

**USERS SATISFACTION OF BIRENDRA MULTIPLE CAMPUS  
LIBRARY, CHITWAN, NEPAL**

**A Thesis submitted to**

**The Central Department of Library and Information Science**

**in Partial Fulfillment of the Requirement for The Master's Degree in Library  
and Information Science**

**Umakanta Dhakal**

**Roll No.:– 5658/2065**

**Reg No.:– 49849–88**

**Central Department of Library and Information Science**

**Faculty of Humanities and Social Sciences**

**Tribhuvan University, Kirtipur**

**Kathmandu, Nepal**

**April 2013**



Tribhuvan University  
Faculty of Humanities and Social Sciences

Kirti  
Kathma  
Tel. No. 4331

# Central Department of Library and Information Science

Date: .....:....

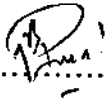
E-mail: [lisd@healthnet.org.np](mailto:lisd@healthnet.org.np)  
Website: <http://www.tulisd.edu.np>

Reference No.:



## LETTER OF RECOMMENDATION

This is to certify that Mr. Umakanta Dhakal has prepared this dissertation entitled "USERS SATISFACTION OF BIRENDRA MULTIPLE CAMPUS LIBRARY, CHITWAN, NEPAL" under my supervision and guidance. I recommend this dissertation for the final approval and acceptance.

  
.....

Mr. Bishnu Prasad Aryal

Thesis Supervisor

Date:--

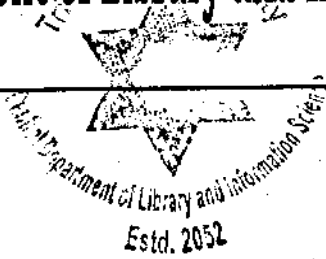


# Central Department of Library and Information Science

Date: .....

E-mail: [lisd@healthnet.or](mailto:lisd@healthnet.or)  
Website: <http://www.tulisd.ed>

ference No.:



## LETTER OF ACCEPTANCE

We certify this dissertation entitled "USERS SATISFACTION OF BIRENDRA MULTIPLE CAMPUS LIBRARY, CHITWAN, NEPAL" prepared and submitted by Mr. Umakanta Dhakal in partial fulfillment of the requirement for the master degree of Library and Information Science is hereby accepted and approved.

Mr. Bishnu Prasad Aryal

Thesis Supervisor

Mr. Yajaya Raj Bhatta

External Examiner

Mr. Bhim Dhoj Shrestha

Head of Department

Date:—

## ACKNOWLEDGEMENT

This research work has been accomplished by the kind support, valuable suggestions and constant encouragement from many individuals. First and foremost it's my great pleasure to express my appreciation to Central Department of Library and Information Science for approving my thesis title.

I express my sincere thanks and gratitude to my supervisor Mr Bishnu Prasad Aryal, Central Department of Library and Information Science for his encouragement, guidance and suggestions which impressed and helped me throughout my research work from designing till submission of the report.

I express my sincere thanks and gratitude to Mr. Bhim Dhoj Shrestha, Head of Department, Department of Library and Information Science for his sincere cooperation, personal attention and inspiration which helped me in both professional as well as administrative aspects of my study.

A special thanks to Mr Rudra Bohara, Associate Librarian, Birendra Multiple Campus, Chitwan. I also express my sincere thanks and gratitude to Mr Shankar Subedi and Mr Eak Narayan Poudel of Chitwan Medical College, Chitwan for their cordial cooperation in data analysis procedure. I would like to express my reverence to my mother Mrs Goma Devi Dhakal and an elder brother Dr Hari Prasad Dhakal for their kind blessings and inspirations.

Finally I would like to thank to all the participants for accepting my request and providing the valuable time and as well as necessary information as per questionnaire.

Umakanta Dhakal

APRIL 2013

## ABSTRACT

User satisfaction is one of the strongest measures of effectiveness of the service which a library offers. The purpose of a library is defeated if its users are not satisfied with the resources, facilities and services it provides. The main objective of this study was to assess the level of satisfaction among users of campus library. This study is set to find out if users of Birendra Multiple Campus library are being satisfied with the services the library renders. In this descriptive study, a total of 50 library users of Birendra Multiple Campus Library from four different disciplines were surveyed by using self-administered questionnaire. The level of satisfaction towards library materials, library services and library facilities were collected by using five point likert scales from extremely satisfied to not satisfied. This study revealed that the users of Birendra Multiple Campus Library were dissatisfied with various components. Users seem to be less or not satisfied at all with the library collections especially with online database, government collections and audiovisual materials. Also they do not seem to be extremely or very satisfied with any facilities provided by the library. They have special dissatisfaction with library opening and closing time, library catalogue and access to computer. Most of evening shift users were dissatisfied with existing closing time of the library. Users also reported that there is need to open the library during evening and vacations mostly. Also most of the users were very less or not satisfied with photocopy facility, PC and computer use and audio visual facilities of the library but users were moderately satisfied with lighting, quietness, cleanliness and furniture available in the library. Since users expressed library is extremely important or very important to them, it seems very crucial to improve library facilities and services to provide the maximum level of satisfaction to its users.

