

Impact on User Satisfaction by Utilization of Library Resource: A Case Study on Faculty and Students of Academic setting

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Abstract:

This study investigates the impact of library resource utilization on user satisfaction among faculty and students in an academic setting. The advent of digital technologies has transformed traditional library services, necessitating an understanding of how these changes affect user engagement and satisfaction. Through a mixed-methods approach, this research aims to map utilization patterns of various library resources, evaluate satisfaction levels, and identify key factors influencing user satisfaction. Data was collected through surveys and interviews with faculty and students, analyzed using both quantitative and qualitative methods. The results indicate that both faculty and students highly value digital resources, though preferences and satisfaction levels vary significantly between these groups. Accessibility, relevance of resources, and quality of library services were identified as major determinants of satisfaction.

The study reveals critical insights into how libraries can enhance their services to better meet the needs of their users, suggesting strategic improvements and policy recommendations. These findings contribute to the broader academic discourse on library management and user satisfaction, providing actionable recommendations for library administrators to optimize resource allocation and improve user experience.

Keywords: library resource utilization, user satisfaction, faculty, students, academic libraries, digital resources, library services.

1. Introduction :

Academic libraries play a pivotal role in supporting teaching, learning, and research by providing a diverse range of resources and services. With the rapid integration of digital technologies, the landscape of library services has dramatically evolved, necessitating a comprehensive understanding of how these changes impact user satisfaction among faculty and students. The effective utilization of library resources is crucial for academic success, enhancing research productivity, and fostering lifelong learning skills. However, there is often a gap between the availability of these resources and their actual utilization, raising questions about user satisfaction and the factors that influence it. This study aims to investigate the patterns of library resource utilization and evaluate user satisfaction levels, focusing on faculty and students in an academic setting. By employing a mixed-methods approach, including surveys and interviews, this research seeks to identify the key determinants of satisfaction and provide strategic recommendations for improving library services. The study addresses critical issues such as the accessibility and relevance of resources, the effectiveness of library services, and the impact of digital resources compared to traditional ones. Understanding these factors is essential for library management to allocate resources effectively and enhance user experience. The findings of this study will contribute to the broader academic discourse on library management and user satisfaction, offering actionable insights for policymakers and library administrators. Ultimately, this research aims to bridge the gap between resource availability and utilization, ensuring that academic libraries can continue to support their users' evolving needs in a rapidly changing educational environment.

2. Review of literature :

According to Rajev and Sriram (2013), library resources have a significant impact on patron satisfaction; thus, Gulf states should invest in research and development to guarantee they have adequate information to give. Library directors are putting more focus on stakeholder satisfaction, and external quality assurance organizations are assessing higher education institutions. This study examines the effects of different resources on customer satisfaction.

Mansingh (2017) said that the research discovered that librarians at Chennai's teacher education institutions are already doing an excellent job, but they might be even more successful if they focused on learning to adapt to new scenarios utilizing ICT.

According to Putra et al.(2018), the purpose of this research is to examine how many system construction factors influenced a LIS installation at an Indonesian institution in terms of user satisfaction. After adopting DeLone and McLean's IS success model, the research determined that the LIS satisfied its users' requirements. The findings may also indicate potential areas for future growth.

The study used PLS-SEM, which stands for partly least squares structural equation modeling, in combination with SmartPLS 2.0.

According to Yahaya (2019), the study's main purpose was to determine library users' experiences and satisfaction with resources in Nigerian agricultural research institutions. The cross-sectional survey comprised 2,325 scholars from 19 different institutions. Customers were pleased with accuracy, ease of use, and applicability, but disappointed with structure and expertise, according to the findings. The authors of the research believe that a more continuous power supply, more frequent updates, and more public knowledge of library hours would all be advantageous.

This research analyses the library holdings and services of three agricultural institutions in Nigeria—ABU, FUTM, and FUTO—according to Kannan and Lawal (2020). Research indicates that the infrastructure and quality of the present web resources for agricultural data are deficient. The report recommends that libraries enhance their current holdings, enroll in offline databases, and enact legislation that enables the borrowing of books between institutions. Consequently, it is essential to conduct a thorough examination of policies that encourage information exchange and cooperation across these libraries. The study indicates that there is a need for a more robust infrastructure and more satisfied users of agricultural information resources.

