End users Satisfaction and Academic Library Settings: Perspectives from Tribal Region's Learning Community

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ABSTRACT: *Education has played pivotal for the inclusive development of human beings. As per the Indian scenario, there are various diversifications in the living and lifestyle of the people. More than 70 per cent population belongs to the tribal region/community in India. The article emphasized library resources, services, and facilities, evaluated the satisfaction level of the end users, and explained the Information Seeking Behaviors (ISBs) of the Tribal Region's Intellectual Community (IC) with particular reference to the Govt. College, Dhararampuri, Madhya Pradesh, India. The study answered the three research questions, which enhanced the harnessing of library resources and assisted in designing a user-centric service model of learning and resource centres. A survey methodology was used to understand the end users' information-seeking behaviour. More than 220 structured questionnaires were distributed among the teaching and learning community. College, Dhararampuri, M.P. for the understanding of information perception and 82 percent effective responses (briefed in the research methodology section) were given by the respondents, concisely explained in the data analysis and interpretation section. The study revealed that information professionals provided the utmost satisfaction and designed a user-centric information services model.*

1. Introduction

Man is made by his belief as he believes so he is- Bhagwat Gita The exposition of information and the vast utilization of Information and Communication Technology, the data become essential resources for the inclusive development of the human being. Baikady, M.R. and Mudhol, M.V. (2013) said that providing the right information resources at the right time and place at

the least cost is the need of the hour. Library and Information Science Professionals are eager to provide nuggets of information resources and develop a user-centric library services design. The prime objective of Academic Institutions is to nurture the intellectuals by providing quality resources and facilitating updated equipment and applications which support the intellectual community's academic and research needs and contribute their role to the sustainable and inclusive development of the nation and human beings. There are various challenges and limitations in providing the utmost satisfaction to the remote areas' intellectual community due to some physical and technical problems occurred. Gawadekar, A. S. and Gautam, J.N. (2022) explained that users satisfactions played an essential role in understanding the end users' perception and utility behaviour of library and information services and resources. Utmost satisfaction and Information Seeking Behavior are technical terminologies that help library and information science professionals serve quality library resources and services to the intellectual community.

Govt. College Dharampuri
Govt. College Dharampuri is situated on the bank of the Narmada river, surrounded by the tribal region community. More than 83 populations belong to the tribal society. The college strived to nurture the students with quality resources and services so that they could survive with honour and respect in the community and contribute their role to the inclusive development of India. Watts, U.K. and Sahu, R. (2016) explained that the library is the key to the optimum utilization of resources and services and fulfilling the thrust of knowledge of the knowledge seekers. The periphery of the library service is designed to provide the utmost satisfaction among the students, faculty members and other users. The institution's library and information centre have enormous resources that are supported to fulfil the academic and research need of the teaching and learning community. Table no.01 explicated the library resources and services of the library.

Sl. No.	Particular	Volumes	Remarks
1	Books	26780	
2	Journals & Periodicals	45	
3	News Paper	12	
4	Dissertations	450	
5	Projects Reports	890	
6	E-Books	45000	
7	E-Journals & Periodicals	12000	
8	E-News Paper	45	
9	Research Papers	122	
10	Library Software	E-Granthalya	
11	Database	N-List, DOAB, DOAJ	
12	Digital Library	Yes	
13	Internet Connectivity	Wifi-Connectivity, SWAN Network	
14	Reprography Services	More than 120 copies	
15	Circulation	135 books per day	
16	Library Team	3	

Table 1

The above table explicated that the institution played a vital role in the inclusive and sustainable development of the tribal region's people. The library and information centre provides quality resources and services for the students and faculty members to attain academic and research goal.

2. Literature Review

The literature review provided a path for the researchers to understand the study's characteristics, benefits and limitations and provide object-oriented suggestions to attain the desired goals.

Noh, Y. and Ro, J.Y. (2021) explained that library resources and services support to attain the academic and research need of the end users.

Omotayo, B.O. (2011) enlightened that library professionals must design a user-centric services model to provide the utmost satisfaction to the end users. The user-centric model assists end users in fulfilling their academic needs and updating their knowledge.

Joseph, J. K.J. and Sorman, S.A. (2016) explained that the optimum utilization of library resources and services needs a user-centric library service design.

Sharma, P. and Sharma, A. K. (2018) explained that library end users need quality resources and services to fulfil the thrust of the knowledge and serve batter services to society.