# CATALOGUE OF THESIS

## Shelf List

D 027.6 D721u 01	Dhakal, Umakant User satisfaction of Birendra Multiple Campus Library, Chitwan, Nepal/Umakant Dhakal. -Kirtipur: Central Department of Library and Information Science, 2013. xi, 45p.; 30 cm Dissertation: Master's Degree of Library and Information Science from CDLIS I.COLLEGE LIBRARIES J. TITLE
---------------------------	---

## Main Entry

D 027.6 D721u 2013	Dhakal, Umakanta User satisfaction of Birendra Multiple Campus Library, Chitwan, Nepal/Umakanta Dhakal. -Kirtipur: Central Department of Library and Information Science, 2013. xi, 45p; 30 cm Dissertation: Master's Degree of Library and Information Science from CDLIS I.CAMPUS LIBRARIES I. Title
-----------------------------	---

### Title Added entry

D 027.6 D721u 2013	User satisfaction of Birendra Multiple Campus Library, Chitwan, Nepal Dhakal, Umakanta User satisfaction of Birendra Multiple Campus Library, Chitwan, Nepal/Umakanta Dhakal. -Kirtipur: Central Department of Library and Information Science, 2013. xi, 45p; 30 cm Dissertation: Master's Degree of Library and Information Science from CDLIS
-----------------------------	--

### Subject Added Entry

D 027.6 D721u 2013	CAMPUS LIBRARIES Dhakal, Umakanta User satisfaction of Birendra Multiple Campus Library, Chitwan, Nepal/Umakanta Dhakal. -Kirtipur: Central Department of Library and Information Science, 2013. xii, 45p.; 30 cm Dissertation: Master's Degree of Library and Information Science from CDLIS
-----------------------------	--

## TABLE OF CONTENT

TITLE	PAGE NO
LETTER OF RECOMMENDATION	i
LETTER OF ACCEPTANCE	ii
ACKNOWLEDGEMENT	iii
ABSTRACT	iv
CATALOGUE OF THESIS	v
TABLE OF CONTENT	vii
LIST OF TABLES	ix
LIST OF FIGURES	x
ABBREVIATIONS	xi
CHAPTER I: INTRODUCTION	1-7
1.1 Background of the study	1
1.2 Statement of the problem	4
1.3 Significance of the study	5
1.4 Objectives of the study	6
1.5 Definition of terms	6
1.6 Organization of the study	6
CHAPTER II: REVIEW OF LITERATURES	8-13
CHAPTER III: FOCUS OF THE STUDY	14-20
3.1 Introduction of BMC	14
3.2 Vision of BMC	15
3.3 Mission of BMC	15
3.4 Goal of BMC	15
3.5 Physical infrastructure	15
3.6 Other facilities	16
3.7 Organization chart	18
3.8 Campus library	18
CHAPTER IV: RESEARCH METHODOLOGY	21-23
4.1 Research design	21
4.2 Study area	21
4.3 Study population and sample	21
4.4 Sources of data	21
4.5 Sample size	21



4.6 Sampling technique	22
4.7 Data collection tools	22
4.8 Validity and reliability	22
4.9 Data collection method	23
4.10 Data analysis method	23
4.11 Ethical considerations	23
<b>CHAPTER V: ANALYSIS AND PRESENTATION OF FINDINGS</b>	<b>24-35</b>
5.1 Personal information	24
5.2 Users perceptions towards library	28
5.3 Level of satisfaction with library items	31
5.4 Level of satisfaction with library services	32
5.5 Level of satisfaction with library facilities	33
5.6 Overall satisfaction level towards library	34
5.7 Top priorities and suggestions for future improvements	34
<b>CHAPTER VI: SUMMARY CONCLUSION AND RECOMMENDATION</b>	<b>36-38</b>
6.1 Summary	36
6.2 Conclusion	37
6.3 Recommendation	38
<b>REFERENCES</b>	<b>39-41</b>
<b>APPENDIX A: QUESTIONNAIRE</b>	<b>42-44</b>
<b>BIO-DATA</b>	<b>45</b>

