

## Users' Satisfaction with Library Resources and Services: A Case Study Allied Health Sciences Library, Shifa Tameer-e-Millat University, Islamabad

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### ABSTRACT

**Aim:** *The aim of this study is to evaluate the level of users' satisfaction with information resources and services being provided to the users' at the Allied Health Sciences (AHS) Library, Shifa Tameer-e-Millat University (STMU), Islamabad.*

**Research Methodology/Approach:** *Survey approach used to collect the data from university students. Therefore, questionnaire was developed with the help of adapted scale of each constructs which were applied in this study. A non-probability purposive sampling technique used to determine the sample size. Total 300 questionnaire distributed among the potential respondents of study during 1<sup>st</sup> April to 20<sup>th</sup> April 2018. Out from total sample size, 276 questionnaires received back and processed for final data analysis. Present study based on descriptive statistics, however, Statistical Package for Social Sciences (SPSS) version 21 used.*

**Results:** *Ninety-Two percent (n=276) users' responded. Majority of users were satisfied with the physical collection of library, e-resources, reference and circulation services, staff competence and attitude, library catalogue, library orientation programs, timing and overall rate of library services. They were concerned about library sitting capacity, internet access, printing and photocopy services. Study suggested that there is need to improve the web-based library services, provision of better audio visual collection, high speed Internet with Wi-Fi access and off-campus access of scholarly databases.*

**Conclusion:** *Although most of users are satisfied with the resources and services but this there is still a room for improvement. Practicable recommendations prepared in the light of findings, have been forwarded to library committee and Shifa Tameer-e-Millat University (STMU) administration for implementations.*

**Keywords** *User satisfactions, Library resources and services, Allied Health Sciences Libraries*

### Introduction

Shifa Tameer e Millat University (STMU) is a recognized institution for providing education and training to the health professionals and students from all over the country. STMU has established Allied Health Science library to fulfill the research and information needs of students and health care professionals. In the present communication technological age, a library such as Shifa Tameer e Millat University library has been a great provision and concern to support

in education and learning development. All medical institutions are applying and fulfilling Infrastructures of Information communication technology in their libraries giving to customer information needs. The Shifa Tameer e Millat University Allied Health Science library provides mostly to the teaching and learning development for faculty members and students and it has a responsibility to allocate and communicate users with a collection of resources and services. Therefore, the Allied Health Science needs to support their library resources and services according to users' information requirements and satisfaction levels. In this era, information needs of patrons are met through an excess of sources. The library is clearly the basis of power of knowledge in higher education and research, the use of library resources and services is a matter of concerns to faculty and students.

Shifa Tameer e Millat University is located in Islamabad, the capital of Pakistan. Allied Health Science library was established in 2012 sponsored by Shifa International hospital. Allied Health Science library, currently has more than 1500 volume books, which covers different medical disciplines especially basic sciences, physical therapy, medical technology and pharmacy. Medical specialists, graduate students, paramedical staff and managerial staff are the users of the Allied Health Science library.

Allied Health Science library is located in basement of building and remains open from 08:00 am to 04:00 pm daily except Saturday and Sunday. Like other latest libraries acquires latest books, print and online journals subscription to comprehend the research and information need of health care professionals. Allied Health Science Library has also an electronic library with 3500 medical electronic books, linked with local area network (LAN). Library has also access to HEC digital resources for medical and health sciences professional. This study is a kind of analysis at user level of satisfaction with the resource and service of Allied Health Science library.

### **Objective of the Study**

The main objective of the library is to meet the information needs of its members in maximum possible technique. The library should deliver a proper collection resources and service to assist the user to get their satisfaction. This study discover that what facts are satisfied with STMU library resources and services and where to necessary the improvement. This study will useful for medical library professionals in Pakistan as well as health professionals of other countries. Users satisfaction regarding library resources and service has an encouraging impression on users at they identify that they are given importance, and energies are being made to eliminate the lacks and rally the library services.

### **Literature Review**

A library plays a significant role in given of information services and resources to support consumers in their studies and research actions. It holds information in the method of books, journals, audio-visual and electronic media. Consumers are very vital; Libraries happen because of them. They should consequently be satisfied with the service they collected [1]. Public library knows that it's a basic portion of the society, the amenities (internet/ICT between others) and facilities that are intended to make these libraries a practical and tactical portion of the public library system is keenly wanting [2].

The present situation information blast and client care are the major experiments. In this situation it is expected for an academic library to deliver wealthier information sources to their consumers to meet information requests. Library Administration requests to bearing user studies yearly in demand to have response from users on how sound the library realize their information requirements [3].