3. Objectives

Naik, K.G. (2020) explained that the utilization of intellectual resources and services by the learning community fulfils the knowledge's thrust. The end users' information-seeking behaviour is different as per the need and availability of resources and facilities. Tracy, D.G and Susan, E. (2014) revealed that library and information science professionals need to offer object-oriented library services and facilities for the utmost satisfaction of the end users. As mentioned in the study, the following objectives are shown.

• To discern the purpose and utility frequency of library resources and services.

• To understand the quality of time spent in the library.

• To design a user-centric model of library services.

• To foster quality education among the learning community.

• To opt for the utmost satisfaction to the end users.

4. Research Methodology

Sl. No.	Particular	Distributed		Returned		Not Returned		Effective for the Study		Not Effective for the Study	
		Qty.	Percent(%)	Qty.	Percent(%)	Qty.	Percent (%)	Qty.	Percent (%)	Qty.	Percent(%)
1	Total Questionnaires	220	100	188	85	32	15	180	82	40	18
2	Students	189	86	162	85	27	15	155	82	34	18
3	Faculty Members	31	14	26	85	5	15	25	82	6	18

Table 2. An overview of Data Collection

The study employed the survey methods for understanding the Information Seeking Behavior of the learning community of the Govt. College, Dharampuri, Dist. Dhar, M.P. A structured questionnaire design for attaining the desired goals of the study and more than 220 sets of questionnaires distributed among the library end users. Approximately 82 per cent of respondents gave effective responses supporting the purposes of the study. The data analysis and interpretation section show the answers' details. The suggestions, recommendations and analysis are explained in the respective section of the article. Table no. 02 explicated an overview of data collection.

The above table explicated that more than 8o per cent of respondents gave effective responses, and the details of the same are illustrated in the data analysis and interpretation section.

4.1 Scope of the Study

The prime objectives of the Study are on the harnessing, awareness, and use of library resources and services by an intellectual community of the Govt. College, Dharampuri, Dist. Dhar, M.P. The study also highlighted the various opportunities and challenges for the optimum utilization of the resources and services.

5. Research Questions

The Study strived to exhibit the learning community's information-seeking behaviour and explained the library's information and resources and user-oriented services model. The following hypothesis was formulated based on literature reviews and the objectives of the Study.

• **R.Q.1:** Is the library provided with quality resources among the end users?

• **R.Q.2:** Is the library offered the optimum digital resources?

• **R.Q.3:** Is a library professional designed a user-oriented service design model?

6. Data Analysis and Interpretations

6.1 Library Visit
Xie, I., Joo, S. and Matusiak, K.K.(2018) briefed that the frequency of Library visits explained the curiosity of end users to fulfil the thrust of knowledge and library optimum resources and to fulfil the end users' desire of knowledge. Govt. College, Dharampuri has an enormous collection of intellectual resources which support the academic and research need of the teaching and learning community. The following table no. 03 illustrated the library visit frequency of users.

Sl. No.	Frequency of Library Visit	Respondents	Percentage	Cumulative %
1	Daily	29	16	16
2	Alternate day	60	33	49
3	Occasionally	46	25	75
4	One in a Week	29	16	91
5	Once in a Month	17	9	100
	Total	180	100	100

Table 3. Frequency of Library Visit

As per the above data, 49 percent of end users frequently visited the library and harnessed the library resources and services. Forty-one percent of library users visited weekly, whereas 9 per cent used the resources once a month.

6.2 Duration of time spent in the library

Reilly, M., and Thompson. S. (2017) illustrated that the end users speeding time n the library are a matter of the quality of library resources and services. The following table no. 04 explicated about the spending time in the library by end users.

Sl. No.	Frequency of Library Visit	Respondents	Percentage	Cumulative %
1	Less than 2 hrs	85	47	47
2	2 to 3 hrs	40	22	69
3	3 to 4 hrs	27	15	84
4	More than 4 hrs	29	16	100
	Total	180	100	100

Table 4. Duration of time spending in the Library

Table no. 04 illustrates that more than 69 per cent of library visitors spend at least 2-3 hrs, and more than 15 per cent of end users spend more than 4hrs in the library. They vindicated that institutions and library professionals provided the user's-oriented library services, enhancing academic and research activities.

6.3 Visiting Purpose of Learning and Resources centre

Reilly, M. and Thompson. S. (2014) deified that library visit's purpose vindicated that end users get their desired information resources, facilities and services and fulfil the thrust of the knowledge. Table no. 05 explains about purpose visit of the library users.

