

User's Perception and Satisfaction towards Collection and Services of the Libraries of All India Institute of Medical Sciences in India: A Study

Abstract of Thesis

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Introduction

The medical institute plays a pivotal role in the process of higher education and the library is the heart of the institution. Medical institute library occupies the central and primary place in teaching, research, the transmission of learning and creation of new knowledge, As such, it has to provide facilities not only for teaching and research but also for education, coursework and the study of related fields, at the same time it has to keep abreast of dynamic growth of knowledge and innovations and improvement in the system of education.

Concept of Library Users

Libraries serve communities of people and are created and maintained by and for people. In other words, people and their information needs are central to all libraries whether digital or otherwise and as such efforts to design and implement digital libraries must be rooted in the information needs, characteristics and contexts of the beneficiaries of the library; the users, to ensure their acceptance by them and other application communities. According to Nwalo (2003), 'the library user is undisputed, the most important person in any library setting', Aina, 2004 define 'The library user is the focal point to the 21st-century library and information services the library primarily exist to satisfy the user'.

Meaning / Definition of Users

Prof. Oldman and Wills have rightly pointed out a wide gap between the users and the library. In the library and information system, the 'user' occupies the key place. In his absence one cannot think of any such system. Therefore, his/her requirement needs and aspirations as well as demands must be fulfilled. This required a thorough study of what the users want, what they think about the library and how they fell about the total environment prevailing inside it.

According to Oxford English Dictionary Users means “a person who uses or operates something? It is difficult to explain fully who the user of the library is, but an attempt was made by Michael Gorman according to him users are “Information seekers who make used of libraries.” According to Kenneth Whittaker, “a user may be defined as a person who uses one or more of a library’s services at least once a year.” Users are the all-important factor without which an information System loss its whole purpose. In the library operation, it is extremely important to understand who the users are, what their needs are and how those needs can be satisfied and fulfilled by the library.

Types of Users

The users are one type but libraries are different from those of another type. In a public library the users are mainly children, students, housewives, farmers, retired persons, literates and even also researchers. In an academic library the users are students, teachers and researchers, whereas as special groups of users of whom the library is intended. From what is stated above it can be assumed that in the public libraries the users are almost heterogeneous and in academic and special libraries the users are almost homogeneous in nature. For an effective information service as an information manager, he should ascertain about the information requirements of his library users. Information users can be categorized mainly into 4 groups, on the basis of their approach to information of a library, they are:

- i) **Potential user:** One who needs information which can be provided by specific services
- ii) **The expected user:** One who is known to have the intention of using certain information services
- iii) **Actual user:** One who has actually used an information service regardless of whether he/she derived advantages from it or not

- iv) **The beneficiary user:** One who derives measurable advantages from information services

Library Collection and Services: A Conceptual Framework

A library is a collection of sources of information and similar resources, made accessible to a defined community for reference or borrowing. It provides physical or digital access to material, and may be a physical building or room, or a virtual space, or both. Library resources are basically sources of information. Traditionally, these resources were mostly books, journals, newspapers and other editorials, and encyclopedias. But with the advent of the internet, digital sources of information have become prevalent. These digital sources of information include online libraries and journals, online encyclopedias like the Wikipedia, blogs, video logs like the YouTube, etc. Even movie clippings especially from history have played a large role in modern research, and hence are classifiable under ‘Library Resources’.

Perception

The word Perception comes from the Latin words perception, percipio, meaning “receiving, collecting, and action of taking possession, apprehension with the mind or senses”.

In psychology, philosophy and the cognitive sciences, perception is the process of attaining awareness or understanding of sensory information.

In biology, perception is understood as “the mental interpretation of physical sensations produced by stimuli from the outside world”. Here ‘mental interpretation’ has been interpreted as a process of constructing an internal model of the environment.

Satisfaction

In library professional, various terms are being used to signify user, such as clients, customers, borrowers, members, patrons, etc. But the most frequently used term in libraries is user. It specifies the context clearly and has a wide acceptability in the profession. It represents a person who uses the library for his information needs. According to Cambridge Dictionary users means “someone who uses a product, machine, or service. According to Kenneth Whittaker (1993), “a user may be defined as a person who uses one or more of a library’s services at least once a year.” The library user is the focal point to the 21st century library and information ICCLIST-2018 services, as the library primarily exist to satisfy the user. Aina (2004) defined him as anybody who visits the library with the purpose of exploiting its resources to satisfy his information need. Users are the important factor without which an information system loss its whole purpose. In the library operation, it is extremely important to understand who the users are, what their needs are and how those needs can be satisfied and fulfilled by the library.