## LIST OF TABLES

Table 1: Distribution of respondents by age group	24
Table 2: Distribution of respondents by sex	25
Table 3: Distribution of respondents by professional status	25
Table 4: Distribution of respondents by their educational status	26
Table 5: Distribution of respondents by academic discipline	27
Table 6: Distribution of respondents according to importance of library to users	28
Table 7: Distribution of respondents by frequency of visit to the library	29
Table 8: Distribution of respondents by specific reasons to visit library	30
Table 9: Distribution of respondents by their needs of library during off times	31
Table 10: Distribution of respondent level of satisfaction with library items	31
Table 11: Distribution of respondent level of satisfaction with library services	32
Table 12: Distribution of respondent level of satisfaction with library facilities	33
Table 13: Distribution of overall level of satisfaction towards library	34
Table 14: Distribution of respondent priorities regarding future improvements	35

## LIST OF FIGURES

Figure 1: Organizational Chart	18
Figure 2: Distribution of respondents by age group	24
Figure 3: Distribution of respondents by sex	25
Figure 4: Distribution of respondents by professional status	26
Figure 5: Distribution of respondents by educational status	27
Figure 6: Distribution of respondents by academic discipline	28
Figure 7: Distribution of respondents according to importance of library to users	29
Figure 8: Distribution of respondents by frequency of visit to the library	29
Figure 9: Distribution of respondents by specific reasons to visit library	30
Figure 10: Distribution of overall level of satisfaction towards library	34

## ABBREVIATIONS

B. Sc	:	Bachelor of Science
B.A.	:	Bachelor of Arts
B.B.S.	:	Bachelor of Business Studies
B.S.	:	Bikram Sambat
BMC	:	Birendra Multiple Campus
CDLIS	:	Central Department of Library and Information Sciences
DDC	:	Dewey Decimal Classification
I.Sc.	:	Intermediate of science
M.A.	:	Master of Arts
M.B.S.	:	Master of Business Studies
M.Sc	:	Master of Science
OPAC	:	Online Public Access Catalog
PC	:	Personal Computer
SERVQUAL	:	Service Quality
SPSS	:	Statistical Package in Social Sciences
TU	:	Tribhuvan University

# CHAPTER I

## INTRODUCTION

### 1.1 Background of the study

The word 'Library' comes from the Latin word 'liber' which means book. In Sanskrit 'Pustakalya' means the home of book and in French 'libraries' means book seller or shop, i.e. a person who rents or sell the text of the student. Library is a product of our cultural maturation .so the library is a need of society. The library is therefore a place where books are kept. But the library of today is more than a building or rooms in which book are kept.

The library is sometime called the memory of the human race .A library is like a giant brain that remembers all that scientist, historians, poets, philosopher and other men who have pursued knowledge have thought and learnt. A library is the meeting place for the ideas and words of people who have helped shape the development of the world. A library is also a place where the experiences of the past can meet the needs of the present.

In ancient time, when books were very few rare and scare due to lack of printing and publishing facilities," a library was regarded as a store house and books were meant for preservation the library was supposed to be a custodian who didn't encourage the use of books. The readers were expected to use library on their own. At the most if a reader asked for a book then the custodian so called librarian would pass on the book and leave him alone librarian kept out of way of the readers as far as possible. Libraries tended to be passive and archival institution perhaps there was not enough incentive for them to become dynamics" (Kumar,1998).

Library is a collection of graphic, acoustic and holistic materials, such as books, periodicals, newspapers, maps, manuscripts, charts, filmstrips, microfilm, phonograph records etc, all designed for use (Mukerji, 1977). There are mainly three components of the library- the reader (user), the reading material (books) and the library staff. The service which establishes the close relations among the three components of the library is technically known as library service (Naidu, 1989). It is already established that all three components which Ranganathan named as trinity of

library are essential variables for library effectiveness. User satisfactions being the most center and important for assessing the effectiveness of any library is best summarized by Alemna (1999) in these words "User is the centre of all measures of evaluations. Be it a cost effective evaluation or cost benefit evaluation, evaluation of effectiveness or performance-all end up finding ways of better serving the library user and this is the satisfaction of the demands he places upon the library" (Strecher, 1975). Therefore, it is the user who uses the service; the most qualified person to evaluate the effectiveness of these services. Many authors and experts are also of the opinion that unless the objective measures are involved, tested and used, user opinion remains the valid and potent measure of user. The library's interaction with user has been identified as the major component, to determine the library effectiveness by many experts. All user studies are rooted in and related to present and anticipated problem and many studies conducted so far are addressing the issue of user satisfaction, user frustrations. In spite of the problems, user satisfaction is one of the strongest measures of effectiveness of the service which a library offers. With this background and underlying assumption that there is a relationship between user satisfaction and library effectiveness, user satisfaction of users of college library is studied (Islam,2003).

