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Sher-e-Kashmir University of Agricultural Sciences and Technology of Jammu & Kashmir Libraries: A Study of User's Satisfaction

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The study was conducted on Sher-e-Kashmir University of Agricultural Sciences and Technology of Jammu (SKUAST-J) and Sher-e-Kashmir University of Agricultural Sciences and Technology Srinagar, Kashmir (SKUAST-K), which are the two Indian agricultural universities located in the Union Territory of Jammu & Kashmir. The higher students from both agricultural universities are female students which is more than male students, half of the total students spend their time less than two hours daily. The data was collected using the questionnaire approach; 200 questionnaires in total were randomly distributed, and 182 valid questionnaires were examined. Reading books and issuing books form the main purpose of visit in both agricultural universities library. The books collection and library circulation are satisfying users in both university libraries. Further, this study found that library services are not up to the mark. Nearly fifty percentage of the students replied that due to unawareness about library resources and services, they cannot appropriate utilized the available facility in both agriculture university libraries.

Keywords: *Users Satisfaction, Library Collection, Library Resources and Services, E-resources, Agricultural Library*

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0 INTRODUCTION

In the present-day era, libraries have transformed their outdated image as a storehouse of knowledge, adopt the current state-of-the-art technology, and work as an information center. During the 1990s, through the development of the Internet, a plethora of alterations were witnessed in the working style of libraries. The users today are not dependent only on libraries and can gain and acquire information through various media available on the web, owing to the advancement of technology, libraries confront the encounter of meeting the needs of their readers with their limited budget. In the digital era, when everything is available online, question marks have started being raised about the requests of the library. Although in reality, there is no other alternative that replaces the library. In today's age, libraries have still become the first place to meet the ever-increasing demands of researchers, readers, teachers, and other scholarly communities. It is imperative since the information obtained from the Internet is based only on technology, whereas in the information obtained from the library, the human system has its own important role to play due to which the user can receive the status of information and the information obtained through various mediums with more depth.

Libraries are shifting their working environment and blending it with the technology so that various types of services of beneficial quality can be provided to the readers. In today's era, almost all academic university libraries are acquiring and distributing information in both print and electronic formats. This paper examines the library status of Sher-e-Kashmir University of Agricultural Sciences and Technology at Jammu and Kashmir. This study observe the material and numerous types of information services available in the libraries that are delivered through online and offline mediums. This study also evaluated students' satisfaction based on the availability of library resources and services in the both agricultural universities libraries.

1 LITERATURE REVIEW

Several studies have been conducted to assess the user satisfaction in library. This study attempts to evaluate user satisfaction with their services in agricultural university libraries in this context to realize the current scenario some available relevant studies are reviewed. Kuri and Padmamma¹ research, young and graduate students demonstrate a higher utilization of library resources and services. The availability of materials, ease of access, and staff expertise were the key factors influencing student satisfaction and the utilizing the library resources. Generally, users expressed satisfaction with information resources in agricultural research institute libraries, library's support for learning and research, as well as the library's treatment of users, and circulation services (Kumar & Singh)².

Chouhan and Suresh³ observed that both students and faculty members at Vikram University, Ujjain, perceive digital resources to be highly useful in their academic pursuits due to the quality of easy access to information, enhanced learning experiences, and saved time and effort. Agina-Obu and Oyinkepreye Evelyn⁴ conducted a study and observed that the majority of postgraduate students occasionally used library resources and were dissatisfied with them. Similarly, Asim and Iqbal⁵ found that user loyalty had a positive impression on library resources and user satisfaction. Adegoke et al.⁶ identified that a conducive environment, good internet connection, constant power supply, and availability and accessibility of electronic resources were the determinant factors for affected of user satisfaction in federal university libraries in Nigeria. Gyau et al.⁷ conducted a study at Jiangsu University Library and found that quality services have a positive effect on user's satisfaction. Yahaya⁸ found that the majority of students at agricultural research institutes in Nigeria were satisfied with the relevance, content, and accuracy of information resources but were not satisfied with user-orientation programs.

Agboola et al.⁹ unearthed a majority of the students realised books and newspapers to be more accessible than other resources. Electronic journals were highly utilized by postgraduate students at the Federal University of Agriculture, Abeokuta Library. According to Wanyonyi et al.¹⁰ findings, it is imperative for libraries to prioritize user satisfaction by ensuring that all essential services are housed under respective sections and departments, and by comprehending the needs of their patrons. Bhat and Ganai¹¹ found that the majority of students were satisfied with the availability of e-abstract databases, e-journals, and e-books in the Agricultural Libraries of Northern India. Bua and Yawe¹² found in their study that users of Federal University of Agriculture library were more satisfied with their library services in comparison with Benue State University and College of Education Katsina-Ala libraries users. Uganneya et al.¹³ realised that the majority of users were satisfied with the reference and circulation services provided by agricultural research libraries in Nigeria. However, there were some areas where users were dissatisfied, such as, referral services and shelf management. Ezeala and Yusuff¹⁴ concluded that agricultural research institute library materials were obsolete and did not satisfy user demand due to gross under-funding.