This study was motivated by the investigation of whether or not Osun State University's "Use of Library" course resulted in increased library consumption among faculty members.

Okunoye & Ajani (2021). The statistics indicated that textbooks were the most often used resource, followed by reference books, manuals, newspapers, magazines, and the internet. Individuals who participated in the course said that it fostered a newfound respect for the library's collection and encouraged them to become more passionate readers. The library's orientation services, photocopying, and borrowing services were all beneficial. To meet the information requirements of all target audiences, the research suggests that infrastructure, internet facilities, and user training be enhanced.

The aim of this research, according to Oyeleye (2021), was to find out whether degree-seeking students at Nigeria's federal colleges of education were happy with the library services they got. In total, 875 students were questioned utilizing the "QSSULRUAPCESN" survey, which consisted of five items. The findings show that students are happy using the library's services for both academic and personal development. Using library resources is essential for pupils worldwide to excel in school since there is no gender divide.

The purpose of this research, according to Shah et al. (2021), is to determine how happy library patrons at Government Degree College Sabir Abad (Karak) in Khyber Pakhtunkhwa are with the materials and services provided by the library. Out of the 135 people asked to participate in the survey, an astounding 87% participated. The number of students enrolled in the BA and B.Sc. programs has

declined, and teaching positions are still available. Even when they visit the library once a week or once a month, users are dissatisfied with the lighting, selection of newspapers, and overall ambiance. The study indicates that libraries need to enhance their offerings and expand their holdings.

According to (Gamage, 2022), this research looked at students' satisfaction with the resources and services offered by the Institute of Indigenous Medicine library at the University of Colombo. Out of the 154 students who were requested to complete the survey, 75.7% of them did so. 77.3 percent of users expressed great satisfaction with the library's services. The research concludes that current reading areas, physical sites, and digital resources are inadequate and must be replaced. We must develop marketing plans and user awareness initiatives to meet the demands that students are not currently receiving.

According to (Puertos, EdD, 2022), the goal of the research was to assess the level of service provided by library personnel and the amount of time that 384 college students spent using the library's resources. The results were highly received by both users and librarians, which is encouraging for the effective use of library resources. Since neither the use of library resources nor the satisfaction of library personnel substantially predicted students' critical thinking, higher education should place a priority on preparing students for global employment.

According to (Sulaiman et al., 2022), researchers at Lagos State University's Fatiu Akeshode Library looked at how academic library services affected patron satisfaction during the COVID-19 pandemic. Undergraduate and graduate students received two hundred questionnaires. The newspaper/magazine round table function was the most popular feature, while the book lending option had the lowest customer satisfaction rating. Government funding of E-libraries, according to the study, would boost user happiness in the modern day.

According to (Hundu, 2023), researchers in Lagos State, Nigeria assessed how far library personnel went to make library patrons happy. To provide high-quality services, the 12,450 poll respondents believe that library management should appoint trained librarians, perform regular service reviews, and take other safeguards. In addition to meeting consumer requests more effectively, this will improve the library's reputation in the community.

(Padohinog, 2023) said that the primary purpose of this research was to determine how happy library users are with their experiences. The descriptive survey was completed by 120 students and 30 instructors, and everyone who participated had nothing but positive things to say about the library's personnel, resources, and services. Customers had concerns about the staff's communication abilities, Wi-Fi, and the current book inventory. According to the research, constant improvement may enhance both services and worker attitudes.

5. Historical Context of Academic Libraries :

5.1 Role in Knowledge Dissemination Academic libraries, initially primarily for printed books and journals, have evolved into dynamic centers offering a wide range of resources for higher education institutions. They now include digital archives, multimedia resources, and specialized databases, accommodating diverse research methodologies and interdisciplinary approaches. These libraries foster intellectual inquiry and academic achievement, enhancing the scholarly landscape of higher education.