Libraries are perceived as social organization with a sense of direction. They are structured to carry out the functions of rendering information services to the society. Modern society is an information-based society where information as a resource plays a dynamic role in the management and dissemination of information. Libraries as an organization are continuously interacting with individuals, groups and library organization is in continual state of adoption. There seems general consensus that libraries should attempt to be effective but there is a lack of agreement on what the concept effectiveness means. the degree to which the library is able to meet the demands of the users (D'Elia and Walsh, 1983), measures based on users opinion or attitudes relating to the quality of the library or user satisfaction of the specific request(Strecher,1975).

The dictionary defines satisfaction as "fulfillment" or "gratification" Earlier the user satisfaction was based on literal meaning that sought to identify binary state whether or not the user is satisfied. This concept has evolved to encompass the

broader user's perspectives of the library (Franklin & Nitecki, 1999). The libraries which are able to provide users with whatever they want will achieve higher levels of user satisfaction. But is it possible to provide everything the user demands as related the information? Some authors have linked user satisfaction to resources available in the library. However, it is quite impossible for any library to procure almost everything and anything on any particular subject. There are always constraints. One of the biggest constraints is the budget. There was and there will be never sufficient money available for the libraries. No library can satisfy its users all the time. Quality of resources may be judged from an overall perception whether the library can provide access to the materials (Andaleeb & Simmonds, 1998). These may or may not be available in the library. Question is how to measure the user satisfaction and what variables should be included in user satisfaction scale. There is no simple definition or one measure of satisfaction. Identifying the variables that should compose a measure of patron satisfaction appears to be a stumbling block for researchers (Tessier, et al., 1977). Some of the variables which emerge from the literature that are related with user satisfaction are services of the library, resources of the library. Tessier et al. (1977) further, identified following four aspects of satisfaction:

- (a) Users experience satisfaction with the output of a search.
- (b) Users will be satisfied or dissatisfied with a particular service because of their view of the library as a whole.
- (c) Aspect of satisfaction that deals with particular service that the library provides will also lead to general concept of satisfaction.
- (d) Users interaction with the staff will also contribute to user satisfaction. Studies of interpersonal communication have found that people are more satisfied if the concerned personnel are more responsive.

Birendra Multiple campus library is an academic library which was established in 2023 B.S. Later a separate modern library building was built and donated by Indian Embassy on 2064 BS as a remarkable friendship between Nepal and India within the college premises. It is also called as "Nepal-India Amity Library". The Indian Government provides some library furniture and two set computer with printer and one Television also. Now it is used in both ground floor

and first floor, provision of light and water is well; it is placed in proper place, near from the front side of the campus building. The main function of this library is to promote the teaching & learning activities of BMC's teachers & students. Around 40,000 (38000+200) books/ documents have been collected in the library. Most of them are related in science, Management, Humanities faculty and are in English and Nepali languages. It is well equipped with computerized system having specialized software Libra and follow the DDC classification(Adhikari, 2012).

## **1.2 Statement of the problem**

User studies are one of the most important areas in library and information science. Since user studies first started in the late 1940s', their number has constantly increased. In the nineties the implementation of conceptual theories, that flourished during 1980s, grew stronger as an increasing number of researchers acknowledged the value of these theoretical frame works and incorporated the min to their research design along with more sophisticated qualitative research methods. The nineties also witness the tremendous growth and establishment of the internet as an information provider in the information community. As a result a number of studies set out to investigate a plethora of issues concerning the impact of internet on the user and the information community (Siatri, 1999).

One of the important components of user studies is user satisfaction of the library services. Other things which will make a difference in user satisfaction are the quality of the services provided, responsiveness of the library staff, and competence of then library staff and overall physical appearance of the library facilities. User satisfaction is the most commonly used for the measurement of the effectiveness of a library. User satisfaction also provides the measure of service quality in libraries. User studies are an area that combines most of the literature in library and information science, yet at times it is confusing. It is further assumed that socio economic variables of the users will also influence the user satisfaction. It is also proposed user will be more satisfied with the organizations having favorable climate and people oriented leadership styles. So far no general conclusions have been arrived at as to what should be included as factors for assessing user satisfaction. There is very less emphasis on conducting research on user satisfaction with college library in Nepal.



