

Improving Library Users' Perceived Satisfaction: An Integrated Measurement of Chennai Central Library's Resources and Services-A study

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Abstract— The Public libraries roles are vast in development of user communities very important. It provides updated news, articles, books, journals, Government schemes reports, e-books and other study materials to such goals is difficult to contradict. Users are the one the components in public libraries. The Public Libraries identification and fulfill of their needs and satisfaction are the objectives any library. This paper mainly focuses on the services provided by Chennai Central Libraries and satisfaction level of these services from user's perspective. The study thus well-designed a descriptive Survey and applied random Sampling Technique over 100 users of from the concert the study area. The questionnaire used as a tool to collect data, and 84 questionnaires were received from respondents. It was discovered by the study that the library is focusing main role at some extended, but many areas need to be revised the expectation and intellectual needs of society. Majority of users 41(48.81 %) used the library on a daily and utilized the libraries quite frequently. The study implied with 43(51.19%) of users spend the time in library less than one hour and 14(16.67%) spent them time up to one hour to read the Periodicals (73.81%) after the most satisfied with library service, library staff member services and overall services in libraries.

Keywords: Public Library, User Satisfaction, Users, Central Library, Chennai District

I. INTRODUCTION

A library created to serve the general public no matter its forged, gender and faith, to serve them intellectually and educate informally. Library in each society carries its nice importance. Sometimes such styles of libraries are established by public funds at Governmental level to satisfy the tutorial still as alternative literary desires of a society. Public libraries are such democratic establishment that serves the society in spite of any profit. Thus, these are thought of as those serving establishments that employment by the general public and for the event of public.

1.1. Define user and types of users.

Satisfaction refers to the buyer's state of being adequately rewarded in a buying situation for the sacrifice he or she has made (Al-alak, 2009). The public libraries in India keeping primarily illiterates, semi-literate, literates, secondary types user likes as students, government employed, self-employed, research scholar etc. The following types users in public libraries.

1.2. Chennai Districts.

Chennai, originally known as Madras Patnam, was located in the province of Tondaimandalam, an area lying between Pennar river of Nellore and the Pennar river of Cuddalore. The capital of the province was Kancheepuram. Tondaimandalam was ruled in the 2nd century A.D. by Tondaiman Ilam Tiraiyan, who was a representative of the Chola family at Kanchipuram. It is believed that Ilam Tiraiyan must have subdued Kurumbas, the original inhabitants of the region and established his rule over Tondaimandalam Chennai also known as Madras is the capital city of the Indian state of Tamil Nadu. Located on the Coromandel Coast off the Bay of Bengal, it is a major commercial, cultural, economic and educational center in South India. It is also known as the "Cultural Capital of South India" The area around Chennai had been part of successive South Indian kingdoms through centuries. The recorded history of the city began in the colonial times, specifically with the arrival of British East India Company and the establishment of Fort St. George in 1644.

1.3. Study area profile

India has the nearby 1,46,173 (apprx) public libraries in the different types. The Chennai district has 162 public libraries as varies types libraries such as State Central Library (Connemara Public Library), Anna Centenary Library, District Central Library, Central Libraries, Full Time Libraries, Branch Libraries and Part-Time Libraries. There are five central libraries in Chennai district such as Central library Ashok Nagar, Bharathidasan Salai Alwarpet, Ayanavaram, Shenoy Nagar, and Adyar Gandhi Nagar. This type of library is constructed based on 5000 and more population in the area.

2. OBJECTIVES OF THE STUDY

The major objective of this study is to study of the patterns of however library provides data to satisfy to the users' wants. This study examined the extent to that the Central Public library Chennai District offers satisfactory services to its users.

1. To find the needful of users in the library
2. To find the services provided by the library
3. Determine the intellectual desires of the users
4. To Identify the resources users approach to satisfy their intellectual desires
5. To Identify the amount of satisfaction of users from the library
6. To identify the hindrances users found in exploitation the library.

3. REVIEW OF LITERATURE OF RELATED STUDY

Joy and Idowu (2014) denoted the user satisfaction of public library services has become an imperative concern in recent times. There is no doubt that satisfaction of library services influences the degree in which the services are used and it has been found to be an important factor that affects the use or non-use of library services. This study investigated the utilization and user satisfaction of public library services in south west Nigeria. A descriptive survey research design was employed for this research and a total of 400 (four hundred) library users chosen across four states in South-West, Nigeria were used for the study. Questionnaire was the major instrument used for data collection. Frequency counts and simple percentages were used to analyze the obtained data. The results showed that there is an improvement in the use of these libraries. Also, lack of adequate facilities, inadequate/outdated information resources, internet /ICT services in Nigeria public libraries were revealed by the users as major factors affecting user satisfaction of public library services in this 21st century of information and communication technology. Based on the findings, it was recommended that funding

should be increased by the government so that adequate information resources and ICT facilities can be acquired in public libraries.

