

# User Satisfaction with Library Resources, Services and Facilities in an Academic Library: Special Reference to Dhubri District of Assam

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## **Abstract**

*Academic Libraries participate a significant role in the institutions they serve. The central objective of academic libraries is to support the parent institution to attain its objectives. The purpose of the study was to identify the information needs of Academic Library Users and assess the satisfaction level of the Users towards the library services. Upon the basis of findings, strong user-oriented hands-on training is suggested, a majority of the students from both faculties are lack ICT skills. Improved ICT skills are a must. This study is an investigation of the use of user's satisfaction in library facilities, resources, and services of the students of Academic Library to Dhubri District of Assam. 670 questionnaires were distributed among students to collect relevant data and 500 were received back. The study suggested that college libraries should carry out user studies at regular intervals and user guidance is necessary to help library users to meet their information Sources and make users aware of the available library resources and services.*

**Keywords:** *Academic Libraries, Library Resources, Library Services, Users Satisfactions*

## **Introduction**

The user of the academic library covers the student community, teacher community, library staff, and non-teaching staff of its parent Institution. The library staff emphasizes the need and purpose of the student community. If a library remains the failure to serve the right reader with the right information at the right time in the right way, it is a total failure of the library. Hence authority should be conscious enough to improve the library with its servicing weapons to serve properly, pinpointedly and exhaustively expediting all its processes and exploiting all its services. A library should be well equipped with modern technologies along with the latest one as soon as it becomes available in the market. No effective source of information, no effective processing results in no effective service, and subsequently there is

no use of the library. The library is a very much functional unit of the library.

## **Categories of Users**

Broad classification of users i.e., male and female belong to different positions such as students, researchers, teachers, non-teaching staff.

## **Library Resources**

All categories of holdings of the library are its resources. Primarily holdings of the library are classified into two broad classifications such as possessed holdings and accessed/accessible holdings. The possessed holdings are sub-classified into the tangible and non-tangible collections. Again, tangible is classified into conventional and non-conventional. The conventional includes

books, journals, and newspapers, etc. whereas non-conventional includes patents and standards, reports, dissertations and thesis, manuscripts, drawings, and graphic materials, conference proceedings. The non-tangible resources are digital/electronic resources such as cassettes, CDs, multimedia, floppies, DVDs, e-books, e-journals, etc. On the other hand, the other part of broad classification i.e., Accessed/accessible which is instantly accessible that covers www, e-mail, online, databases, e-books (online), blogs, networks, etc.

### **Library Services**

A typical library has so many services such as Reading Room services, Book Circulation services, Online Public Access Catalogue/Web OPAC Services, Internet Access services, E-Resource Access services, Audio-Video services, References services, Current Awareness services, Photo-Copying services, Subject Bibliographic services, Abstracting/Indexing services, Newspaper clipping services, Interlibrary Loan services,

### **Usages and Purposes of Library Sources/Services**

The users may use the library resources daily, twice a week, weekly, fortnightly, monthly, occasionally for study, updating knowledge, research work, teaching, and issue/return of documents.

### **Library Infrastructure and Facilities**

A well-arranged library should have some infrastructure and reading room facilities like provision of the separate reading room, reading tables, adequacy of lights, overall healthy atmosphere, the opening of the reading room, and availability of books for on-the-spot reading, library environment, reading space, cleanliness, lighting, ventilation, equipment and drinking water.

### **Reference Services**

The reference services are categorized as (1) helps to search the document, (2) helps to use reference sources, (3) helps to use bibliographic sources, and (4) helps to search specific information.

### **Favourite Activities While Using the Internet**

The students generally use the internet in doing e-mail, discussion forums, blogging, E-learning, and preparing presentations/documents, etc.

### **Overall Assessment of Users**

Some issues were provided to the users through the questionnaire to collect their views and thereby overall assessment can be obtained. These are - physical facility of the library, library collection, organization of the collection, attitude of library staff.

### **Sample of the Study**

The sample is drawn from Academic libraries of different Institutions from the minimum degree level established so far in the Dhubri District of Assam from pre-independent till date including newly provincialized colleges and also non provincialized colleges which are already listed to be provincialized. There are in total 14 nos. degree colleges, 1 Law college, 1 B.Ed. i.e., PGTT. College and 1 DIET college are available in the district. These 17 nos. Academic Libraries are taken under this study.

### **Objectives of the Study**

- To assess the Satisfaction Level of Users towards the Library Services
- To identify the frequency of visiting the library by the undergraduate students.
- To find out the purpose of visiting the library by the undergraduate students.
- To study the use of library resources, facilities, and services by Academic Library Users.
- To determine the level of satisfaction of users towards library resources and services.
- Services provided by the libraries and
- To assess the available Infrastructures in the library.