### **1.3 Significance of the study**

Library is a service institution. The ultimate goal of any library is to provide library services in terms of supplying information as desired by the patrons. The library must satisfy its users giving them effective services. In recent times, evaluating users' satisfaction with the information resources, services and facilities of college libraries has become a major concern and an integral part of library and information science practitioners. User satisfaction is one of the strongest measures of effectiveness of the service which a library offers and also the key to success of any library. It is directly associated with the quality of the services provided, responsiveness of the library staff and overall physical appearance of the library facilities. Determining customer satisfaction is part of a comprehensive library evaluation. User's degree of satisfaction with a service will evolve as the user develops a relationship with service provider. Users will be satisfied or dissatisfied with a particular service because of their view of the library; User satisfaction or the dissatisfaction may result from the way the service is provided and user interaction with the staff will affect user satisfaction. For instance when information resources obtained from an academic library is lower than information need expectation, the users will be dissatisfied and vice versa. For any academic library to perform well and meet the needs of the users on this modern time, it is necessary for the academic library to embrace the use of information and communication technology too. It is necessary to assess whether users of an academic libraries get the desired information resources, facilities and services expected to be provided by the academic college libraries. The study on user satisfaction also have contribution to identify the limitations and future priorities for the development and improvement of the library services as well as enhances the ability of academic libraries to render necessary services to users. Hence the study aims to identify user satisfaction level and thus, improve upon the effectiveness of the libraries. This study may also help to provide the basis for carrying out further research on similar topic.

## **1.4 Objectives of the study**

### **General Objective**

The main objective of the present study is to assess the user satisfaction of Birendra Multiple Campus Library, Bharatpur, Chitwan

### **Specific Objectives**

1. To assess the respondents behavior towards use of college library.
2. To find out the users level of satisfaction with materials available at college library
3. To measure the users level of satisfaction with library services
4. To find out the users level of satisfaction with library facilities
5. To identify the top priorities for the improvement and development of the library

## **1.5 Definition of terms**

**Library-** Library is collection of books or other written or printed materials as well as the faculty in which they are housed and the institution that is responsible for their maintenance.

**Library user-**The person who uses the library materials or services

## **1.6 Organization of study**

This study is divided into six chapters, the organization of the study are as follow.

- Chapter 1 :** Introduction: Establishes the main objective of the thesis in accordance with the identified problem and discusses the users satisfaction towards college library. Significance of the study Rationale of the study, Limitation of the study, organization of study has been elucidated.
- Chapter 2 :** Review of literature: This chapter discusses about the relevant studies i. e. review of literature. Previous research, expert's opinion are coated in different place according to their relevancy.

- Chapter 3 : Focus of the study: It provides central points of the research i. e. main research objective on the subject matter.
- Chapter 4 : Methodology: Elucidate the study design, data analysis procedure, study population, sampling and data collection procedure.
- Chapter 5 : Analysis and presentation: This chapter portrays different findings of study using different tables.
- Chapter 6 : Summary, conclusion and recommendation: This chapter provides a summary of findings and present recommendations based on findings to the concerned authority for potential improvements on library services and facilities.

## CHAPTER II

### REVIEW OF LITERATURES

Initially user satisfaction studies started with the literal meaning of explaining the user satisfaction in terms of user fulfillment and later on pursued the study of customer satisfaction in terms of describing customer experiences. Many reviews of user studies have been written (Paisley, 1969; Wilson, 1981; D'Elia and Walsh, 1983; Siatri, 1999). The literature of user satisfaction is at times confusing. The construct has not been developed and tested in a systematic manner. Rather, it seems simply to have been accepted and used as a reasonable measure of library performance. Definitions differ; methods of measurements differ; reasons for using the construct differ. Terminology is ambiguous and sometimes contradictory (D'Elia and Walsh, 1983). They also identified two main approaches to user studies namely subjective and objective. In the objective approach, library is the unit of analysis and the proportions of the items supplied by the library on demand is the measurement of satisfaction. It is based on the assumptions that users of libraries experience satisfaction of their demands commensurate with the levels of library performance. While in the subjective approach, the user is the unit of analysis and the user's opinion of how well the library has performed in satisfying the demands is the measurement of satisfaction. It is assumed that user evaluations are valid indicators of library performance. It is very evident that user satisfaction of library service has direct relations with the efficiency of library staff.

Andalceb and Simmonds (1998) identified that library user, especially students, accord significant importance to the demeanor of the library staff. They further suggested that it is a multi attribute construct that must be instilled and inculcated, much like an attitude, among the library staff. Although instilling the qualities of demeanor among the service providers and gaining their commitment to these qualities can be challenging. The other important variable for the user satisfaction is the resources and their management in the libraries. Therefore, we can say that library environment involves three interrelated elements: user expectation, library performance and user satisfaction. What is central to all this is user? User's degree of satisfaction with a service will evolve as the user develops a relationship with service provider (Millson-Martula and Menon, 1995; Calvert, 2001).