Kasimani and Rajentran (2018) prescribed the study convey to development of public libraries users of the satisfaction levels in Chennai. The purposive sample from the Chennai Public Libraries and 200 respondents was selected out of distributed 300 samples. The semi-structured interview was used for collection of the data. The data were qualitatively analyzed by the using of MS-Excels working sheets. In this study helpful to users' satisfaction with the services of Public Libraries library in Chennai City and it is helpful to libraries in alternative developing various levels for improvement in their services. Most of the users largely visited the public libraries to reading Periodicals. Users were able to enhance information thanks to the provision of needed books within the public libraries and thanks to the sanctioning setting for the promotion of standard reading habits. However, the results of the study show that more development in technology field of library digitization.

Anusha, Shivananda Bhat and Mahabaleshwara Rao (2020) revealed that the Public library in contemporary society is crucial. Public libraries cater to a wide range of users, including students, teachers, researchers, individuals with disabilities, retirees, business professionals, and homemakers, by offering free access to resources. This research delves into the utilization and satisfaction levels of resources and services at the City Central Library in Shimoga, India. The study assesses the library's available resources and services. Data was collected through a questionnaire-based survey, with 80% response rate from 100 distributed questionnaires. Analysis was conducted using SPSS software (version 6.0) and MS-Excel. The result of study stated that the most of respondents (over 50%) were opinion with the library's resources, facilities, and services. The study also highlighted that the library is utilized extensively by individuals of all age groups.

Adin, Bankapur and Mallikarju Kumbhar (2024) the study stated that the research evaluates the information seeking behavior of Public Library Users at Belagavi District. A total of 150 surveys were randomly distributed to the users, with 126 surveys being completed. The chi-square test was utilized to statistically analyze the responses from the questionnaire. The research findings suggest that the majority of library patrons read on a daily basis. The survey also indicates that 41.27% of the respondents have a bachelor's degree, and 73.80% of the users are male. The public libraries need a lot more textbooks and journal resources in addition to well-designed physical spaces. To draw in users and improve the usage of public libraries' resources and services, it would be preferable to obtain more copies of competing books and publications.

4. RESEARCH METHODOLOGY

4.1. Research Design

The research design allowed understands the quantitative and qualitative research to uses of information and library collection of public library users.

4.2. Data Collection

A structured survey questionnaire was distributed to central libraries of Ashok Nagar, Bharathidasan Salai, Alwarpet, Ayanavaram, Shenoy Nagar and Gandhi Nagar Adyar library users to collect the primary data on demographics, library information, collection and services to user satisfaction.

4.3. Sampling method

A systematic random sampling technique was used to collect the data and distributed 20 questionnaires to five Central libraries in Chennai District, 84 questionnaires was returned to analyze of study. The

questionnaire may include library users from various gender, age groups, educational qualification, and professions of respondents.

4.4. Data Analysis

The MS-Excel was used to data analyze about the demographic information, library collections, services, levels of satisfaction of users etc.

5. ANALYSIS AND INTERPRETATION OF THE STUDY

Table-1 Library wise Respondents

S. No	Name of the Libraries	Distribution	Received Respondents	Percentage (%)
1	Central library Ashok Nagar	20	19	22.62
2	Central library Alwarpet	20	18	21.43
3	Central library Ayanavaram	20	16	19.04
4	Central library Shenoy Nagar	20	14	16.67
5	Central library Gandhi Nagar	20	17	20.24
	Total	100	84	100