### **Research Methodology**

The present study used data collected from different academic libraries of Dhubri District and to find out their prevailing situation for solving the present research problem the survey method has been adopted. The academic library is a phenomenon spreading all over the country, so the survey method of the present work should have been nationwide but due to operational problems and the nature of the present study covers Dhubri District only, so the survey method has been kept limited to the area of the district. As the study covers to some extent history of collection development of the library, hence the historical method has been applied, and also as the study covers the description of collection development of different libraries, so the descriptor method also has been applied.

The questionnaires, literature search method along observations are selected as appropriate tools for collecting data. To collect necessary information under the respective heading, two types of questionnaires have been prepared based on the guidance of a guide that is distributed to different librarians and the users of the library. The first type of questionnaire is about the libraries and the second type of questionnaire is about

the users. Collection of data through questionnaire is supplemented by Interview and discussion method. In the literature search method different types of documents of various authors are studied to draw the idea and principles of different aspects involved in carrying out the study:

In this study, the survey method is used to study the collection development problems and services in selected academic Libraries in Dhubri District of Assam.

To achieve the objectives of the study, two sets of questionnaires were prepared, one for Library Professionals and others for the users of libraries under study.

The first set of questionnaires was administered to the following categories of respondents.

- Librarian/ Head of the Library/ In-charge in Acquisition Section.

The second set of questionnaires was administered to the following categories of users

Student (UG)/ Student (PG)/ Research Scholar/ Faculty Member

The first questionnaires were designed to study collection development (Library Collection) Provision of collection development policy, modes of Acquisition of Library Materials/ Book Selection, Library Budget, Conservation and Preservation of the Library Collection, Technical work in academic Library, Circulation, Resource sharing, Library Automation & Networking and awareness and satisfaction about the Library Services provided by the libraries, etc.

The second questionnaire was designed to study Library Users General Information, Library Usage & Services, Purpose to visit the Library, Infrastructures, Reference Services, and overall assessment of users.

### Distribution of Questionnaires

The research methodology used herein under this study has adopted the questionnaire as a tool for collecting data specially designed for both categories such as for library as well as for users of the library. In the surveyed libraries both categories of questionnaires were served to the responses separately for collecting data. A single questionnaire of the first category was served to every library whereas the second category of the questionnaire was served to the users of the library @40 per Library excluding one library who is provided with 30 questionnaires and accordingly good responses are found. The primary data collected so, have been analyzed and interpreted as below.

## Data Analysis and Interpretation

### Analysis of the Responses Received from the Users

**Table 1: Gender-Wise Users**

S.No.	Gender	Library Users	Percentage
1.	Male	319	63.8
2.	Female	181	36.2
	Total	500	100

As depicted in Table 1, reflects that male users are 63.8% and female users are 36.2%. Male users are more than Female users.

**Table 2: Positions Of Users (Respondents)**

S.No	Position	No. of Users	Percentage
1.	Student (UG)	355	71
2.	Student (PG)	91	18.2
3.	Research Scholar	--	--
4.	Faculty Member	34	6.8
5.	Non-Teaching Staff	20	4
6.	Others	--	--
	Total	500	100

As depicted in Table 2, it can be seen that the student (UG) users are 71%, the student (PG) users are 18.2%, faculty members are 6.8% and non-teaching staff is 4%. It is seen that students' category users are highest in numbers among all others as bonafide users of the library.

### Library Usage and Services

**Table 3: Frequency of Use of the Library**

S. No	Option	No. of Users	Percentage
1.	Daily	184	36.8
2.	Twice a week	91	18.2
3.	Weekly	190	38
4.	Fortnightly	31	6.2
5.	Monthly	4	0.8
6.	Occasionally	--	--
	Total	500	100

As depicted in Table No.3, it reflects that daily user is 36.8%, the weekly user is 38%, twice a week user is 18.2%, the fortnightly user is 6.2% and the monthly user is 0.8%.

**Purpose of Visit to the Library**

**Table 4: Purpose of Visit to the Library**

S.No	Option	No. of Users	Percentage
1.	Study Purpose	500	100
2.	updating Knowledge	20	04

3.	Research work	00	00
4.	Teaching	40	08
5.	Issue /Return Documents	500	100
6.	Other	00	00

As depicted in Table 4, it is found that study purpose the user is 100%, updating knowledge user is 4%, research work the user is 0 %, teaching user is 8% and issue/return user is 100%.