Brember (1985) applied soft system methodology linking user survey to the practical problems of library management. The outcome of the study was an indication of the content of a useful model of the users and guidelines for deriving criteria for effectiveness based on the model. Applications of information technologies in the library and the internet satisfaction. When the user determines satisfaction with computer-based retrieval situations, he focuses on four distinct aspects: users experience satisfaction with the output of the research, Users will be satisfied or dissatisfied with a particular service because of their view of the library; User satisfaction or the dissatisfaction may result from the way the service is provided and user interaction with the staff will affect user satisfaction (Tessier et al., 1977). Further, authors believed in three assumptions for the users satisfaction. These are: (1) The users state of satisfaction is experienced within the frame of his own requirements; (2) expectations may affect how a user approaches the service, what he requires of it, how he interacts with it, and his assessment of its adequacy. In other words we can say that user's state of satisfaction is experienced within the framework of his expectations; (3) just as expectations may affect satisfaction; other considerations such as costs in energy, time or money may work to compromise the users definition of satisfaction. In other words users may seek a solution within acceptable range instead of an ideal or perfect solution. The authors conclude by saying that "we need to measure all the different aspects of user satisfaction and we need to use all available methods to measure user satisfaction. Only then, we can accurately adjust the conditions surrounding computer-based literature services to increase user satisfaction." Since the objective methodologies are yet to develop and involve, it is the subjective methodologies that we will have to depend upon. In other words, we will have to study user to identify his satisfaction levels and thus, improve upon the effectiveness of the libraries (Islam, 2003).

Another important component of the library is library staff. In an effective academic library the professional staff can be the most valuable resource- the more important than any other one component: books, card catalogue, documents etc (Berkner, 1979). Every organization is a social system, a network of interpersonal relationships. A man may do an excellent job by objective standards of measurement, but may fail miserably as a partner, subordinate, superior or colleague. Any library evaluation has to take into consideration its staff as the important resource of the

library. Therefore, assessment of library staffs' contribution and ability in carrying forward its goals and objectives becomes a necessity for any model of evaluation. DeProspero (1971) identified discussions by the individuals and the supervisor on job content, setting of performance targets by the employee, review of these with the supervisor as the evaluative checkpoint for the performance appraisal. Besides this interpersonal relations are also important for assessing the performance appraisal. "How does one cope with the colleague in the selection department who refuses to buy interdisciplinary material out of his /her departmental book budget, thus keeping carefully within set financial limits, building specialized collection and ignoring cross disciplinary approach?" this question is asked by Berkner and he argues that straight management by objective approach is unlikely to solve the problem. According to him, managerial abilities of the librarians should include the ability to supervise and organizational and leadership qualities. Organizational and leadership qualities should enable the librarians to be able to make decisions, willing to compromise, be self motivated and self controlled, be able to organize, plan, and communicate the effective use of resources, maintain good relationship with others, that expect that one will keep on growing, improve one's performance and continue to develop. Therefore, assessing the organizational climate, leadership styles and job satisfaction of the librarians becomes the essential component for assessing the overall effectiveness of any library. Librarians' effectiveness will depend on the employee, the job, the supervisor and the work environment and should not be limited to just the employee (Johnson, 1972).

Performance appraisals also help in effectively managing the staff, which ultimately leads to effective library. They assist in various aspects and these aspects are: (Hodge, 1983 and Berkner, 1979).

- To assist in personal planning
- To guide in job development
- To make basis for recommendations for promotions salary increase or terminations
- To serve as basis for modifying or changing the behavior
- To provide performance feedback to employees

- To develop an inventory of human resources for the use of management-record of available talent and potential among the staff
- To provide a method of counseling and encouraging staff members to grow and to plan for future development.
- To give the employee a chance to “know where he or she stands” in the supervisor’s estimation
- To elicit feedback from the employee

Goodall (1988), in his review on performance measurement sums up “It would be wrong to suggest that no real progress has been made in the field of performance measurement but one cannot help feeling that the research has been of a circular nature that although plenty has been written on the subject there is a surprising lack of originality in the writings. The research appears to be collateral rather than cumulative; it is too often the case that old ideas are regurgitated with modifications rather than improvements. However one must not be too critical as there are several fundamental difficulties in attempting to measure the performance of library service.” But he concludes that libraries must be evaluated in terms of the service they provide to the users. It is very clear that systems view is the only approach that takes all the components of the library into consideration for its evaluations. Even though there are various authors who have taken system view approach of the library (DuMont and DuMont 1979; Van House et al., 1990; Childers and Van House, 1993 Abbott 1994), but DuMont and DuMont who after summarising the various approaches presented an integrated model of library effectiveness. They integrated behavioral and organizational perspectives in an overall model of library effectiveness.