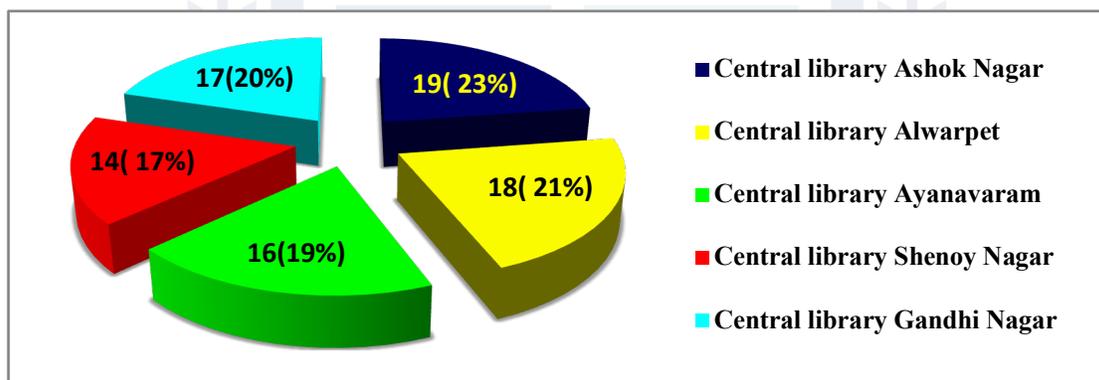
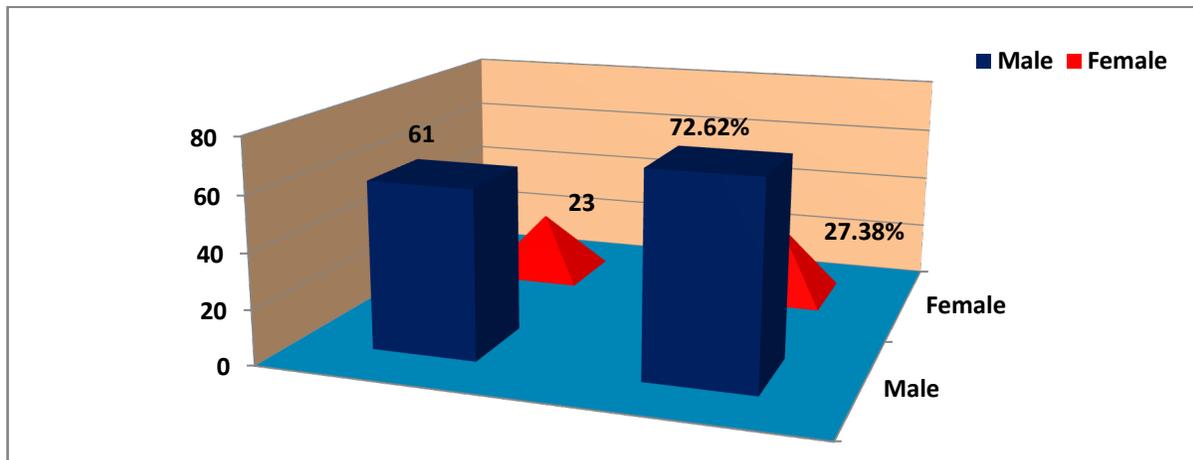


Figure -1 Library wise Respondents

Table-1 and figure number 1 shows that Library wise distribution of the respondents and classifies respondents from five libraries were more than in the comparison between that libraries. The table shows that received questionnaire from 84 respondents, 18 (21.43%) belongs to Central library Alwarpet followed by 19 (22.62%) Central library Ashok Nagar followed that 17(20.24%) of central library of Gandhi Nagar Adyar, 16(19.04%) were Central Library in Ayanavaram and finally the lowest respondent from 14(16.67%) Central library, Shenoy Nagar. The majority respondents was responds from (22.62%) Central library Ashok Nagar

Table – 2 Gender wise Distribution

S. No	Gender	Distribution	Received Respondents	Percentage (%)
1	Male	70	61	72.62
2	Female	30	23	27.38
	Total	100	84	100.00

**Figure 2 Gender wise Distribution**

- Table-2 and Figure-2 shows that Gender wise distribution of the Respondents and classifies as Male and Female. Male Respondents were more than in the comparison of females. The table shows that out of 100 respondents, 61 (72.62%) belongs to male and followed by 23 (27.38%) female respondents. The majority of 61 male respondents returned survey questionnaire to analyze the data.

Table – 3 Occupation / category wise distribution of respondents

S. No	Category	Respondents	Percentage
1	Students	33	39.29%
2	Govt. Employees	15	17.86%
3	Non Govt. Employees	09	10.71%
4	Unemployed	10	11.90%
5	Senior citizen	17	20.24%
	Total	84	100.00

Table-3 shows the analyzed data of used the user satisfaction with in Public Library users by occupation wise distributions. In this Study shows the highest respondent from the students 33 (39.29%), second higher users senior citizenships 17 (20.24%) and lowest satisfaction of users by Government employees like as 15 (17.86%). The highest number of 33 respondents from the students.