Objective of the study

The main objective of this study is the perception and satisfaction level of users of five All India Institute of Medical Sciences Libraries. The minor objectives of this study areas follow:

- To identify the purposes of the users’ library visits.
- To find out the users’ perception regarding the resources of the AIIMS’s Libraries.
- To find out the users’ perception regarding the services of the AIIMS’s Libraries.

- To find out users' opinion related to library staff and their help in the use of library resource and services.
- To identify the dimensions of the gap between users' perceptions and the actual existing services.
- To identify the problems encountered by the users of the AIIMS's Libraries during their library visits and use.

Hypotheses

For the purpose of fulfilling the objectives of the present study, a set of hypotheses have formulated to find out the perception and satisfaction level of the users of the AIIMS's Libraries. The set of hypotheses are as follows:

1. AIIMS Libraries provide adequate collection.
2. AIIMS users aware about Libraries collection and services.
3. AIIMS Libraries users Satisfy with collection and services.

Need of the Study

The need of this study was to assess user's perception and satisfaction toward collection and services of AIIMS libraries. Study examines the primary route to learn about library collection and services, for user's perception and satisfaction toward library collection and services. The study also evaluates the perception and satisfaction level of the users and gets suggestions to make the collection and services more beneficial for the AIIMS library users.

Scope of the Study

This study is based on the seven AIIMS libraries established from 1956 to 2012. The researcher has tried their best level for collecting the data but two AIIMS

libraries have refused to provide their data, therefore this study is confined to the five AIIMS libraries. Which were established from the year 1956 to 2012. Therefore this study is based on five AIIMS's libraries (Table 1). Ph.D. students, Undergraduate students, and Postgraduate students, have respondents in this study.

AIIMS in India

1.	AIIMS New Delhi	New Delhi	Delhi
2.	AIIMS Bhopal	Bhopal	Madhya Pradesh
3.	AIIMS Bhubaneswar	Bhubaneswar	Odisha
4.	AIIMS Patna	Patna	Bihar
5.	AIIMS Rishikesh	Rishikesh	Uttarakhand

Problem statement

Libraries are the nests of scholars but libraries are not themselves automatically valuable to their users. Users need to be motivated to see the real worth of a library. There are various resources available both in printed and electronically the main purpose of these resources will be fulfilled only if the user able to locate these information sources effectively. Hence, the true worth of the library should be made.

Coming to this era of technological development the forms of resources has been distinctively transformed from printed books and journals to various electronic forms. Today's library has a challenge to broaden its resources and develop its collection in print resources as well as electronic format. Students of current generation are more inclined to digital forms of information, they like to get information in a fastest way.

Methodology

The survey method of research was adopted for this study, further, for collection of primary data from respondents of particular library various data collection tools was used.

1. **Survey of Libraries:** to know the library collections, services and physical infrastructure of selected AIIMS libraries, scholar personally visited to five AIIMS Libraries such as New Delhi, Bhopal, Bhubaneswar, Patna and Rishikesh to conduct a personal interaction with librarian/Students for the collection of data. The collected data analyzed in chapter-5.

2. **Survey of Respondents:** the respondent's survey consists of U.G, P.G and Research scholars in five AIIMS libraries. A structured questionnaire was prepared with 27 questions related to the use of library collections and services and users' perception and satisfaction.

Total 500 copies of questionnaires were distributed to the respondents and total 410 filled questionnaires were received to assess the perception and satisfaction of library collection and services by respondents.

3. **Sampling technique used for data collection:** for sample collection Stratified random sampling technique was used. Total 6150 students were registered in all the five AIIMS, out of which, only 100 students were selected for sampling from each AIIMS. From total, only 410 respondents were responded. Thus, 410 becomes the total sample size for the present study.

4. **Response Rate:** a structure questionnaire was distributed among 500 respondents constituting U.G 214, P.G 121, Nursing 35, Research scholars 23 and S.R 15. Total 410 questionnaires were received for data analysis. Thus the response rate was 82%.

5. **Tools for analysis:** the collected data was analyzed using microsoft excel data analysis tool. The one-way analysis of variance (ANOVA) was applied to examine differences in responses with the significance level $p \geq 0.01$ and $p \geq 0.05$.