Library researcher recognized the potential of SERVQUAL to serve as tool for assessing the quality of library services as provided to the patrons. Association of Research Libraries (Cook, 2002) sponsored a pilot administration of the SERVQUAL instrument in 12 of its member institutions. Cook and Thompson (2000) explored reliability and validity of scores from SERVQUAL measurement protocol for evaluating the perception of library service quality. Nitecki and Herson (2000) also tested the SERVQUAL for measuring service quality at Yale university libraries and Coleman et al. (1997) conducted a survey to measure service quality based on the same method. It is too early to say whether SERVQUAL can answer how to assess the

effectiveness of the libraries even though it seems to be the best tool available because libraries are also service-oriented organizations. It needs further evaluation and empirical studies in library setting before any conclusions can be drawn.

A user assessment study was conducted to evaluate the users' level of satisfaction with the Chinese studies collection at the University of Malaya Library. The respondents were library professionals, faculty members, undergraduate and postgraduate students at the Department of Chinese Studies, University of Malaya. A total of 135 responses were received with a response rate of 77.5%. The results indicated that the undergraduates of years 2 and 3 and the postgraduates were less satisfied with the collection and services compared with the undergraduates of year 1, faculty members and library professionals. The respondents were generally satisfied with most of the library services and facilities with a mean score of 2.50 and above. However, the areas which require improvement are those responses which received a rating of 2.50 and below. For example, the library professionals were less satisfied with their participation in material selection with a score of 2.00. In this instance, the materials selection policy of the library is such that acquisition of materials is based on recommendations from the lecturers or based on their reading lists. The library professionals cannot recommend books that meet the needs of the community, hence, the dissatisfaction. The coordination and completion of the selection process in collection development is the responsibility of the librarians and not the faculty members. The undergraduates of year 3 are also less satisfied with the inter-library loan services with a score of 2.50. About 43% of the respondents never used the interlibrary loan services listed previously. Information seeking skills sessions are important to the postgraduates who expressed dissatisfaction with service and giving it a score of 2.40. The most frequently used services are the general reference service; library guides about the collection or the OPAC system; and the short-term and long-term loan facilities. However, there were some areas of dissatisfaction which require the management of the University of Malaya Library to look into. Results showed that there is no significant gap between the performance evaluation by library professionals and library users' expectations in the level of satisfaction with the information sources available between the library professionals and the respondents from the Department of Chinese Studies at the university (Ping, 2008).



Another one study on use of academic library as a case study in Nigeria was conducted by Felicia Yusuf in 2002. That study examined the extent of use of library resources in Covenant University, Nigeria. Two separate questionnaires were used to gather data. 400 registered library users were selected using the stratified random sampling technique. The findings revealed that 88% of the students sampled visited the library to read for examination while most faculties visited the library to read journals, electronic or print. Also, students used OPAC more than faculty. About 70 (77.7%) faculty respondents and 167 (79.5%) student respondents indicated that they were very satisfied respectively. In general, both faculty and students are satisfied with the library services rendered and the resources available. None showed dissatisfaction. This shows that the library is living up to the expectations of faculty and students and well-equipped to cater for their information needs. It is recommended that faculty give reading assignments that will require students to consult journals and other resources in the library, not just for examination purposes. And the library should organize a "library week" each semester to showcase the various resources available in the library (Yusuf, 2002).

## CHAPTER III

### FOCUS OF THE STUDY

This study is focused on the Birendra Multiple Campus, Bharatpur, Chitwan. It is one of the biggest colleges in Chitwan District run under Tribhuvan University. It is situated in central development region of Nepal where large number of users of different discipline likely to come for study. Altogether more than 4000 students enrolled in this campus. Similarly total of 280 teachers and 70 staff are serving where 12 are the library personnel. However this area is chosen purposively for the convenience of data collection due to time constraints, it seems worthwhile to conduct research among library users to assess the level of satisfaction with the library services available in this campus. It offers wide range of programs in the faculty of Science, (B.Sc and M.Sc Physics), Faculty of Management (BBS and MBS), Faculty of Humanities and Social Sciences, (BA, and MA Sociology and Anthropology) and faculty of Education (1 Year B. Ed), so it is also feasible to study satisfaction level with library services among diverse disciplines.