2 ABOUT SHER-E-KASHMIR UNIVERSITY OF AGRICULTURAL SCIENCES AND TECHNOLOGY OF JAMMU (SKUAST-J)

SKUAST-Jammu was established on September 20, 1999, and is situated in Chatha, Jammu. Its purpose has been to support the agricultural innovations specific to the Jammu Division by means of research, education, and extension. The University of Agriculture, Faculty of Veterinary Sciences & Animal

Husbandry, Faculty of Horticulture and Forestry, Faculty of Dairy Technology, Faculty of Agricultural Engineering, and School of Biotechnology are among the various faculties that make up the university. The Central Library at the Faculty of Agriculture is part of the Sher-e-Kashmir University of Agricultural Sciences and Technology's library system in Jammu. The Central Library is a three-story facility with an online library system created through a network of terminals that provide scientists, academics, students, and staff access to e-books, e-journals, the internet, and other reading materials.

3 ABOUT SHER-E-KASHMIR UNIVERSITY OF AGRICULTURAL SCIENCES AND TECHNOLOGY (SKUAST-K)

SKUAST-K is named for Jenab Sheikh Mohammad Abdullah. It was founded in Shalimar, Srinagar, in 1982, and changed its name to Sher-e-Kashmir University of Agricultural Sciences and Technology of Kashmir in 1998–99. The university has various faculties, such as, the College of Agricultural Engineering & Technology, the Faculty of Horticulture, the Faculty of Veterinary Sciences & Animal Husbandry, the Faculty of Agriculture, and the College of Temperate Sericulture. The Central Library at the main campus in Shalimar is part of the SKUAST- Kashmir Library System. The Library System is dedicated to provide its patrons at each library, cutting-edge print and electronic information services.

4 OBJECTIVES

- To discover the students' frequency of library visit at SKUAST Jammu & Kashmir.
- To identify the purpose of library visits by the students.
- To know the students' satisfaction level towards available library resources.
- To know the student's satisfaction level towards provided services in library.
- To identify the areas of challenges faced and suggest measures for improvements

5 METHODOLOGY

The study was carried out on Sher-e-Kashmir University of Agricultural Sciences and Technology of Jammu (SKUAST-J) and Sher-e-Kashmir University of Agricultural Sciences and Technology of Kashmir (SKUAST-K), two Indian agricultural universities located in the Union Territory of Jammu and Kashmir. The data was collected using the questionnaire approach; 200 questionnaires in total were randomly distributed, and 182 valid questionnaires

(84 from SKUAST-J and 98 from SKUAST-K) were examined. 91% of the responses received were from research scholars, postgraduates, and undergraduates at the two agricultural universities. The SPSS application was used to examine the data.

6 FINDINGS AND DISCUSSIONS

DEMOGRAPHIC INFORMATION

Approximately 85 (86.73%) of the students at SKUAST-K and 51 (60.71%) at SKUAST-J belonged to the female category. 11 (11.22%) students at SKUAST-K and 33 (39.29%) students at SKUAST-J were belonged to the male category, while only 2 (2.04%) of the students were from the transgender category at SKUAST-K.

The demographic statistics indicated that 48 (57.14%) were from the age group below 22 years. Around 24 (28.57%) students belonged to the age group between 23-27 years while least number 12 (14.29%) of the students were from the age group of above 28 years at SKUAST-J. On the other hand, 49 (50%) students were from the age group between 23-27 years. 48 (48.98%) of the students who were from the age group below 22 years age group while only 1 (1.02%) of the respondent was belonged to the age group of above 28 years at SKUAST-K.

Around 38 (45.24%) of the students were from the under graduate level, 30 (35.71%) of the students were from Post Graduate level and 16 (19.05%) of the students were research scholars at SKUAST-J. On the other hand, 48 (48.98%) of the students were from the under graduate level, 27 (27.55%) of the students were from Post graduate level and 23 (23.47%) of the students were research scholar at SKUAST-K.