Problems in Data collection

While surveying AIIMS libraries various difficulties were encountered during the data collection. AIIMS are very reputed medical institutions of India in which the patient are came from the all over world, and the resident doctors doing busy every time and visit the library for the short time. The same problem was also existed with the senior/chief librarians of the all AIIMS.

Testing of Hypothesis

H 1 Library provides adequate resources

Table no. 5.18 and figure 17 well showed user awareness about library collection and services on the basis of parameters and responses. The analysis resolved the majority of respondents have presented awareness about library collection and services users aware (94.88%), users not awareness about library collection and services (5.12%) respondents. The ANOVA analysis was applied in the data showed higher F value and lower p-value ($p \leq 0.05$) showed that data was significant. On the basis of ANOVA results and level of significance we can assume that the proposed hypothesis has proved.

H2 Satisfactions with Library Services

Table no.5.27 Results showed the overall library services were satisfactory and the level of user's satisfaction was satisfactory level. From results it was evidenced that

all the users were satisfied with library services within all the five AIIMS. The analysis revealed that the 23.13% users was most satisfied and 58.96% users was satisfied while neutral users was 17.02%, and dissatisfied user was only 0.89% and most dissatisfactory users was not available. The ANOVA analysis was applied in the data showed higher F value and lower p-value ($p \leq 0.05$) showed that data was significant. On the basis of ANOVA results and level of significance we can assume that the proposed hypothesis has proved.

H2 Satisfactions with Collection

Table no. 5.25 showed the overall satisfaction level of library collection. From results it was clear that all the users were satisfied with the collection of all the five AIIMS. The analysis revealed that the 16.31% users were most satisfied users were 48.65% while neutral users was 30.08%, dissatisfied user were 3.73% and most dissatisfactory users was only 0.77%. The ANOVA analysis was applied in the data showed higher F value and lower p-value ($p \leq 0.05$) showed that data was significant. On the basis of ANOVA results and level of significance we can assume that the proposed hypothesis has proved.

H3 Aware about Collection and Services

Table 5.29 Explain the adequate resources of five different AIIMS. Findings showed that all the five AIIMS were providing adequate resources for their users. The maximum satisfied users with services were found in AIIMS Rishikesh while, minimum satisfied users were found in AIIMS Bhubaneswar. The ANOVA analysis was applied in the data showed higher F value and lower p-value ($p \leq 0.05$) showed that data was significant. On the basis of ANOVA results and level of significance we can assume that the proposed hypothesis has proved.

Major Findings

- The findings of this study showed majority of respondents presented during demographic response were male 55.61% whereas, female respondents were 44.39%.
- In case of gender based respondents the majority of the users presented were male that was associated from AIIMS Bhubaneswar 62.83% while minimum male respondent from AIIMS Rishikesh 52.55% . Moreover, in the case of female respondents AIIMS Rishikesh has the highest value 47.45%, whereas, minimum female respondents represented from AIIMS Bhubaneswar 37.17%.
- Study also observed the majority of regular users of the library hat were visited in the maximum frequency 69.52% daily, 20.98% weekly, and 3.65%. Users visits library monthly. The main purpose of users to visit the library was for preparing examination and they were 75%, 63% users visited regularly for study, for Issuing/returning of books 37% users, 27% users visits for the internet services,6% were reading newspaper 7% were spending time while, 22% and 18% users were daily visited for research and project work respectively.
- Study also finds the majority of users have presented perception about the print collection available in library. The users' perception about library collection was 13.18% for latest collection while, 42.20% for new collection. Moreover,23.17%.users percept for old library collection
- The study also involve in the satisfaction of the library collection. Findings shows majority of users said they were satisfy with the available library collection the percent of satisfied users were 54.88%, not satisfied 26.34% and can't say about the collection were 19.02%.