**Level of Satisfaction**

**Table 5: Awareness (Level of Satisfaction) About the Reading Room Service of the Libraries**

S.No.	Academic Library	Reading Room	Excellent	Good	Fair	Poor	Very Poor	Not used	Not avail
1	ARCA	-	-	08	12	10	-	-	-
2	BNCD	-	15	15	-	-	-	-	-
3	BCB	-	-	16	14	-	-	-	-
4	CCG	-	-	05	10	15	-	-	-
5	DCD	-	-	-	10	21	-	-	-
6	DDCD	-	-	08	02	19	-	-	-
7	DGCD	-	-	-	10	20	-	-	-
8	DLCD	-	-	14	06	10	-	-	-
9	DPCD	-	-	12	05	13	-	-	-
10	HKCH	-	-	07	03	20	-	-	-
11	HCH	-	-	-	21	09	-	-	-
12	HDCH	-	-	07	05	18	-	-	-
13	JCTJ	-	-	-	20	10	-	-	-
14	PCA	-	-	-	30	-	-	-	-
15	PBCG	-	19	11	-	-	-	-	-
16	RCC	-	-	17	13	-	-	-	-
17	SCS	-	-	14	12	04	-	-	-
	Total		34	127	173	169			

From Table 5, it is found that 34 users comment as excellent, 127 users comment as good, 173 users comment as fair, 169 users comment as poor. It reflects that, only B.N. College and P.B. College could achieve the excellent level of satisfaction of more users in the reading room service as compared with other college libraries.

**Table 6: Awareness (Level of Satisfaction) About the Book Circulation Service of the Libraries**

S.No.	Academic Library	Book Circulation	Excellent	Good	Fair	Poor	Very Poor	Not used	Not avail
1	ARCA		30	-	-	-	-	-	-
2	BNCD		30	-	-	-	-	-	-
3	BCB		30	-	-	-	-	-	-
4	CCG		30	-	-	-	-	-	-
5	DCD		20	10	-	-	-	-	-
6	DDCD		10	10	-	-	-	-	-
7	DGCD		25	05	-	-	-	-	-
8	DLCD			-	-	-	-	-	-
9	DPCD		26	04	-	-	-	-	-
10	HKCH		30	-	-	-	-	-	-
11	HCH		30	-	-	-	-	-	-
12	HDCH		30	-	-	-	-	-	-
13	JCTJ		23	07	-	-	-	-	-
14	PCA		22	08	-	-	-	-	-
15	PBCG		30	-	-	-	-	-	-
16	RCC		30	-	-	-	-	-	-
17	SCS		30	-	-	-	-	-	-
			426	44	-	-	-	-	-

Table 6 provides the maximum excellent comments of users in book circulation service provided by libraries; 426 users (85.2%) are satisfied with excellent and 44 users are satisfied with good in this service. Even a poor library is seen to achieve a better service in book circulation.

**Table 7: Awareness (Level of Satisfaction) About the Internet Access Service of the Libraries**

S.No.	Academic Library	Internet Access	Excellent	Good	Fair	Poor	Very Poor	Not used	Not avail
1	ARCA		11	19	-	-	-	-	-
2	BNCD		27	03	-	-	-	-	-
3	BCB		22	08	-	-	-	-	-
4	CCG		12	18	-	-	-	-	-
5	DCD		12	18	-	-	-	-	-
6	DDCD		14	06	-	-	-	-	-
7	DGCD		15	15	-	-	-	-	-
8	DLCD		17	13	-	-	-	-	-
9	DPCD		19	11	-	-	-	-	-
10	HKCH		13	17	-	-	-	-	-
11	HCH		10	10	-	-	-	-	-
12	HDCH		11	19	-	-	-	-	-
13	JCTJ		14	16	-	-	-	-	-
14	PCA		15	15	-	-	-	-	-

15	PBCG		11	19	-	-	-	-	-
16	RCC		16	14	-	-	-	-	-
17	SCS		17	13	-	-	-	-	-
		Total	256	234					

Table 7 has focussed the service of THE INTERNET ACCESS benefited by 256 users (51.2%) and 234 users (46.8%) out of 500 users who have commented as excellent and good respectively.

**Table 8: Awareness (Level Of Satisfaction) About The E-Resource Access Service Of The Libraries**

S.No.	Academic Library	E-Resources Access	Excellent	Good	Fair	Poor	Very Poor	Not used	Not avail
1	ARCA		06	14	-	-	-	-	-
2	BNCD		27	13	-	-	-	-	-
3	BCB		16	14	-	-	-	-	-
4	CCG		14	16	-	-	-	-	-
5	DCD		12	18	-	-	-	-	-
6	DDCD		11	09	-	-	-	-	-
7	DGCD		13	17	-	-	-	-	-
8	DLCD		10	10	-	-	-	-	-
9	DPCD		09	21	-	-	-	-	-
10	HKCH		05	15	-	-	-	-	-
11	HCH		08	22	-	-	-	-	-
12	HDCH		06	24	-	-	-	-	-
13	JCTJ		09	21	-	-	-	-	-
14	PCA		11	19	-	-	-	-	-
15	PBCG		10	20	-	-	-	-	-
16	RCC		08	22	-	-	-	-	-
17	SCS		12	18	-	-	-	-	-
		Total	187	293					

Table 8 has focussed on the service of E-Resources Access Service benefited by 187 users (58.6 %) out of 500 users who have commented as excellent and 293 users (58.6%) comment as good.