Table – 4 Frequency of Library Visit

S. No	Frequency	Users	Percentage
1	Daily	41	48.81%
2	Once a week	15	17.86%
3	Twice a week	12	14.29%
4	Fortnightly	05	05.95%
5	Once a month	03	03.57%
6	Occasionally	08	09.52%
	Total	84	100.00

Table-4 shows the frequency of use of users visited to the public libraries. 08 (09.52%) of the users were occasionally use public library, than 12 (14.29%) of the users in twice in a week, weekly 15 (17.86%) of use of users and 41 (48.81%) daily uses of library. Therefore, it can be analyzed that more number of users was use of it at daily.

Table – 5 Purpose of visiting the library

S. No	Purpose	Visitors	Percentage (%)	Cumulative (%)
1	Borrow/Return books	21	25	25
2	Read books	17	20.24	45.24
3	Read news paper	20	23.81	69.05
4	Consult reference sources	6	7.14	76.19
5	Read magazines	13	15.48	94.67
6	Get some information	7	8.33	100
	Total	84	100	

Table-5 shows the purpose of use of public libraries and different aspects were also analyzed by using questionnaires. The above table shows that highest 21 (25%) of the users were use of Borrow/returns of the books, followed by 20 (23.81%) of the users were use to read news papers, 17 (20.24%) of the users use to Read the books and, 13 (15.48%) of the users were use to read magazines.

Table – 6 Time spend in library

S. No	Time Spent in Library	Users	Percentage
1	Less than 1 hour	43	51.19%
2	1 hour	14	16.67%
3	2 Hours	13	15.48%

4	2 -4 Hours	08	09.52%
5	5 hours and more	06	07.14%
	Total	84	100.00

Table-6 shows that the time spent by users in the Central public libraries in Chennai, the highest time spent by less than one hour 43(51.19%) by the users, followed by 14(16.67%) of user using library one hour only and 13(15.48%) used by 2 hours, 8(09.52%) by users using 2-4 hours and lowest using 5 and more hour 6(7.14%) by the users.

Table-7 User's satisfaction level and library collection

S. No	Library collection	Satisfaction Level			Total
		<i>Most Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	
1	Reference sources	43	27	14	84
		(51.19%)	(32.14%)	(16.67%)	(100%)
2	Non fiction	52	25	7	84
		(61.91%)	(29.76%)	(8.33%)	(100%)
3	Fiction	50	32	2	84
		(59.52%)	(38.09%)	(2.39%)	(100%)
4	Periodical Section	39	42	3	84
		(46.43%)	(50.00%)	(3.57%)	(100%)
5	Competitive Exam Section	62	14	8	84
		(73.81%)	(16.67%)	(9.52%)	(100%)

Table 7 shows that the levels of satisfaction in library resources to users. 50.00% respondents most satisfied with periodicals, followed that 51.19% of most satisfied in reference section, 61.91% were most satisfied with user nonfiction, 50.00% were satisfied in periodical section and 73.81% of respondents most satisfied with competitive exam section. The majority of respondent's opinion in most satisfied and satisfied the library services.

Table-8 Satisfaction with library services by the Library Professionals

S. No	Library Services	Satisfaction Level				
		<i>Most Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Most Dis Satisfied</i>	<i>Dis- Satisfied</i>
1	Circulation Section	50	23	4	3	4
		(59.52%)	(27.39%)	(4.76%)	(3.57%)	(4.76%)
2	Reference Section	32	42	5	2	3
		(38.09%)	(50%)	(5.95%)	2.39(%)	(3.57%)
3	User Assist Services	56	21	3	1	3
		(66.67%)	(25.00%)	(3.57%)	(1.19%)	(3.57%)

4	Periodical Section	35	40	2	4	3
		(41.67%)	(47.62%)	(2.38%)	(4.76%)	(3.57%)
5	Competitive Exam Section	58	17	6	1	2
		(69.05%)	(20.24%)	(7.14%)	(1.19%)	(2.38%)

The chi-square statistic is 58.0733. The p-value is < 0.00001. The result is significant at p < .05.

Table 8 shows that the levels of satisfaction in library service to users. 59.52% respondents most satisfied with circulation, followed that 50% of satisfied in reference section, 66.67% were most satisfied with user assistant service, 47.62% were satisfied in periodical section and 69.05% of respondents most satisfied with competitive exam section. The majority of respondent's opinion in most satisfied and satisfied the library services.