- Findings of the study involved users' perception about the books quality. Findings showed books available in the library were 9.52% excellence, 34.63% very good, 48.53% good, and 7.31% books were poor in quality responded by users.
- Perception about the self-arrangement/shelving in the library excellence arrangement, the majority of users presented 24.39% very good arrangement, 35.37% good arrangement 33.17% and poor arrangement of shelving was 7.07%.
- Findings of the study showed about the problems faced when using the library, there were 33.18% of respondents faced problems, in which 41.92% users faced problem when they were searching books, while 12.50% respondents were facing problem related to instruction to access information, 7.35% users were facing problems related to library staff was not helpful, 11.02% users were facing problem related about the non availability of separate seat for the faculty member, internet accessibility related problem was also responded by users 14.70%, lack of basic facilities 4.41% and others problem such as noise 8.82% users faced problem.
- Findings related to assistance for using the library, users responded 17.08% need assistance in which 12.86% users' needs librarian assistance, 54.28% needs library staff help and 32.85% users need "use the bay guides". Moreover, 82.92% users responded no need of assistance for using the library.
- Findings also involved about the library environment whether, users feel welcoming environment or noisy etc. The 32.20% respondents' feels library environment was welcoming, 50.49% users feels quite, 9.76% feels noisy, 5.36% feels orderly and 2.19% users were feeling exciting environment.

- In the findings users also respondents their preference about reading materials, the 34.64% users preferred prints resource, 6.82% respondents preferred e-resource and 58.29% users preferred both resources.
- Types of library resources used by users showed 92.93% users liked reading books 49.52% respondents were like to read journals, 25.86% users liked to read back volumes, 44.88% users were went with reference sources, 27.08% users like newspaper reading 18.05% clipping thesis and dissertations, 15.12% users like to read manuscripts, 47.32% e-collection, 57.56% e-books, 61% e-journals, 29.27% users respondents for online reference sources and 30.74% respondents like to OPAC.
- Findings related to the level of users' satisfaction respondents about the library collection. The users responded with most satisfied were 30.32%, the maximum satisfied users were 57.74% and neutral users were 11.93%.
- Findings showed users responded the librarian usefulness to keep the information. The users' perception about the role of librarian keeping information was 12.93% users responded very useful, 35.04% useful, 31.62% neutral, 9.26% little useful and 11.13% users responded not useful.
- The users' respondents about library staff in accomplishing the information'. Findings showed 30.49% users need always, 33.90% useful, 11.21% rarely, and 24.40% users responded can't say.
- Findings related to librarian involvement in the orientation/user education program. Users responded 12.20% very substantially, 19.75% substantially, 20.97% moderately, 18.78% users responded the non involvement and 28.29% users were related to can't say.
- Findings associated with user's perception about rating of the library services. Users rated 20.74% excellence services, 35.36% users responded

very good, 34.87% users rated Good services, while, 4.39% users rated poor library services and 4.63% users responded very poor library services.

- Findings related to the capability of librarian to incorporate new tools and technologies in the library. Users responds were 5.12%, with strongly disagree, 9.76% users were disagree, 19.26% users were neither agree nor disagree, 40.25% users were agree and 25.61% respondents were strongly agree.
- Satisfaction related to library staff was observed in this study. Majority of respondents responded satisfaction with library staffs, 15.80% users responded very satisfy, 45.48% users were satisfy, 28.10% users were neutral, 5.42% users were least satisfied respondents, and 2.98% users were not satisfy with library staff.
- Findings related to satisfaction with library collection. Users responded 16.31% users were most satisfied and 48.65% users were satisfied, 30.08%, users were neutral, 3.73% users were dissatisfied and only 0.77% users were most dissatisfactory.
- Findings related to satisfaction with library services. Users' responded 23.13% users were most satisfied and 58.96% users were satisfied, 17.02%, users were neutral, 0.89% users were dissatisfied and no users found most dissatisfactory.
- Findings related to actual services available in the libraries showed 77% respondents were satisfied and actually using library services.
- Libraries provided enough resources for respondents in the libraries. 75% respondents were satisfied with resources available in the libraries.
- 44% respondents were agreed with the survey conducted by libraries for users information needs.

- 51% respondents were satisfied with supply documents services provided by libraries in the fixed time.
- 49% respondents were satisfied with the libraries provided an updated about all services and facilities.
- 40% respondents were agreed with libraries organized user awareness program.
- 68% respondents were said libraries staff were well trained.
- 60% respondents were satisfied with the adequate PCs to access e-resources by libraries.
- 64% respondents were satisfied with suitable library timing for users.