Sl. No	Visiting Purpose of Learning and Resources Center	Respondents	Percent	Cumulative Percent
1	For Reading Books and Journals	34	19	19
2	For Circulation of Books	41	23	42
3	For Consult the E-resources	43	24	66
4	For CAS	16	9	75
5	For New Arrivals	45	25	100
	Total	180	100	100

Table 5. Visiting Purpose of Learning and Resources center

The data asserted that 19% visited to read books and journals for updated knowledge and 23% of users facilitated circulation facilities, 24% of end users harnessed digital resources and services, and 25% got the new arrivals supported to updated intellectual resources.

6.4 End User's Satisfaction Level

Library and Information Resources Centre play a pivotal role for the optimum satisfaction of the library users and provide the quality resources, services and facilities among the teaching and learning community of the academic institutions. Zhang, Y. (2010) described about developing a holistic model for utmost satisfaction among the end users. Govt. College Dharampuri's Library professionals designed user centric library service model which support to fulfill the academic and research need of the intellectual community following table no. 06 enunciated satisfaction level of library users. The likert scale used as a tool for sunderstanding the level of satisfaction. The above data vindicated that library and Information Science profession provided the quality intellectual resources and offered the user oriented library services and facilities for utmost satisfaction among the learning community. The detailed interpretations of above mentioned table's data in the Research Questions section.

End User's Satisfaction about the Library reosurces

Sl. No.		End User's Satisfaction Level in Percent					
		Extremely Satisfied	Satisfied	Moderate	Slightly Satisfied	Not Satisfied	Total
1	Text/Reference Books	38	29	22	8	3	100
2	Journals & Periodicals	45	28	15	10	2	100
3	News Paper	39	45	8	6	2	100
4	Dissertations	28	39	18	10	5	100
5	Projects Reports	15	45	19	15	6	100
6	E-Books	38	42	15	3	2	100
7	E-Journals & Periodicals	42	29	12	14	3	100
8	E-News Paper	38	47	8	6	1	100
9	E-Research Papers	42	38	15	4	1	100
11	Database	38	45	14	1	2	100
12	Digital Library	28	39	28	4	1	100
13	Scan Service	45	39	14	1	1	100
14	Reprography Services	51	42	3	3	1	100
15	Circulation	52	42	4	1	1	100
16	Reference Services	51	40	5	3	1	100
17	CAS/SDI Services	48	41	7	2	2	100
18	E-mail Facilities	47	45	5	2	1	100
19	SMS Serivces	42	43	12	2	1	100
20	Support for Research Activities	43	37	15	3	2	100

7. Research Question's Answers

The study strived to find the answers of the research questions which were described in the research methodology section of the study.

R.Q.1: Is Library Provided the Quality Resources among the End users?

Albertson, D. (2015) portrayed that quality intellectual resources provide the utmost satisfaction to the end users, the Govt. College, Dharampuri Dist. Dhar M.P. provided quality resources which are supported for the utmost satisfaction to the end users. The following table figure depicted the satisfaction level of the library users and their responded for the same.

As per the above data given by the respondents about the satifaction from the library resoruces, almost library patron were satisfied. Figure No. 02 which is derived from the table no. 06 data. The Term most satifaction inclded three terms i.e. Extremely Satisfied, Satisfied, and Moderate and the Term Need more resources consisted with the two terms i.e. Slightly Satisfied and Not Satisfied.

As per the data of figure no. 02 about the satisfaction percent of Library resources of end users explained that Library provided

Sl. No.	Particular	End User's Satisfaction Level					
		Extremely Satisfied	Satisfied	Moderate	Slightly Satisfied	Not Satisfied	Total
1	Text/Reference Books	68	52	40	14	5	180
2	Journals & Periodicals	81	50	27	18	4	180
3	News Paper	70	81	14	11	4	180
4	Dissertations	50	70	32	18	9	180
5	Projects Reports	27	81	34	27	11	180

