.00
Intermediate	55	18.33
Graduate	111	37.00
Master	59	19.67
Other	30	10.00
TOTAL	300	100

Table 2 shows the educational qualification of users visit the library frequently. The table clearly shows that the majority of the users of library are graduate students i.e. 111 (37%) followed by Masters who were 59 respondents (19.67%) and Intermediate education 55 (18.33%) while the respondents with Matriculation were only 45(15%) and other qualifications 30 (10%). It is observed that the least number of users with intermediate and other qualifications because they have facility of academic library at their academic institutions.

Table 3 Distribution of Professional Status

PROFESSIONAL STATUS	FREQUENCY	PERCENTAGE
Student	161	53.67
Office employees	75	25.00
Business man	36	12.00
Industrial employees	13	4.33
Other Professionals	15	5.00
TOTAL	300	100.00

Table 3 denotes the frequency of library use with respect to their profession. It is clear from the table that maximum usage of library is done by the students while the ratio decreases in Office employees. The business man and Industrial employees were also present but in low amount. Also other professions were present in small amount.

Table 4 Purpose of visiting the library

REASONS	FREQUENCY	PERCENTAGE
Reading Newspaper	26	8.67
Reading Serial	27	9.00
Reading Book	65	21.67
Issuance of book	16	5.33
Books returns	22	7.33
Use of internet	35	11.67
Recreation and entertainment	28	9.33
Personal development	15	5.00
Currents affairs	17	5.67
Educational need	14	4.67
To support academic activity	20	6.67
Community information services	15	5.00
	300	100

Table 4 represents the purpose of user's to visit the library. It is clearly observed that a good number of users are visiting the library for reading books (21.67%) followed by use of Internet (11.67%) and reading serials (9%). The least number of users visit the library for their educational needs (4.67%).

Table 5 Time spent in library

LENGTH	FREQUENCY	PERCENTAGE
Less than one hour	41	13.67
One and half hours	37	12.33
One to two hours	33	11.00
Two to three hours	65	21.67
Three to five hours	89	29.67
Six to seven hours	35	11.67
TOTAL	300	100

Table 5 indicates the time spent by users in the library. The table clearly shows that most (29.67%) of the users spend 3 to 5 hours in library while 21.67% of the users spend 2 to 3 hours in library whereas the least number of users 11% spent one to two hours in the library.

Table 6 Satisfaction level of users towards information needs provided by the library

USER NEED	REQUENCY OF USER'S NEED	LEVEL OF NEED SATISFACTION					
		Much Satisfied		Satisfied		Not Satisfied	
		No. of Response	%	No. of Response	%	No. of Response	%
Professional information	38	17	44.74	14	36.84	7	18.42
Personal development	18	6	33.33	6	33.33	6	33.33
Currents affairs	23	20	86.96	3	13.04	0	0.00
Social and health information need	22	11	50.00	11	50.00	0	0.00
Educational need	59	48	81.36	7	11.86	4	6.78
Research need	54	46	85.19	5	9.26	3	5.56
Job related information	26	14	53.85	5	19.23	7	26.92
Sports information	22	13	59.09	9	40.91	0	0.00
General Information	23	11	47.83	10	43.48	2	8.70
Others	15	13	86.67	0	0.00	2	13.33

Table 6 represents the potential level of satisfaction towards information needs of the users. Multiple answers were received for the query. Among 300 respondents there were many users with multiple information needs. It is clearly observed that majority of the users are much satisfied with current affair (86.96%), other information (86.67%) research (85.19%) and educational (81.36%) needs they received through the Public library under study while a good number of the users seems to be satisfied with the Sports information (59.09%) needs, Social health information (50%) needs provided by the library. A least number of users are satisfied with the professional information (44.74%) needs, general information needs (47.83%) and needs for personal development were also present but at an average rate.

Table 7 Services provided by the library

SERVICES	FREQUENCY	LEVEL OF SERVICE SATISFACTION					
		Much Satisfied		Satisfied		Not Satisfied	
		No. of Response	%	No. of Response	%	No. of Response	%
Issue/return of books	63	34	53.97	21	33.33	8	12.70
Reference service	33	25	75.76	7	21.21	1	3.03
Photocopy	22	15	68.18	4	18.18	3	13.64
CD and Data-bases	32	27	84.38	5	15.63	0	0.00
Internet	33	23	69.70	9	27.27	1	3.03
Referral services	13	11	84.62	2	15.38	0	0.00
Newspaper	65	65	100.00	0	0.00	0	0.00
Online access catalogue	26	23	88.46	3	11.54	0	0.00
Inter Library Loan	6	0	0.00	5	83.33	1	16.67
Library use instruction	7	3	42.86	3	42.86	1	14.29

Table 7 shows the level of satisfaction of users towards the services provided by the library. It is clearly depicted through the table that nearly all (88.4%+11.54%==99.54%) the users are fully satisfied with the Online Access catalogue (OPAC) services, Referral (100%) services and CD and Data-bases (100%) followed by Reference services (96.97%) and Issue return services (92.30%). A good number of users also like other services such as photocopying services (68.1%), Internet services (69.7%) provided by the Public library under study.