5.2 Technological Advancements

Digital technologies have transformed academic libraries, democratizing access to vast scholarly literature and enhancing user engagement. Remote access and mobile-friendly platforms have improved accessibility, enabling users to engage with resources from anywhere. Digital technologies have also facilitated innovative approaches to information literacy, scholarly communication, and collaborative research initiatives, making academic libraries adaptive and responsive in the digital age.

5.3 Changing Educational Landscape and User Expectations Shift in Pedagogical Approaches

Contemporary educational models are shifting towards active learning, collaborative research, and interdisciplinary exploration, requiring robust support from academic libraries. Libraries provide resources like updated literature, multimedia materials, and collaborative spaces, fostering digital literacy and enabling users to navigate and leverage information effectively within these evolving educational frameworks.

5.4 User-Centric Services

Academic libraries are adopting user-centric service models to meet the diverse needs and expectations of faculty and students. They offer seamless access to resources, including digital resources, secure authentication systems, personalized customer service, and state-of-the-art study environments. These libraries are investing in advanced technologies, ergonomic furnishings, and collaborative spaces to foster creativity, productivity, and knowledge sharing.

6. Importance of User Satisfaction in Academic Libraries:

6.1 Quality Indicator

User satisfaction in academic libraries is a crucial indicator of the effectiveness of library services and resources. It reflects the library's ability to meet information needs, preferences, and expectations of faculty members and students. High satisfaction levels indicate successful delivery of mission, timely access to collections, efficient services, and fostering an educational environment.

6.2 Impact on Academic Success

User satisfaction in academic libraries significantly impacts academic success and engagement with scholarly activities. Satisfied users use library resources effectively, perceive the library as a vital partner, and engage with resources, leading to higher achievement and productivity. Dissatisfaction can hinder resource utilization and hinder collaboration. Maintaining high user satisfaction is crucial for sustaining library relevance and effectiveness in advancing research, teaching, and learning goals.

6.3 Evolution of Library Services in Higher Education

Academic libraries have evolved significantly in higher education due to technological advancements, changing pedagogical approaches, and changing user expectations. They now serve as facilitators of digital literacy and information access, transitioning from static repositories to dynamic learning commons equipped with advanced technologies. They also support open-access initiatives, scholarly communication, and digital heritage preservation. Modern libraries also serve as hubs for innovation and community engagement, offering specialized services like data management support and instructional workshops. They also collaborate with faculty and students to integrate information literacy into curriculum design.

7. Methodology:

This study employs qualitative data collection methods to examine the impact of library resource utilization on user satisfaction among faculty and students. A total of 150 participants, including 90 faculty members and 60 students, were selected using stratified random sampling to ensure diverse representation across different departments and academic levels. Google form questionnaire sent through email to respondents and get their feedback. Data was collected through a structured survey research method, focusing on the frequency of library resource use, types of resources utilized, and overall satisfaction with library services. The collected data was analyzed using IBM SPSS V27.

8. Data Analysis:

8.1 Demography

Table-1 Demography

Gender					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	90	60.0	60.0	60.0
	Female	60	40.0	40.0	100.0
Age					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<25 years	44	29.3	29.3	29.3
	25-40 years	54	36.0	36.0	65.3
	40-55 years	22	14.7	14.7	80.0
	above 55 years	30	20.0	20.0	100.0
What is your role at the institution?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Faculty	90	60.0	60.0	60.0
	Student	60	40.0	40.0	100.0
How frequently do you visit the library?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily	14	9.3	9.3	9.3
	Weekly	27	18.0	18.0	27.3
	Monthly	25	16.7	16.7	44.0
	Rarely	56	37.3	37.3	81.3
	Never	28	18.7	18.7	100.0

The survey data provides insights into the demographic characteristics, roles, and visitation patterns of respondents regarding their interaction with the institution's library. In terms of gender distribution, 60% of respondents identified as male, while 40% identified as female. Regarding age demographics, the majority of respondents were between 25-40 years old (36%), followed by those above 55 years