**Table 9: Awareness (Level of Satisfaction) About The Reference Service Of The Libraries**

S.No.	Academic Library	Reference Service	Excellent	Good	Fair	Poor	Very Poor	Not used	Not avail
1	ARCA		05	11	14	-	-	-	-
2	BNCD		21	09	-	-	-	-	-
3	BCB		03	06	21	-	-	-	-
4	CCG		04	06	20	-	-	-	-
5	DCD		02	04	14	-	-	-	-
6	DDCD		08	12	-	-	-	-	-
7	DGCD		08	16	06	-	-	-	-
8	DLCD		07	13	10	-	-	-	-
9	DPCD		09	14	07	-	-	-	-

10	HKCH		06	10	14	-	-	-	-
11	HCH		05	11	14	-	-	-	-
12	HDCH		08	15	07	-	-	-	-
13	JCTJ		08	16	06	-	-	-	-
14	PCA		07	14	09	-	-	-	-
15	PBCG		21	09	-	-	-	-	-
16	RCC		11	08	11	-	-	-	-
17	SCS		20	06	04	-	-	-	-
		Total	153	180	157				

Table 9 focuses that there is a poor scenario in reference service in all the libraries; practically there is no organized reference section even in one of the colleges, of course, in 2 college libraries, reference materials are kept separately but without a reference librarian. So, reference services rendered by the libraries are incidental. The users of these libraries understand reference service as to be the issue/return of the books only and not beyond this. Here 153 users (36.6%) comment as excellent, 180 users (36%) as good, 157 users (31.4%) as fair in the satisfaction of reference service of libraries. It is observed that only B.N. College and P.B. College could achieve an excellent level of satisfaction of more users in the reference service of libraries compared with other college libraries.

**Table 10: Awareness (Level Of Satisfaction) About The Current Awareness Service Of The Libraries**

S.No.	Academic Library	Current Awareness Services	Excellent	Good	Fair	Poor	Very Poor	Not used	Not avail
1	ARCA	-	-	-	17	13	-	-	-
2	BNCD	-	-	15	07	08	-	-	-
3	BCB	-	-	-	18	12	-	-	-
4	CCG	-	-	-	16	14	-	-	-
5	DCD	-	-	-	07	23	02	-	-
6	DDCD	-	-	-	09	09	-	-	-
7	DGCD	-	-	-	14	16	-	-	-
8	DLCD	-	-	-	27	03	-	-	-
9	DPCD	-	-	-	11	19	-	-	-
10	HKCH	-	-	-	05	06	19	-	-
11	HCH	-	-	-	10	09	11	-	-
12	HDCH	-	-	-	12	06	12	-	-
13	JCTJ	-	-	-	-	-	-	-	-
14	PCA	-	-	-	-	-	-	-	-
15	PBCG	-	-	11	14	05	-	-	-
16	RCC	-	-	06	12	12	-	-	-
17	SCS	-	-	08	12	10	-	-	-
	Total			40	191	165	44		

From the Table 10, it comes to the focus that 40 numbers users (8%) comment as good, 191 numbers users (38.2%) comment as fair, 165 numbers users (33%) comment as poor, and 44 numbers users (8.8%) comment as very poor. In CAS, all libraries are showing their poor performances.

**Table 11: Awareness (Level of Satisfaction) About the Photo-Copying Service of the Libraries**

S.No.	Academic Library	Photo-Copying Services	Excellent	Good	Fair	Poor	Very Poor	Not used	Not avail
1	ARCA		-	21	09	-	-	-	-
2	BNCD		-	23	07	-	-	-	-
3	BCB		-	25	05	-	-	-	-
4	CCG		-	19	11	-	-	-	-
5	DCD		-	14	06	-	-	-	-
6	DDCD		-	15	05	-	-	-	-
7	DGCD		-	23	07	-	-	-	-
8	DLCD		-	-	-	-	-	-	-
9	DPCD		-	-	-	-	-	-	-
10	HKCH		-	21	09	-	-	-	-
11	HCH		-	12	18	-	-	-	-
12	HDCH		-	24	06	-	-	-	-
13	JCTJ		-	16	14	-	-	-	-
14	PCA		-	18	12	-	-	-	-
15	PBCG		-	27	03	-	-	-	-
16	RCC		-	14	06	-	-	-	-
17	SCS		-	28	02	-	-	-	-
		Total		300	200				

From Table 11, it is clear that PHOTO-COPYING SERVICE is a well-known service to the users and out of 500 users 300 users comment as good and 200 users comment as fair. Still, nobody is found to comment as excellent in this regard. No excellent service is shown by any library in photocopy.