The library resources and services continuously have been cited a central and tactical role in usages satisfaction and achievement of any library. Present situation depends upon if library accomplishes information needs of users. So, library administration should deliver essential information towards accessibilities of transformed sorts of resources and services in the libraries. The library also should unify training plans for the users to train them about encouraging the extreme use of e-resources [4]. Library establishments should make informal access opinions, teach users on how to achieve these access facts to boost them to visit the library regularly, stay lengthier and have laidback to the resources in the library, their satisfaction with services extracted by the library. The library must also suggest a well-organized user training and information skill package in a modern technology atmosphere with minimum 100 personal computers through internet access, network CD-ROMs access to the OPAC and the audiovisual devices wanted for a finger on information search involvement [5]. A researcher pointed out that the consumers will continuously be stimulated to make habit of the library where the excellence of services purified to them will support to gratify their requirements. He also evoked that delivery of related information resources, access point and encouraging atmosphere for education, teaching and examination linked to growth in the usage of library [6].

The level of consumers' satisfaction with the services of PIC library. The study offers a chance to know the perceptions of health care specialists about the library services via comprehensive interviews. The study showed that a library with a suitable collection and well physical services is measured more active in satisfying its consumers. A library is compulsory not only to expand its collection, services and facilities in reply to the moving requirements of library consumers in a quickly shifting information age, but it also should linger taking their response to determine the usefulness of the resources and services presented [7]. The library should establish user orientations and attentiveness sessions at the start of every educational session. This will support learners and research scholars to effective use library resources. The erection services, information sources, and services of the college library can be progressive and established from time to time [8]. Another research concluded powerfully reputable fact that library is a core of academic organizations and academic organizations cannot live without their core i.e. library. The main impartial of academic library is to gratify the academic requirements of its manipulators. In order to exploit the tradition of library resources every library should size up their collection trust in mind to manipulators' needs and should plan library service therefore with shifting information atmosphere [9].

An analysis showed that Pakistani university libraries are presenting active electronic resources and services because the library users were very gratified with OPAC, Internet and email services; and they are gratified with available databases, CD-ROM databases, virtual/electronic reference service, CAS, SDI, scanning and printing services. The gratification level of both the consumers from the public and private areas varies meaningfully [10].

The library properties and services are not being completely used by the students because they are not attentive of the properties and services or do not consider them as important for their studies. Conducting a comprehensive information learning program is vital to teach students about properties and the services of the library and how to usage them. The intuition should take concern of publicity that the library is providing an excellence service for the students [11]. There is essential for MakLib to put extra importance on supporting and advertising all the services that are existing. It could be completed through intentional public relative curriculums, library weeks, educational trips, consumer education sessions, library displays, society of meetings, conferences and workshops, library prizes night and librarian's creation contact with the faculty and staff [12].

Sriram and Rajev suggested delivering active visions for library to take vital stages to support the current services and facilities to expand the use. Presently many services are providing in the educational library of Sur University College. But, still the consumers, executives and the administration may recommend more services made on the requirements with respect to global environments [13].

Web sites have developed an essential portion of the information access work of educational libraries. Even though emerging a practical and active site is stimulating in its individual right, retaining and reshaping that site to meet the regularly altering requirements of users is a superficially incredible job [14]. To prosper in tomorrow's librarianship; educational librarians in Nigeria will stay to multitask in an atmosphere of continuous and quick modification. The effective educational library of the twenty-first century will be the one that has created fresh means of gathering the wishes of its customers [15]. Danuta and Peter pointed out that a philosophy of service excellence calculation offers chances to reveal to users how what the staff studies about users' hopes and insights facilities to form of the service that libraries deliver and the capacities that librarians mark to their users. Such chances should not be unnoticed [16].

In the light of above literature review, we have decided to conduct a research about users' satisfaction regarding library resources and services at Allied Health Science library, Shifa Tameer E Millat University, Islamabad.

### **Research Methodology/Approach**

Survey approach used to collect the data from university students. Therefore, questionnaire was developed with the help of adapted scale of each constructs which were applied in this study. A non-probability purposive sampling technique used to determine the sample size. Total 300 questionnaires distributed among the potential respondents of study during 1<sup>st</sup> April to 20<sup>th</sup> April 2018. Out from total sample size, 276 questionnaires received back and processed for final data analysis. Present study based on descriptive statistics, however, Statistical Package for Social Sciences (SPSS) version 21 used.

### **Result and Discussion**

#### **Frequency Distribution of Departments**

The below table indicate that total 276 students took part in this study. Allied Health Science library users are Department of Physiotherapy (DPT), Pharmacy department (Pharm. D) and Basic Science of medical technology. DPT 103 (37.3%), Pharm. D 120 (43.5) and (BS(MT). 53(19.2%) students took part in this study.

**Table 1 Frequency distribution of Departments**

Degree	Frequency	Percentage
DPT	103	37.3
Pharm. D	120	43.5
BS(MT)	53	19.2
<b>Total</b>	<b>276</b>	<b>100.0</b>

#### **Frequency Distribution of Gender**

The below table presented that from 276 respondents male 85 (30.8) and 191 (69.2) were female students.