Table 8 Issues of User’s dissatisfaction

Services	No. of respondents	Percentage
Non reliable staff	9	3.00
Low internet service	14	4.67
Less material	19	6.33
po provision of better services	13	4.33
Non reliable environment	11	3.67
Space problem	45	15.00
Low general information	17	5.67
None	172	57.33
	300	100

Table 8: depicts the Issues of User’s dissatisfaction. It is observed from the table that majority (57.33%) of the users are dissatisfied with none of the services provided by the library. It is seemed from the above table that negligible number users are dissatisfied with various factors and services provided by the library.

Description

A question to determine the suggestions of the users was also asked in open ended mode where respondents have given various suggestions to improve the library services. Some important suggestions that are highlighted by the high number of users: requires updated material in library, Lack of information provision on library instruction and use, flexible and long working hours of librarians as well as their cooperative attitude and supportive behavior.

Conclusions and Recommendations

The present study based on the survey method concluded that District Public Library, Jhunjhunu is providing various facilities and services to its clientele. On studying patron's responses it was concluded that majority of the patrons were Graduate students who visit the library for their study to crack entrance exams for job and other higher studies followed by office employs who visit the library to read novels and fiction or recreational purposes. There are various facilities provided by the District Public Library, Jhunjhunu such as computer lab facility to its user's with separate sections for male and female users, OPAC service, Internet facility, Wi-Fi, reference and newspaper service. It is observed that the library should highly skilled staff so that the requirements of the patrons can be fulfilled without any delay. Based on the observation it is suggested that library staff should attend refresher courses time to time to remain abreast with the latest developments in the provision of services. It is also suggested for the library to carry out an open survey at regular interval to identify the changing needs of users and update their collection accordingly. Children literature and services for children must be incorporated for developing sense and usage for libraries in children's mind. There should be proper collection for women who are usually home makers. The library should work to enhance the quality of services and creating user friendly atmosphere for its patrons.

References

1. Allen, T.J. (1969). Information needs and uses. *Annual review of information science and technology*, 4, 3-9.
2. Case, DO (2002). Looking for information: *A survey of research in information seeking, needs, and behavior*. Amsterdam: Academic Press.
3. Challenger, J. (1999). *Information seeking behavior of professors of art history and studio art*. Unpublished Master's Thesis, Kent State University. Davidson FJ & Longman PP (1997). A methodology for the identification of information needs of users. *IFLA Journal*, 23 (1); 41-51.
4. Deem, US. & Basses, BA. (1999). Information seeking behavior of graduate students in Nigerian universities. *African Journal of Education and Information Management*, 2(3): 160-125.
5. Feather, John and Struggles, Paul. (Eds.) (2003). *International encyclopedia of Information and library science*. London: Rutledge.
6. International Federation of library association and organizations. (IFLA) (2001). *The public*

User Satisfaction Survey of Public Library: A Study of District Library...

library service: IFLA/UNESCO guidelines for development. Available at: <http://www.ifla.org/VII/s8/proj/pub197.pdf>.

7. Jam, Z. (1991-1992). The information needs of academic staff in non-university technologically based tertiary institutions in Benue State. , 25&26(1-4): 21-35.
8. Lemhi, Joy Ilene and Iowa, Aged bolero- Aware. (2014). Utilization and user satisfaction of public library services in south west, Nigeria in the 21st century: Survey. *International journal of library science*. 3 (1), 1-6.
- Nicholas, D. (2000). Assessing information needs: tools, techniques and concepts for the Internet age. (2nd ed). London: Adlib.
9. Mosotho, Aioli Mode people (2012). Challenges for public library patrons in the use of information services for attainment of health millennium development goals. Available at: <http://unllib.unl.edu>.
10. Ties, E. (2000). The role of libraries in socioeconomic development and the need for literacy. *Meta-info Bulletin*, 9(2): 55-61.