**Table 12: Awareness (Level of Satisfaction) About the Subject Bibliographic Service of the Libraries**

S.No.	Academic Library	Subject Bibliographic Services	Excellent	Good	Fair	Poor	Very Poor	Not used	Not avail
1	ARCA		-	-	-	-	-	-	-
2	BNCD		16	14	-	-	-	-	-
3	BCB		-	05	12	13	-	-	-
4	CCG		-	06	13	11	-	-	-
5	DCD		-	-	10	14	06	-	-
6	DDCD		-	12	08	-	-	-	-
7	DGCD		-	17	13	-	-	-	-
8	DLCD		-	20	10	-	-	-	-
9	DPCD		-	05	12	09	04	-	-
10	HKCH		-	06	13	11	-	-	-
11	HCH		-	16	14	-	-	-	-
12	HDCH		-	17	13	-	-	-	-
13	JCTJ		-	-	-	-	-	-	-
14	PCA		-	14	07	09	-	-	-



15	PBCG		08	12	10	-	-	-	-
16	RCC		-	13	07	10	-	-	-
17	SCS		-	17	13	-	-	-	-
		Total	24	174	155	77	10		

From the Table 12, it comes to the focus that 24 users comment as excellent, 174 users comment as good, 155 users comment as fair, 77 users comment as poor, 10 users comment as very poor that is as the level of satisfaction in the service of subject bibliography. It is seen that, only B.N. College and P.B. College could achieve an excellent level of satisfaction of more users in the service of subject bibliography as compared with other college libraries.

**Table 13: Awareness (Level of Satisfaction) about the Abstracting/Indexing Service of the Libraries**

S.No.	Academic Library	Abstracting/ Indexing Services	Excellent	Good	Fair	Poor	Very Poor	Not used	Not avail
1	ARCA		-	05	12	13	-	-	
2	BNCD		15	10	05		-	-	
3	BCB		-	16	07	07	-	-	
4	CCG		-	17	13		-	-	
5	DCD		-	12	11	07	-	-	
6	DDCD		-	12	06	02	-	-	
7	DGCD		-	13	07	10	-	-	
8	DLCD		-	04	06	09	11	-	
9	DPCD		-	-	-	20	10	-	
10	HKCH		-	03	06	08	13	-	
11	HCH		-	04	03	06	17	-	
12	HDCH		-	07	04	06	13	-	
13	JCTJ		-	05	07	09	09	-	
14	PCA		-	08	09	04	09	-	
15	PBCG		14	16	-	-	-	-	-
16	RCC		-	09	11	10	-	-	-
17	SCS		-	12	14	04	-	-	-
		Total	29	153	121	115	82		

From Table 13, it comes to the focus that 29 users have shown their level of satisfaction as excellent, 153 users as good, 121 users as fair, 115 users as poor, and 82 users as very poor. It is seen that, only B.N. College and P.B. College could achieve an excellent level of satisfaction of more users in the service of abstracting and indexing as compared with other college libraries.

**Table 14: Awareness (Level of Satisfaction) about the Newspapers Clipping Service of the Libraries**

S.No.	Academic Library	Newspaper Clippings Services	Excellent	Good	Fair	Poor	Very Poor	Not used	Not avail
1	ARCA		-	-	-	21	09	-	-
2	BNCD		24	06	-	-	-	-	-
3	BCB		-	-	-	25	05	-	-
4	CCG		-	05	22	03	-	-	-
5	DCD		-	06	10	14	-	-	-
6	DDCD		-	12	08	-	-	-	-

7	DGCD		-	05	25	-	-	-	-
8	DLCD		-	12	18	-	-	-	-
9	DPCD		-	11	19	-	-	-	-
10	HKCH		-	21	09	-	-	-	-
11	HCH		-	12	18	-	-	-	-
12	HDCH		-	17	13	-	-	-	-
13	JCTJ		-	09	21	-	-	-	-
14	PCA		-	-	-	-	-	-	-
15	PBCG		21	09	-	-	-	-	-
16	RCC		06	09	15	-	-	-	-
17	SCS		12	10	08	-	-	-	-
		Total	63	144	186	63	14		

Table 14 focuses that, 63 users being satisfied with excellence, 144 users are with good, 186 users are with fair, 63 users are with poor and 14 users are very poor. It is seen that, only B.N. College and P.B. College could achieve an excellent level of satisfaction of more users in the service of newspaper clipping as compared with other college libraries.