**Table 2 Frequency Distribution of Gender**

Gender	Frequency	Percentage
Male	85	30.8
Female	191	69.2
<b>Total</b>	<b>276</b>	<b>100.0</b>

### Frequency of Library Visits

The table three indicate that the respondents habit of library visits daily 83(30.1%) while 60(21.3%) visit 2-3 time in a week, 57(20.7%) visit once a week, 51(18.5%) visit 2-3 time in a month and 25(9.1%) respondents visit once in month.

**Table 3 Frequency of Library Visits**

Visit of Library	Frequency	Percentage
Daily	85	30.1
2-3 Time in a week	60	21.3
Once a Week	57	20.7
2-3 Time in a month	51	18.5
Once in Month	25	9.1
Total	276	100.0

### User Satisfaction with Library Resources and Services

Table four shows Allied Health Science library resource and services satisfaction levels by respondents.

- i. Books Collection in Library  
It can see that 27(9.8%) respondents were very satisfied in books collection in Allied Health Science library while 142(51.4%) were satisfied, 56(20.3%) were neutral, 27(9.8%) were unsatisfied and 24(8.7%) respondents were very unsatisfied.
- ii. Print (Hardcopy of Journals Collection)  
The result shows that 28(10.1%) respondents were very satisfied while 136(49.3%) were satisfied, 60(21.7%) were neutral, 28(10.1%) were unsatisfied and 24(8.7%) were very unsatisfied on print (Hardcopy of Journals Collection) in Allied Health Science library.
- iii. Audio-visual Collection of library  
The result shows that 27(9.8%) respondents were very satisfied on audio-visual collection of library while 30(18.1%) respondents were satisfied, 28(16.9%) were neutral, 30(18.1%) were unsatisfied and 28(16.9%) respondents were very unsatisfied.
- iv. E Resources (e-journal / e-books) of library collection  
The result shows that 28(10.1%) respondents were very satisfied on E Resources (e-journal / e-books) of library collection while 166(60.1%) were satisfied, 27(9.8%) were neutral, 29(10.5%) were unsatisfied and 26(9.4%) respondents were very unsatisfied.
- v. Off Campus Access of e-resources  
The result shows that 27(9.8%) respondents were very satisfied on off campus access of e-resources of Allied Health Science library while 55(19.9%) were satisfied, 55(19.9%) were neutral, 55(19.9%) were unsatisfied and 84(30.4%) respondents were very unsatisfied.
- vi. Provision of Computer/ PCs  
The result shows that 29(10.5%) respondents were very satisfied on provision of computer in Allied Health Science library while 139(50.4%) were satisfied, 56(20.3%) were neutral, 27(9.8%) were unsatisfied and 25(9.1%) respondents were very unsatisfied.
- vii. Internet Access/ Wi-Fi Connection  
The result shows that 28(10.1%) respondents were very satisfied on internet access/ Wi-Fi Connection in Allied Health Science library while 85(30.8%) were satisfied, 29(10.5%) respondents were neutral, 56(20.3%) were unsatisfied and 78(28.3%) respondents were very unsatisfied.
- viii. Circulation Policy (Borrowing/Returning of Library Materials)

The result shows that 28(10.1%) respondents were very satisfied on circulation policy (Borrowing/Returning of Library Materials) while 85(30.8%) were satisfied, 29(10.5%) were neutral and 22(8.0%) respondents were unsatisfied.