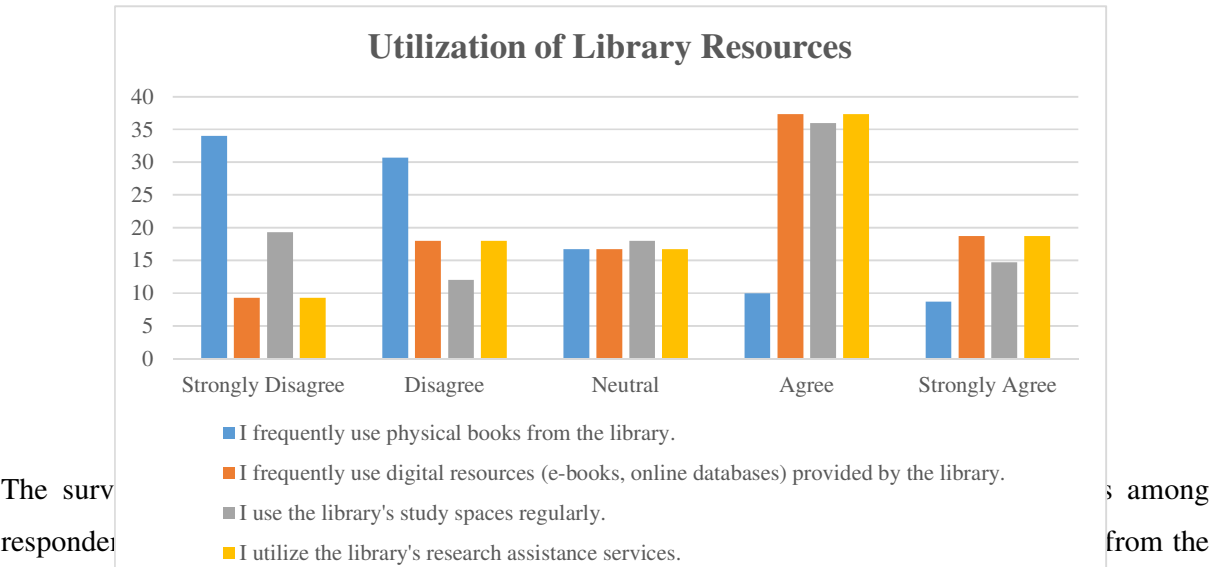
(20%), and <25 years (29.3%), with 14.7% falling in the 40-55 years category. In terms of roles within the institution, 60% identified as faculty members, and 40% as students. When asked about visitation frequency to the library, a diverse pattern emerged: 9.3% visited daily, 18% weekly, and 16.7% monthly. Notably, 37.3% visited rarely, and 18.7% indicated they never visited the library.

8.2 Utilization of Library Resources :

Table 2 Utilization of Library Resources

Statements	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I frequently use physical books from the library.	51 (34.0%)	46 (30.7%)	25 (16.7%)	15 (10.0%)	13 (8.7%)
I frequently use digital resources (e-books, online databases) provided by the library.	14 (9.3%)	27 (18.0%)	25 (16.7%)	56 (37.3%)	28 (18.7%)
I use the library's study spaces regularly.	29 (19.3%)	18 (12.0%)	27 (18.0%)	54 (36.0%)	22 (14.7%)
I utilize the library's research assistance services.	14 (9.3%)	27 (18.0%)	25 (16.7%)	56 (37.3%)	28 (18.7%)

Fig-1



The survey responses among respondents from the library, with 64.7% either strongly disagreeing or disagreeing with the statement regarding frequent use. In contrast, digital resources such as e-books and online databases garnered more positive responses, with 55.9% agreeing or strongly agreeing that they frequently utilize these resources”. Regarding library study spaces, there was a moderate level of engagement, as 50.7% indicated

agreement or strong agreement in regularly using these facilities. “Similarly, there was considerable interest in the library's research assistance services, with 56.0% of respondents indicating agreement or strong agreement in utilizing these services.