Conclusion

The findings of the study concluded that overall gender distribution was almost similar but majority of the respondents were male. As far as frequency of library visits is the concern of researchers attempted to know how frequent the library users visited library because it is an important indicator of its essential significance. Therefore, it is identified that the overall visitation of library was very good as the findings of the study concluded. The library users were visited library for different academic purpose and it differs from users to users and persons to persons. Information about purpose of library visit will help the librarians to re-design in collection development and services rendered by the library. The study showed that majority of respondents visited library for the purpose of reading, preparing of examination, Daily visited users were found maximum in AIIMS Rishikesh (80%), while, all four AIIMS were showing similar findings that was equal for daily users visited library. Collection is also an important factors of any library, it was concluded that the maximum respondents library collection was in the favor of new collections, out of five AIIMS,

AIIMS Rishikesh had top ranked in new collection available in the library. Moreover, users' satisfaction about collection of the library was concluded that satisfied users about the collection out of five AIIMS, AIIMS Bhopal was top ranked (61.94%) about library collection. The quality of books is also important for any library the finding of the study concluded that quality of books collection was good in all five AIIMS Libraries out of which AIIMS Bhopal was top ranked there were users perception was best about the quality of books collection available in the library. Self-arrangement is also an important feature for every library, the study clearly showing a good self-arrangement in all the five AIIMS libraries, in the AIIMS New Delhi users were satisfied for self-arrangement/ shelving of the resources in the library while in AIIMS Rishikesh was showing very poor self-arrangement/ shelving in the library, users faced problem while using the library service. The study clearly showed that in the entire five AIIMS users faced problem while using the library 33%. 42.31% users of AIIMS Bhubaneswar faced problem while using the library in searching books/information. Users need any help using the library in five AIIMS libraries 17%, maximum users need help by library staff indicating the poor arrangement of shelving's.

The library is considered as a silence zone for proper study, and any kind of interference affects the library atmosphere. It is required to establish a library in a place without risk of background interference or noise, and special care is needed in this regard before designing or constructing the library. 9.76% respondents expressed that the library environment was not suitable for study as the noise level was too high in all five AIIMS libraries. The conversations, especially library staff telephonic were also noted and user demanding the need of separate place for newspaper readers and telephone and separate carrels for individual study to reduce conversation. The findings are in agreement with the study conducted, in all five AIIMS libraries, which

reported user satisfaction with the library atmosphere welcoming and quiet environment in the library. Attitude always counts to determine the impression of a person. Library staff should be humble, well behaved and cooperative, while serving, 62% of respondents were satisfied with the performance and behavior of library staff while serving and found them 'friendly' and 'helpful' in five AIIMS. The Librarian keeps useful information, and 60% of users satisfied of the librarian are capable of incorporating new tools and technology findings that are similar to the results of the studies conducted in all five AIIMS libraries. The collection is the foundation of a library and a key source to meet the information needs of users. The studies have shown that an adequate collection is closely associated with the users' perceptions and satisfaction in the library. 6% of users prefer e-resources, 35% preferred printed collection and 59% preferred both collections AIIMS New Delhi. Maximum used prints collections in AIIMS Bhopal, e-resources and both collection in AIIMS New Delhi. Respondents' most preferred books collection in all five AIIMS, 96% respondents were from AIIMS Bhopal preferred books. This study founded the users satisfactions about collection in the five AIIMS are satisfied, in AIIMS Rishikesh 65% respondents satisfied with library collection. Thus, it can be concluded that the level of satisfaction on library collection and services by U.G, P.G Nursing, Research scholars in the all five AIIMS in India were satisfied. The findings of this study have provided useful and adequate collection, satisfied with library collection and services and library users was aware about library collection and services respondents.

Suggestions

On the basis of findings of this study it was observed that all the five AIIMS were having good library resources and provides adequate quality of services but some more efforts can improve the quality of services of all the five AIIMS libraries.

- Library should conduct user orientation program for new users for using library collection and services properly.
- Library should open 24×7 that can help the users that cannot access library in their routine time. There are only two AIIMS libraries (New Delhi and Rishikesh) that open round the clock.
- Library should provide tea and coffee to the users for refreshment as a long duration of reading causes learning plateau. There was only one AIIMS Rishikesh provided these type of services to users.
- Libraries should provide separate seat and discussion room for research scholars and faculty, only AIIMS Bhopal provided separate seat for faculty member and research scholars.
- Library should conduct survey regarding required information time to time for library users.
- Libraries should increase prints collection for users and update new collection for users.
- Libraries should also keep general books corner for user's refreshment.

Further research need

- Further research regarding faculty member's perception and satisfaction towards e-resources of the AIIMS libraries needed.
- The difference between Expectations and Perceptions of Students regarding the Service Quality of AIIMS libraries need further research.