Table-9 Overall Satisfaction of library users

Levels of Satisfactions	Circulation Services	Periodicals Service	References Services	Library Staffs Services
Most Satisfied	64	58	53	60
	(76.19%)	(69.05%)	(63.09%)	(71.43%)
Satisfied	16	21	18	17
	(19.05%)	(25%)	(21.43%)	(20.24%)
Neutral	4	5	13	7
	(4.76%)	(5.95%)	(15.48%)	(8.33%)
Total	84	84	84	84
	(100%)	(100%)	(100%)	(100%)

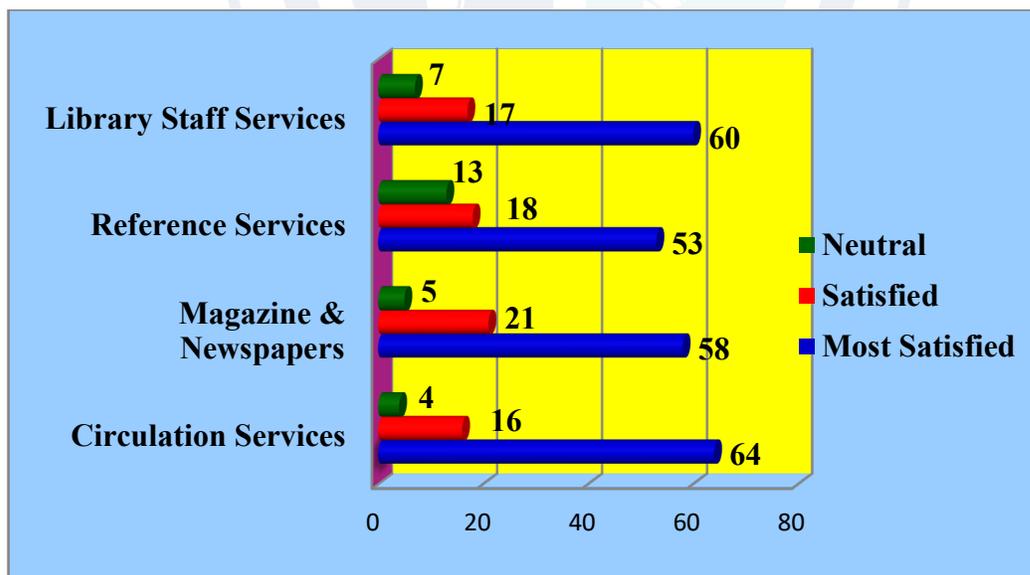


Figure No.3 Overall Satisfaction of library users

Table-.9 and Figure No.3 shows that the opinion of users in Chennai central library's as overall satisfaction uses of library resources, service and library staff performance. 76.19% of users most satisfied with

circulation of books, 69.05% of user with Periodicals section, 63.09% reference service and 71.43% of users most satisfied with staff member's service in the library.

6. FINDING, DISCUSSION AND CONCLUSION:

6.1 Major Findings

However, the results of the study show that more development in present day.

1. This study shows that majority of the respondents (22.62) returned the filled questionnaire to analyze the data from Central library Ashok Nagar.
2. The majority of 61 male respondents returned survey questionnaire to analyze the data.
3. The highest number of 33 respondents from the students.
4. In this study focus on most of users 41(48.81 %) used the library on a daily. It indicates that, majority of the registered users utilized the libraries quite frequently.
5. The most of the users 21(25.00%) visit the library to Lending books, Newspaper readings while 20(23.81%) to the users visit the library with the purpose of obtaining Update to them Knowledge. Just 17(20.24%) of the users visit the public library for read the books.
6. In this study implied with 43(51.19%) of users spend the time in library less than one hour and 14(16.67%) spent them time up to one hour.
7. The majority of respondent's opinion in most satisfied (61.91%) and satisfied (50.00%) the library collection.
8. The majority of respondent's opinion in most satisfied (66.67) in user assistant and satisfied (50%) reference section the library services.
9. The most satisfaction focused in Circulation Section 64 (76.19%), Newspaper and Magazine 58 (69.05%), Reference Service 53 (63.09%) and Library Staffs services 60 (71.43%).

6.2 Discussion

In this section results on the evaluation of user satisfaction with library services at five central libraries in Chennai district are presented. The results are presented under the following aspects: Demographic information, general use of the library, library services and resources and levels of satisfaction of users. These questions are: What types of services are required by the users? Are users satisfied with the services they receive? Are the information resources adequate? The chapter is divided into two sections. Section one present the results in 9 tables and section three will give the interpretation and discussion of the results. 84 out of 100 questionnaires issued were received to analyze and above the norm 84% response rate.

7. CONCLUSION

The public library plays a vital role development to the human knowledge societies. Public libraries role is a part of the society of intellectual and life skills development. Most of the Users largely visited the public libraries to reading Periodicals. Users were able to enhance information thanks to the provision of needed books within the public libraries and thanks to the sanctioning setting for the promotion of standard reading habits.

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