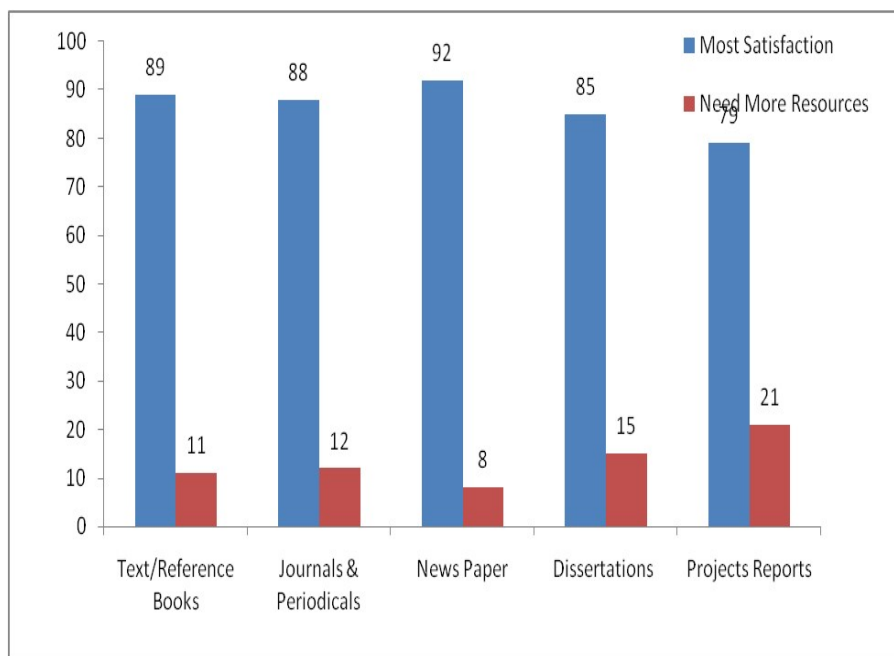Figure 1. Respondents Satisfaction leve about the Library Resources

Figure 2. End Users Satisfaction level about Library Resources

the quality resources to the end users which supported the academic and research need and provided utmost satisfaction to the intellectual comminity of the isntitutions.

R.Q.2: Is library offered the optimum digital resources?

6	E-Books	38	42	15	3	2	100
7	E-Journals & Periodicals	42	29	12	14	3	100
8	E-News Paper	38	47	8	6	1	100
9	E-Research Papers	42	38	15	4	1	100
11	Database	38	45	14	1	2	100
12	Digital Library	28	39	28	4	1	100

Figure 3. Satisfaction level about the Digital Resources

Mune, C. and Agee, A. (2016) described that digital library resources and services play a key role for the optimum satisfactions among the end users. The institution's library and information centre offered enormous digital resources and services to the end users. Figure no. 03 depicted about the satisfaction level about the digital resources and services.
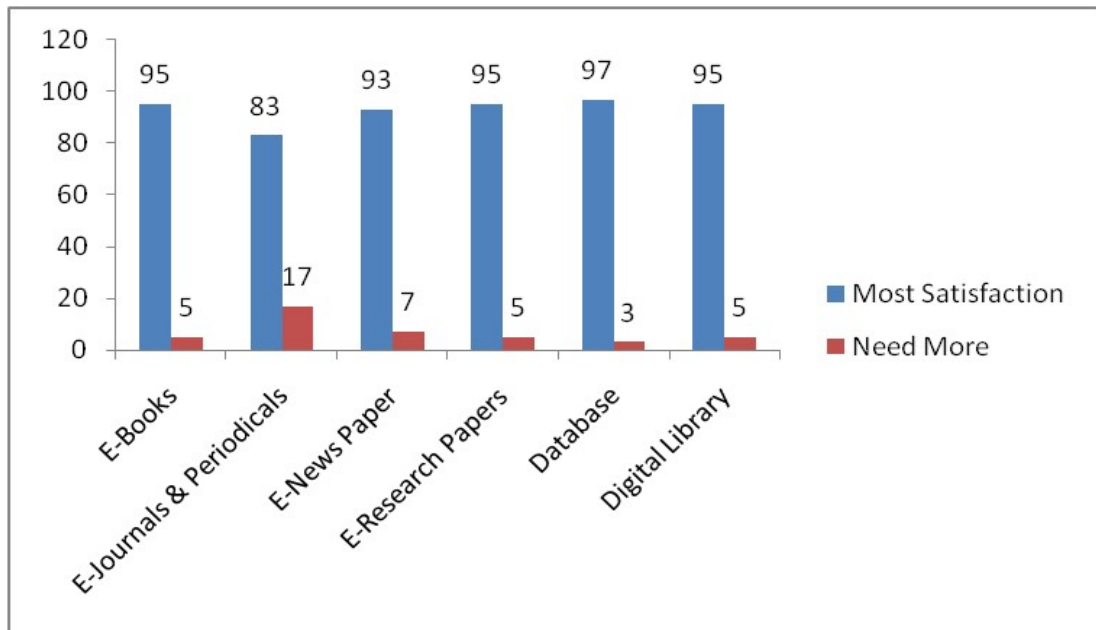

Figure 4. End Users satisfaction level about Digital Reosurces and Serivces

The figure no.03 data derived from the table no. 06 from, sl. No. 06 to sl. 12. The data explained that library and information resources centre offer the various digital resources and services among the library users and fulfill the desired information in particular time and place of the end users.