8.3 Regression Analysis:

Table-3 Model Summary

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.644 ^a	.360	.353	1.46578

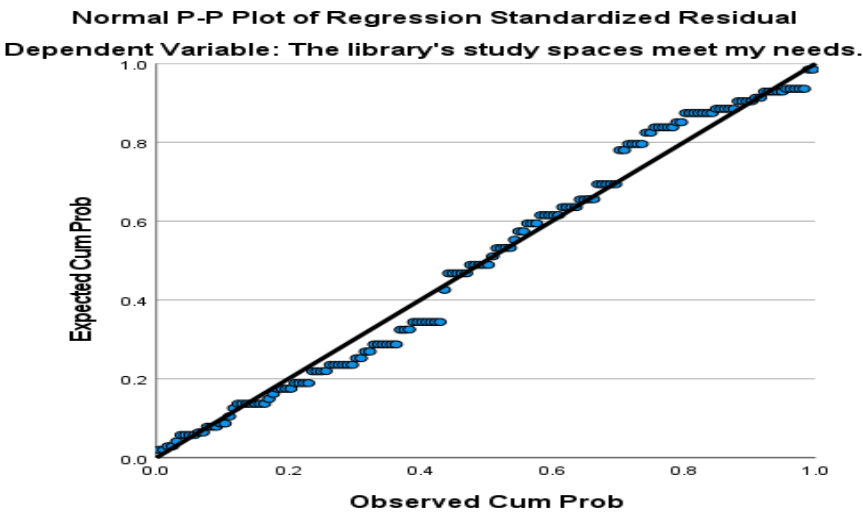
ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	20.162	1	20.162	9.384	.003 ^b
	Residual	317.978	148	2.149		
	Total	338.140	149			
a. Dependent Variable: The library's resources are relevant to my academic and research needs.						
b. Predictors: (Constant), library resource utilization						

The model summary provides insights into the relationship between library resource utilization and an outcome variable, revealing a weak association with a correlation coefficient (R) of 0.644. The coefficient of determination (R Square) is 0.360, indicating that approximately 36.0% of the variance in the outcome variable can be explained by library resource utilization. This suggests that while there is a statistically significant relationship between library resource utilization and the outcome variable, the model's ability to predict or explain the outcome is limited.

The ANOVA table examines the relationship between library resource utilization (the predictor variable) and the perceived relevance of the library's resources to academic and research needs (the dependent variable). The regression analysis reveals that the predictor variable (library resource utilization) significantly contributes to explaining the variability in the perceived relevance of library resources, as evidenced by a regression sum of squares of 20.162 and an associated F-statistic of 9.384, with 1 degree of freedom for the regression and 148 degrees of freedom for the residual error”.

The calculated p-value (0.003) indicates that this relationship is statistically significant at the conventional significance level of 0.05, suggesting that library resource utilization is a meaningful predictor of how relevant users perceive the library's resources to be in meeting their academic and research needs.

Fig-2



8.4 Correla

Correlations				
Variables		Library resource utilization	The library's study spaces meet my needs.	The library's information literacy programs are beneficial.
Library resource utilization	Pearson Correlation	1		
The library's study spaces meet my needs.	Pearson Correlation	.523**	1	
The library's information literacy programs are beneficial.	Pearson Correlation	.770**	.963**	1
**. Correlation is significant at the 0.01 level (2-tailed).				

The correlation matrix reveals several significant relationships among the variables. Firstly, there is a strong positive correlation ($r = 0.523$, $p < 0.01$) between library resource utilization and the perception that the library's study spaces meet users' needs, indicating that those who use library

resources more frequently also find the study spaces more suitable for their academic requirements. Secondly, a moderately strong positive correlation ($r = 0.77$, $p < 0.01$) exists between library resource utilization and the perceived benefits of the library's information literacy programs, suggesting that higher utilization of library resources is associated with a greater recognition of the value and utility of these programs. Additionally, there is a strong positive correlation ($r = 0.963$, $p < 0.01$) between the adequacy of the library's study spaces and the perceived benefits of its information literacy programs, indicating a complementary relationship where users satisfied with study spaces are more likely to find the literacy programs beneficial.

1. Conclusion :

The study concludes that while both faculty and students highly value digital library resources, there are significant variations in satisfaction levels and usage patterns between the two groups. Digital resources are more frequently utilized and positively received compared to physical books. Additionally, regular use of library study spaces and research assistance services correlates with higher overall satisfaction". These findings highlight the importance of enhancing digital offerings, optimizing physical spaces, and providing robust support services. By addressing the specific needs and preferences of both faculty and students, academic libraries can improve resource utilization and user satisfaction, ultimately supporting academic success and research productivity.

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