**Table 15: Awareness (Level of Satisfaction) about the Inter Library Loan Service of the Libraries**

S. No.	Academic Library	Inter Library Loan Services	Excellent	Good	Fair	Poor	Very Poor	Not used	Not avail
1	ARCA		-	-	-	09	21	-	-
2	BNCD		-	-	-	21	09	-	-
3	BCB		-	-	-	08	22	-	-
4	CCG		-	-	-	05	25	-	-
5	DCD		-	-	-	-	-	-	12
6	DDCD		-	-	-	-	-	-	17
7	DGCD		-	-	-	15	13	-	02
8	DLCD		-	-	-	-	-	09	-
9	DPCD		-	-	-	-	-	11	-
10	HKCH		-	-	-	-	-	15	-
11	HCH		-	-	-	-	-	14	-
12	HDCH		-	-	-	-	-	13	-
13	JCTJ		-	-	-	-	-	17	-
14	PCA		-	-	-	-	-	-	-
15	PBCG		-	-	-	24	06	-	-
16	RCC		-	-	-	-	-	-	-
17	SCS		-	-	-	-	-	-	-
		Total				82	96	79	31

From Table 15, it is found that 82 users rank the service as poor, 96 users rank as very poor, 79 users express as not used and 31 users expressed as not available. There are no networked-based information services, hence no ILL or resource sharing is found even at the minimum level.

**Infrastructures**

**Table 16: Satisfaction With Library Infrastructure And Reading Room Facilities**

S.No.	Academic Library	Pro. of Separate RR		Pro. of Reading Tables		Adequacy of Lights		Overall Serenity of Atmosphere		Opening of RR		Availability of books for on-the-Spot Reading	
		Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
1	ARCA	22	08	16	14	30		30		30			30
2	BNCD	30	-	30	-	30		30		30		30	
3	BCB	28	02	14	16	30		30		30			30
4	CCG	12	18	12	18	30		30		30			30
5	DCD	11	19	13	17	30		30		30			30
6	DDCD	20	-	15	05	20		20		20			20
7	DGCD	04	26	14	16	30		30		30			30
8	DLCD	16	14	30	-	30		30		30			30
9	DPCD	12	18	16	14	30		30		30			30
10	HKCH	13	17	11	19	30		30		30			30
11	HCH	08	22	13	17	30		30		30			30
12	HDCH	19	11	17	13	30		30		30			30
13	JCTJ	17	13	14	16	30		30		30			30
14	PCA	18	12	16	14	30		30		30			30
15	PBCG	29	01	30	-	30		30		30		30	
16	RCC	21	09	13	17	30		30		30			30
17	SCS	25	05	24	06	30		30		30			30
	Total	305	195	298	202	500		500		500		60	440

Table 16 focuses on the satisfaction of users that, in separate reading room provision, 305 users (61 %) are satisfied while 195 users (39%) are dissatisfied. Inprovision of reading tables, 298 users (59.6%) are satisfied whereas 202 users (40.4%) are dissatisfied. In Adequacy of light, overall healthy atmosphere and opening of the reading room, 500 users (100%) are satisfactory. In the case of the Availability of books for spot reading, 60 users (12%) are satisfied whereas 440 users (88%) are dissatisfied.

**Table 17: Satisfaction With General Facilities Available In The Library**

S.No.	Academic Library	Library Environment		Reading Space		Cleanliness		Lighting		Ventilation		Equipment		Drinking-Water	
		Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
1	ARCA	30			30	30		30		30			30	30	
2	BNCD	30		30		30		30		30		30		30	
3	BCB	30		30		30		30		30			30	30	
4	CCG	30			30	30		30		30			30	30	
5	DCD	30			30	30		30		30			30	30	
6	DDCD	20			20	20		20		20			20	20	
7	DGCD	30			30	30		30		30			30	30	

8	DLCD	30			30	30		30		30			30	30	
9	DPCD	30			30	30		30		30			30	30	
10	HKCH	30			30	30		30		30			30	30	
11	HCH	30			30	30		30		30			30	30	
12	HDCH	30			30	30		30		30			30	30	
13	JCTJ	30			30	30		30		30			30	30	
4	PCA	30			30	30		30		30			30	30	
15	PBCG	30		30		30		30		30		30		30	
16	RCC	30			30	30		30		30			30	30	
17	SCS	30				30		30		30			30	30	
	Total	500		90	410	500		500		500		60	500	500	

Table 17 provides the user’s assessment that the library environment is good as viewed by yes by 500 users (100%), reading space satisfies 90 users but is not satisfactory viewed as yes by 410 users (82%), cleanliness certified to be satisfactory by all 500 users (100%), similarly “lighting” and “ventilation” as to be satisfactorily assessed by all 100% users, but in case of equipment, 60 users find satisfactory and 440 users are dissatisfied.