TABLE-1

61 Average Time Spent in Library

Time spent	SKUAST-J	SKUAST-K
<2 hours	49 (58.34%)	64 (65.31%)
2-4 hours	30 (35.71%)	29 (29.59%)
> 4 hours	05 (5.95%)	05 (5.10%)

Most of the students that is 64 (65.30%) at SKUAST-J and 49 (58.33%) at SKUAST-K spent the time in library Less than two hours daily and 29 (29.59%) at SKUAST-J and 30 (35.71%) from SKUAST-K students were spent between 2-4 hours daily. While least number 5 (5.10%) from SKUAST-J and 5 (5.95%) SKUAST-K respondent were spent the time in library more than four hours daily.

TABLE-2
62 Frequency of Library Visits

<i>Frequency</i>	<i>SKUAST-J</i>	<i>SKUAST-K</i>
Daily	16 (19.05%)	03 (03.06%)
2-3 times in a week	44 (52.38%)	34 (34.69%)
Weekly	17 (20.24%)	36 (36.73%)
Occasionally	07 (08.33%)	25 (25.51%)

Table-2 shows that 44 (52.38%) students visited the library 2-3 times in a week, 17 (20.24%) visited weekly, and 16 (19.05%) visited daily, while least number of students 7 (8.33%) were visited the library occasionally at SKUAST-J. On the other hand at SKUAST-K, 36 (36.73%) students visited the library weekly, 34 (34.69%) visited 2-3 times in a week, and 25 (25.51%) visited occasionally. Surprisingly the least number of respondents i.e. only 3 (3.06%) were visited the library daily.

TABLE-3
63 Purpose of Library Visits

<i>Purpose</i>	<i>SKUAST-J</i>	<i>SKUAST-K</i>
Reading books	64 (76.19%)	69 (70.41%)
Issue-return of books	31 (36.90%)	53 (54.08%)
For research work	28 (33.33%)	30 (30.61%)
Preparing assignments	29 (34.52%)	26 (26.53%)
Consult reference books	25 (29.76%)	19 (19.39%)
Reading newspapers & magazines	06 (07.14%)	14 (14.29%)
Consult the journals	12 (14.29%)	09 (09.18%)
Browsing internet	06 (07.14%)	09 (09.18%)
To check new arrivals	05 (05.95%)	09 (09.18%)
To access database	08 (09.52%)	05 (05.10%)
To spend free time	10 (11.90%)	04 (04.08%)
For competitive exam preparation	03 (03.57%)	01 (01.02%)

This table displays that 64 (76.19%) of the students visited the library to read books at SKUAST-J and 69 (70.41%) from SKUAST-K. It was specified that 31 (36.90%), 29 (34.52%), 28 (33.33%) and 25 (29.76%) students visited the library for books issue-return, preparing assignments, for doing their research work and consulted reference books at the SKUAST-J. The other purposes were consulting journals 12 (14.29%), to spend free time 10 (11.90%), to access databases 8 (9.52%), browsing the internet and reading newspapers

and magazines, 6 (7.14%), to check new arrivals 5 (5.95%) and for competitive exam preparation, 3 (3.57%) were with the least purpose according to the reported response of the students at SKUAST-J. However, the majority of students of SKUAST-K visited for books issue-return 53 (54.08%), for research work 30 (30.61%), preparing assignments 26 (26.53%), consult reference books 19 (19.39%), and reading newspapers & magazines 14 (14.29%). The other purposes like consulted journals, browsing internet, to check new arrivals, to access databases, to spend free time, and for competitive exam preparation followed by 9 (9.18%), 5 (5.10%), 4 (4.08%) and 1 (1.02%) were the least purposes for library visit.

TABLE-4
64 Satisfaction with Library Collection

<i>Library Collection</i>	<i>SKUAST-J</i>	<i>SKUAST-K</i>
Books	68 (80.95%)	85 (86.73%)
Thesis & Dissertations	22 (26.19%)	33 (33.67%)
E-books	46 (54.76%)	31 (31.63%)
Reference Sources	31 (36.90%)	24 (24.49%)
Journals & Periodicals	24 (28.57%)	23 (23.47%)
E-journals	20 (23.81%)	23 (23.47%)
E-magazines & Newspapers	16 (19.05%)	22 (22.45%)
Online databases	18 (21.43%)	21 (21.43%)
E-thesis & Dissertations	16 (19.05%)	20 (20.41%)
Magazines	18 (21.43%)	18 (18.37%)
Newspapers	25 (29.76%)	15 (15.31%)
CD-ROM Databases	03 (03.57%)	06 (06.12%)