- ix. **Printing and Photocopying Services**  
The result shows that 55(19.9%) respondents were very satisfied on Printing and Photocopying Services in Allied Health Science library while 116(42.0%) were satisfied, 31(11.2%) were neutral, 28(10.1%) were unsatisfied and 46(16.7%) respondents were very unsatisfied.
- x. **Library Catalogue**  
The result shows that 27(9.8%) respondents were very satisfied on library catalogue while 141(51.1%) were satisfied. 54(19.9%) were neutral, 27(9.8%) were unsatisfied and 27(9.8%) respondents were very unsatisfied.
- xi. **Library Timing**  
The result shows that 56(20.3%) respondents were very satisfied on library timing while 143(51.8%) respondents were satisfied. 31(11.2%) were neutral, 1(4%) was unsatisfied and 45(16.9%) respondents were very satisfied.
- xii. **Library Website**  
The result shows that 27(9.8%) respondents were very satisfied on library website while 83(30.1%) were satisfied, 82(29.7%) were neutral, 56(20.3%) were unsatisfied, 28(10.1%) respondents were very unsatisfied.
- xiii. **Library Staff (Competence and Attitude)**  
The result shows that 56(20.3%) respondents were very satisfied on Library Staff (Competence and Attitude) in Allied Health Science library while 170(61.6%) were satisfied, 29(10.5%) were neutral, 21(7.6%) were unsatisfied and nobody response was very unsatisfied.
- xiv. **Comfortable Environment and Quiet Space in Library**  
The result shows that 27(9.8%) respondents were very satisfied on Comfortable Environment and Quiet Space in Allied Health Science Library while 139(50.4%) were satisfied, 55(19.9%) were neutral, 27(9.8%) were unsatisfied and 28(10.1%) respondents were very unsatisfied.
- xv. **Find Required information from library easily**  
The result shows that 55(19.9%) respondents were very satisfied on find required information from library easily while 139(50.4%) were satisfied, 31(11.2%) were neutral, 27(9.8%) were unsatisfied and 24(8.7%) respondents were very unsatisfied.
- xvi. **Literature search and reference queries**  
The result shows that 27(9.8%) respondents were very satisfied on literature search and reference queries in Allied Health Science library while 113(40.9%) were satisfied, 109(39.5%) were neutral and 27(9.8%) were very unsatisfied.
- xvii. **Library Orientation Program**  
The result shows that 27(9.8%) respondents were very satisfied on library orientation program in Allied Health Science library while 140(50.7%) were satisfied, 55(19.9%) were neutral, 27(9.8%) were unsatisfied and 27(9.8%) were very unsatisfied.
- xviii. **Rate of overall quality of services provided by library**  
The result shows that 54(19.6%) respondents were very satisfied on rate of overall quality of services provided in Allied Health Science library while 192(69.9%) respondents were satisfied, 26(9.4%) were neutral and 4(1.4%) were very unsatisfied.

**Table 4 User Satisfaction with Library Resources and Services**

Books Collection in Library	Responses									
	Very Satisfied		Satisfied		Neutral		Unsatisfied		Very Unsatisfied	
	No	%	No	%	No	%	No	%	No	%
	27	9.8	142	51.4	56	20.3	27	9.8	24	8.7
Print (Hardcopy of Journals Collection)	28	10.1	136	49.3	60	21.7	28	10.1	24	8.7
Audio-visual Collection of library	27	9.8	60	36.1	37	22.3	30	18.1	28	16.9
E Resources (e-journal / e-books) of library collection	28	10.1	166	60.1	27	9.8	29	10.5	26	9.4
Off Campus Access of e-resources	27	9.8	55	19.9	55	19.9	55	19.9	84	30.4
Provision of Computer/ PCs	29	10.5	139	50.4	56	20.3	27	9.8	25	9.1
Internet Access/ Wi-Fi Connection	28	10.1	85	30.8	29	10.5	56	20.3	78	28.3
Circulation Policy (Borrowing/Returning of Library Materials)	28	10.1	114	41.3	83	30.1	29	10.5	22	8.0
Printing and Photocopying Services	55	19.9	116	42.0	31	11.2	28	10.1	46	16.7
Library Catalogue	27	9.8	141	51.1	54	19.6	27	9.8	27	9.8
Library Timing	56	20.3	143	51.8	31	11.2	1	.4	45	16.9
Library Website	27	9.8	83	30.1	82	29.7	56	20.3	28	10.1
Library Staff (Competence and Attitude)	56	20.3	170	61.6	29	10.5	21	7.6	-	-
Comfortable Environment and Quiet Space in Library	27	9.8	139	50.4	55	19.9	27	9.8	28	10.1
Find Required information from library easily	55	19.9	139	50.4	31	11.2	27	9.8	24	8.7
Literature search and reference queries	27	9.8	113	40.9	109	39.5	-	-	27	9.8

Library Orientation Program	27	9.8	140	50.7	55	19.9	27	9.8	27	9.8
Rate of overall quality of services provided by library	54	19.6	192	69.9	26	9.4	-	-	4	1.4

### Recommendations

Libraries are conventional to see the information requirement of society. Therefore, view of customers always reckonings in refining the library services. According to the above findings Allied Health Science Library is providing excellent library services with available resources but following recommendations are made for further improvement:

- i. There is need to enhance library facilities in order to improve on the library services for library users.
- ii. Library need to increase physical collection to fulfill the user's requirements.
- iii. The library should increase on the bindery services section, electronic information services and photocopying services for library users.
- iv. Library need to improve internet, Wi-Fi services to serve their users.
- v. ICT services should be enhanced according to the latest trends in information technology for advancement of library resources and services.
- vi. Library need to improve printing and photocopying services for users.
- vii. Library need to increase library timing for users in examination days.

### Conclusion

A library is not fixed only to improve its collection, services and skills in opinion to the changing need of library users in speedily changing information age, but it is also should bear taking their feedback to determine the attainment of library resource and services they offered. We can conclude that, in the light of above results, it is required not only to continue and additional support the services with which the users are satisfied, but also to expand the library services upon which the users have exposed their concern and take serious steps for the resolution of recognized problem to increase user satisfaction.

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