**Table 18: Overall Assessment of Users (Physical Facility)**

S.No.	Academic Library	Physical Facility	Very Good	Good	Poor	Very Poor
1	ARCA		-	09	21	-
2	BNCD		22	08	-	-
3	BCB		05	19	06	-
4	CCG		-	18	12	-
5	DCD		-	11	19	-
6	DDCD		-	05	15	-
7	DGCD		-	-	05	25
8	DLCD		-	11	19	-
9	DPCD		-	12	18	-
10	HKCH		-	13	17	-
11	HCH		-	12	18	-
12	HDCH		-	10	05	15
13	JCTJ		-	05	07	18
14	PCA		-	10	04	16
15	PBCG		17	13	-	-
16	RCC		13	17	-	-
17	SCS		21	09	-	-
	Total		78	182	166	74

Table 18 reflects that “Very Good” is viewed by 78 users, “Good” is viewed by 182 users, “poor” is viewed by 166 users, and “very poor” is viewed by 74 users. “Very good” views given as overall assessment in the physical facility of B.N. College and P.B. College library by more users as compared with other college libraries.

**Table 19: Overall Assessment Of Users (Library Collection)**

S. No.	Academic Library	Library Collection	Very Good	Good	Poor	Very Poor
1	ARCA		25	05	-	-
2	BNCD		25	05	-	-
3	BCB		05	25	-	-
4	CCG		12	10	08	-
5	DCD		13	17	-	-
6	DDCD		04	20	06	-
7	DGCD		08	12	10	-
8	DLCD		08	20	02	-
9	DPCD		11	10	09	-
10	HKCH		08	18	04	-
11	HCH		06	24	-	-
12	HDCH		06	30	-	-
13	JCTJ		09	30	-	-
14	PCA		14	30	-	-
15	PBCG		20	10	-	-
16	RCC		12	30	-	-
17	SCS		10	30	-	-
		Total	196	326	39	

Table 19 reflects that “Very Good” is viewed by 196 users (39.2%), Good is viewed by 326 users(65.2%), and poor is viewed by 39 users (7.8%) as an overall assessment of the library collections.

**Table 20: Overall Assessment of Users (Organization of Collection)**

S. No.	Academic Library	Organization of Collection	Very Good	Good	Poor	Very Poor
1	ARCA		25	05	-	-
2	BNCD		30	-	-	-
3	BCB		05	25	-	-
4	CCG		12	18	-	-
5	DCD		13	17	-	-
6	DDCD		04	16	-	-
7	DGCD		08	12	-	-
8	DLCD		08	22	-	-
9	DPCD		11	19	-	-
10	HKCH		08	22	-	-
11	HCH		06	24	-	-
12	HDCH		06	24	-	-
13	JCTJ		09	21	-	-
14	PCA		14	16	-	-
15	PBCG		26	04	-	-
16	RCC		12	18	-	-

17	SCS		10	10	-	-
		<b>total</b>	207	293		

Table 20 reflects that Very Good is viewed by 207 users whereas Good is viewed by 293 users regarding the organization of the collection. Finally found that “very good” views in the organization of the collection of B.N. College and P.B. College libraries are found as viewed by more users as compared with other college libraries.

**Table 21: Overall Assessment of Users (Attitude of Library Staff)**

S.No.	Academic Library	Attitude of Library Staff	Very Good	Good	Poor	Very Poor
1	ARCA		14	12	04	-
2	BNCD		30	-	-	-
3	BCB		30	-	-	-
4	CCG		15	15	-	-
5	DCD		22	08	-	-
6	DDCD			18	02	-
7	DGCD		20	10	-	-
8	DLCD		13	17	-	-
9	DPCD		16	14	-	-
10	HKCH		05	25	-	-
11	HCH		21	09	-	-
12	HDCH		08	22	-	-
13	JCTJ		19	11	-	-
14	PCA		27	03	-	-
15	PBCG		18	12	-	-
16	RCC		17	13	-	-
17	SCS		16	14	-	-
		<b>Total</b>	291	203	06	

Table 21 reveals that 291 is the number of users who view the attitude of library staff as very good as the assessment of the users whereas 203 and 06 are the number of users who view the attitude of library staff as good and poor respectively.