As per the above data of figure no. 04 depicted that library offered the optimum digital resources and services among the learning community and provided the utmost satisfaction to the end users which is the prime motto of the library professionals.

R.Q. 3: Is library professional designed user oriented service design model?

O'Gara GM, Woolcott L, Kelly EJ, et al. (2018) expressed that user oriented service model give the utmost satisfaction to the library users and enhanced utilization of the library resources and services. The following figure no. 05 explained about the library services and facilities which are offered the Govt. College, Dharampuri and also explicated about the satisfaction level of end users.

13	Scan Service	45	39	14	1	1	100
14	Reprography Services	51	42	3	3	1	100
15	Circulation	52	42	4	1	1	100
16	Reference Services	51	40	5	3	1	100
17	CAS/SDI Services	48	41	7	2	2	100
18	E-mail Facilities	47	45	5	2	1	100
19	SMS Serivces	42	43	12	2	1	100
20	Support for Research Activities	43	37	15	3	2	100

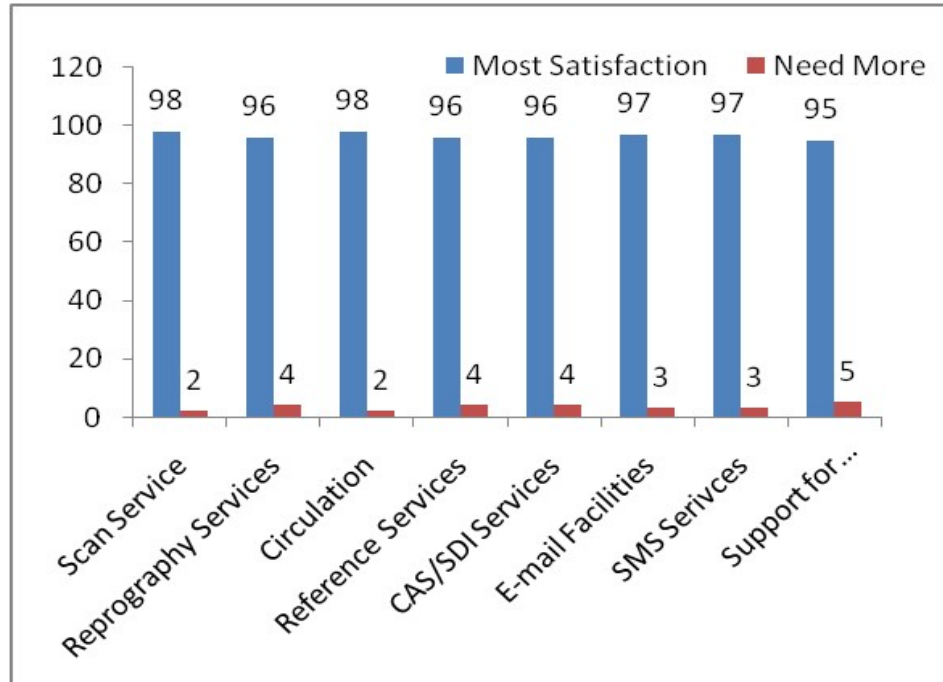Figure 5. End Users satisfaction level about Digital Reosurces and Serivces

Figure 6. Satisfaction of Library Services and Facilities

The figure no.05 data consisted from the table no. 06 from sl. no. 13 to sl. no. 20. The data explained that library and information resources centre offer the user oriented library services and facilities among the library patrons. As per the above data of figure no. 06 depicted that library and information resources centre proffered user oriented library service model for the optimum harnessing of the library resources and services by the intellectual community.

As per the above data, figures and illustration vindicated that library professionals designed user-oriented library service model for the optimum satisfaction of the library users.

8. Conclusion

The perspectives of the learning community and academic settings played a crucial role in nurturing the future generation and shaping the future of individuals, society, country and human beings. Dr S.R. Rangnathan, the father of Indian Library and Information Science, focused on providing quality resources and services at the least cost. He advocated designing a user-centric service model for the library system.

The study revealed that the library and information centre of Govt. College Dharmapuri offered quality intellectual resources, provided user-centric library services, and facilitated updated knowledge, which supported their academic and research study accomplishment to fulfil the thrust of knowledge. This is the prime motto of the Library and Information Science Professionals.

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