The above Table-4 shows that the majority of the students at SKUAST-J were satisfied with books 68 (80.95%), e-books 46 (54.76%). While the other library collection score observed as least satisfactory in this category different library collection items, such as, reference sources 31 (36.90%), newspapers 25 (29.76%), journals & periodicals 24 (28.57%), thesis and dissertation 22 (26.19%), e-journals 20 (23.81%), online databases & magazines 18 (21.43%), e-magazines & newspapers and e-thesis & dissertation, 16 (19.05%) CD-ROM databases 3 (3.57%) were satisfied at SKUAST-J. On the other hand at SKUAST-K, 85 (86.73%) students were satisfied with books while least number of students was satisfied followed by 33 (33.67%) thesis & dissertations, 31 (31.63%) e-books, 24 (24.49%) reference sources, journals, e-journals & periodicals 23 (23.47%), e-magazines & newspapers 22

(22.45%), online databases 21 (21.43%), e-thesis & dissertations 20 (20.41%), magazines 18 (18.37%), newspapers 15 (15.31%) and CD-ROM databases 06 (06.12%) according to the data available.

TABLE-5
65 Satisfaction with Library Services

Library services	SKUAST-J	SKUAST-K
Issue-return of books	47 (55.95%)	67 (68.37%)
Library website	32 (38.10%)	44 (44.90%)
Time period of books lending services	30 (35.71%)	39 (39.80%)
Computer lab	31 (36.90%)	37 (37.76%)
Renewal of books	25 (29.76%)	28 (28.57%)
Free Wi-Fi facility	23 (27.38%)	25 (25.51%)
Reference services	23 (27.38%)	21 (21.43%)
Time limit of using computer lab	12 (14.29%)	15 (15.31%)
Photocopy and printout service	19 (22.62%)	10 (10.20%)
Web OPAC/OPAC	09 (10.71%)	10 (10.20%)
Strength of computers in lab	12 (14.29%)	09 (09.18%)

The Table-5 shows that the majority of the students 47 (55.95%) were satisfied with book issue-return services at SKUAST-J and 67 (68.37%) at SKUAST-K. A far lesser number of students were satisfied with distinctive library facilities like library website, computer lab, time period of lending services, renewal of books, reference services, Wi-Fi, printout, photocopy, computer strength and time limit of using PC and OPAC facilities followed by the equal or less than 45% of the total at both agricultural universities. An overall majority of the students were dissatisfied with the available services mentioned in Table exempted the book issue return services in both agricultural universities under study.

TABLE-6
66 Problems Faced by the Students

Problems	SKUAST-J	SKUAST-K
Lack of guidance and training	37 (48.05%)	42 (44.68%)
Unorganized library collection	19 (24.68%)	22 (23.40%)
Lack of user and bay guide	20 (25.97%)	18 (19.15%)
Slow internet speed	35 (45.45%)	30 (31.91%)
Lack of knowledge of using OPAC	19 (24.68%)	20 (21.28%)

The above table shows the problems which were faced by the students while they used their respective libraries. The majority of the students 37 (48.05%) at SKUAST-J and 42 (44.68%) SKUAST-K replied that due to lack of awareness about library resources and services they cannot properly utilize the available facility in libraries. Further 35 (45.45%) at SKUAST-J and 30 (31.39%) SKUAST-K students responded on slow internet speed which was a major factor while accessing library electronic resources, 20 (25.97%) at SKUAST-J and 18 (19.15%) SKUAST-K replied the lack of user and bay guide, 19 (24.68%) at SKUAST-J and 22 (23.40%) SKUAST-K replied that disorganized library collection and 19 (24.68%) at SKUAST-J and 20 (21.28%) SKUAST-K reacted that lack of knowledge of using OPAC were the problems in utilizing library.

7 CONCLUSION AND SUGGESTIONS

The main objective of Agricultural University Libraries is to evaluate user satisfaction with their services and providing better facilities and services, to update their collection and improving their weakness. In this study, it was concluded that a majority of the students from both agricultural universities were female than male, half of the total students spent their time at less than two hours daily. More than half of the students visit the library two-three times in a week at SKUAST-K comparatively more than one third of the total students visited weekly at SKUAST-K library. The foremost purpose was to visit the library to read books and issue books in both agricultural universities library. In context of users' satisfaction with library collection only the book collection was satisfying users in both the university libraries. Further, this study found that library services are not up to the mark on the received response from the students.

In this present study, nearly half of the students replied that due to lack of awareness about library resources and services they cannot proper utilize the available facility in both agriculture university libraries. These findings suggest that university agricultural libraries need to focus on improving the organization, accessibility and availability of information resources, in order to enhance user satisfaction. To overcome these problems, libraries need to promote their activities and should be organized much more and hold user-orientation programmes frequently.

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