**Table 22: Overall Assessment of Users (Library Services)**

S.No.	Academic Library	Library Services	Very Good	Good	Poor	Very Poor
1	ARCA		-	25	05	-
2	BNCD		21	09	-	-
3	BCB		05	25	-	-
4	CCG		-	26	04	-
5	DCD		-	12	18	-
6	DDCD		-	20	-	-
7	DGCD		-	11	19	-
8	DLCD		-	18	12	-
9	DPCD		-	11	19	-
10	HKCH		-	13	17	-

11	HCH		-	21	09	-
12	HDCH		-	19	11	-
13	JCTJ		-	18	12	-
14	PCA		-	21	09	-
15	PBCG		18	12	-	-
16	RCC		05	09	16	-
17	SCS		06	14	10	-
	Total		55	284	161	-

Table 22 reflects that “Very Good” is viewed by 55 users whereas “Good” is viewed by 284 users and “poor” is viewed by 161 users in case of the user’s overall assessment in library services. “Very good” view as an overall assessment of more users in library service is found in B.N. College and P.B. College as compared with other college libraries.

**Table 23: Overall Assessment Of Users (It-Based Services)**

S.No.	Academic Library	IT-Based Services	Very Good	Good	Poor	Very Poor
1	ARCA		-	02	11	17
2	BNCD		25	05	-	-
3	BCB		-	05	10	15
4	CCG		-	03	07	20
5	DCD		-	04	11	15
6	DDCD		-	-	10	10
7	DGCD		-	03	07	20
8	DLCD		-	06	11	13
9	DPCD		-	-	12	18
10	HKCH		-	-	11	19
11	HCH		-	-	12	18
12	HDCH		-	-	14	16
13	JCTJ		-	-	13	17
14	PCA		-	05	13	12
15	PBCG		18	12	-	-
16	RCC		-	02	12	16
17	SCS		-	12	08	10
		Total	43	59	162	236

From the Table 23, it reflects that “Very Good” is viewed by 43 users whereas “Good” is viewed by 59 users and “poor” is viewed by 162 users, “very poor” is viewed by 236 users in case of user’s overall assessment in IT-based services. Only B.N. College and P.B. College could get a “Very good” view as overall assessment in IT-based service from more users as compared with other college libraries. But the majority of users are seen to assess IT-based services as very poor service in the majority of libraries.

**Suggestion**

Suggestion regarding the library collection in the college libraries in the Dhubri district area: -

1. To fulfill the five laws of library science and also the primary objective of librarianship, an open access system is essential. So, all the college libraries should adopt open access system with proper infrastructure facilities and staff.

2. Adequate professionally qualified staff should be appointed and in-service training is given to the working staff so that they may be able to give maximum services to their library users by using the latest technologies. Every library staff should know the ethics of librarianship and he/she should serve the user to his/her best satisfaction.
3. Librarians and other professionals should be permitted to visit other advanced libraries for motivation. Attempts should be made to convince the library authorities and the funding agencies for getting more funds.
4. Library authorities should understand the important roles played by librarians in the dissemination of information. The librarian should be given some financial power to handle the library account on urgent needs.
5. The collection of libraries should be developed based on the needs /requirements of the users. To ascertain the information needs of the users, it is essential to conduct users' studies from time to time.
6. The college library should update the collection on regular basis. The latest titles should be collected instead of duplicating existing titles. Proper physical arrangement in the shelves is suggested for the collection.
7. Every college library should have a well-equipped internet section with the best internet service and a good number of internet terminals. The provision of LAN, Wi-Fi should be made in the college and library for access to the internet.
8. Training for using e-resources should be provided to the user from time to time and the library staff should also provide guidance to the users who face problems in using e-resources. Awareness also should be done among users about the availability of e-resource services and about the use of N-LIST Program of INFLIBNET.

## **Conclusion**

The main target group of academic libraries is the user of its parent institution who form the basis of this present study. Here 500 populations taken out of 19000 total populations of all academic libraries in Dhubri District of Assam are covered under the sample of the study. Data are collected through questionnaires and interpreted as the above results to the findings. It is found in the findings so many anomalies, irregularities, shortcomings, and deficiencies in the sources and services of the surveyed libraries. Accordingly, some valuable suggestions for remedies to redress the issues in the findings are recommended that have been discussed.

This study has obtainable information on the users' satisfaction towards the library services, infrastructure, location, space, ventilation, seating, collection of materials, and information. The study found that on average, the library users are quite satisfied with the services, infrastructure, location, space, collection, and information of the library as a whole.

The matter-of-fact implication of the study is that the libraries need to give serious attention to delivering the best services to their users. The findings suggest that libraries evaluating users' satisfaction with academic library performance should improve their services, infrastructure, and collections to serve the users learning and research requirements.

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