#### **3.1 Introduction of Birendra Multiple Campus**

Birendra Multiple Campus was established on the 1st Baishakh, 2022 BS. as 'Birendra Intermediate Arts College', named after late King Birendra, with the initiation and efforts of academicians, social workers, guardians, donors and local institutions feeling the need of an academic institution of higher education for the growing population of the district after Chitwan was open for settlement in 2011. The college had its hard times in its infancy as it did not have its own building and premises. With a great labor pain it took its birth in Chitwan High School Building at night with 14 students and later it was shifted to a rented house at Narayangarh. With many ups and downs on its course of growth, the college received 10 Bighas of land from HMG in 2028 and in 2032 the college shifted to its own building which was inaugurated by Late King Birendra on 6th Marg, 2034B.S. The college then was capable enough to begin Bachelor level which was materialized in 2035. From 2040, The College started I.Sc. and became the first multiple campus in Chitwan district. The college was expanding physically and academically day by day. In this context the college took a great stride in its academic activity and began Masters Level in

Economics in 2045, B.Sc. in 2050, M.A. (Nepali) in 2053 and since then different programmers of Bachelor and Master's Levels began to be added one after another without any interruption.

The Journey of this campus that began in 2022 has become a model journey of an academic institution of its kind. In its long course up to now it has been able to enlighten many individuals of different corners of the nation and thus illuminate the whole society with the knowledge, skills and inspiration.

### **3.2 Vision of BMC**

Birendra Multiple Campus envisions to be one of the leading campuses of the nation that focuses on academic excellence that produces highly skilled, qualified and competent manpower; and that enhances morally motivated leadership.

### **3.3 Mission of BMC**

The mission of Birendra Multiple Campus is:

- To educate students for being responsible citizen and ethically sound leaders in the local and global professionalism.
- To empower graduates to pursue meaningful and productive careers within the nation and abroad.
- To reinforce the students' inherent potentials for self-expression, creativity and innovation.
- To provide opportunities to explore diverse intellectual, spiritual and aesthetic traditions.

### **3.4 Goal of BMC**

The goal of BMC is to develop it into physically well equipped, academically excellent and research oriented hub of academic activities at the national level.

### **3.5 Physical infrastructure**

The campus has sufficient buildings as well as best utilized. The details are as follows-

1. Main Building (Humanities Building)- 2-storied building (23 Rooms)
2. Science Building- 2-storied building (with 12 rooms)
3. Administrative Building (6 rooms)
4. Master Degree Building (8 rooms)
5. Nepal-Indian amity Library (2-storied)
6. M.Sc. Physics and Chemistry Laboratory
7. Botany Lab (5 rooms)
8. Microbiology Lab 2067 (6 rooms)
9. Residence of Campus Chief
10. Residence of teacher and staff
11. Business Building Main Gate
12. Business Building Back side
13. Canteen

### **3.6 Other facilities**

Apart from the physical infrastructure, other main facilities available in the campus are

1. **Laboratory:** There are different subject wise laboratory. After starting of I.Sc. at year 2040 B.S. the campus had established Physics, Chemistry and Biology laboratory at Science building. The laboratories have been expanded after starting the classes of B.Sc. at year 2050 B.S. and the separate laboratory for Zoology and Botany was also established. Now campus has different modern laboratory at Naubigha building where students and researcher of M.Sc. Physics and Chemistry will be benefited. The laboratories include sufficient apparatus, equipments, chemicals, furniture. Dark room, balance room and stores are also exists in Labs. Similarly campus has just established microbiology laboratory and going to established geology and computer laboratory.
2. **Water Supply:** Campus has pipeline drinking water facility and Well. However the college administration is planning for deep boring to overcome from the problem which college is facing in rainy season.
3. **Toilet:** The campus has sufficient toilet facilities Separate male and female

toilet in each building and stories.

4. **Parking:** Sufficient spaces are available for parking. Properly designed cycle stand and motorbike stand are available.
5. **Sports and extra activities:** Campus is conducting different games and extracurricular activities with the help of free student union and other different stakeholders. The campus has conducted yearly basis games like Inter campus Football Tournament, Inter campus Cricket Tournament, Inter campus Volleyball Tournament, Intra campus Badminton, Quiz Contest, Gazal Contest etc. While under Humanitarian side Blood donation was conducted with coordination of Youth Red cross Circle every year. The campus has sufficient play ground facilities within its premises.
6. **Road and Transport:** The campus is located at the central part of Bharatpur where it is touched by east west National Highway. It is easy to access for the public. There is a regular public transportation facilities available (like minibus, microbus, tempo ect) from different area of the district. A special blacktopped road with both side greeneries is also available inside the premises of the main building.

### 3.7 Organization chart

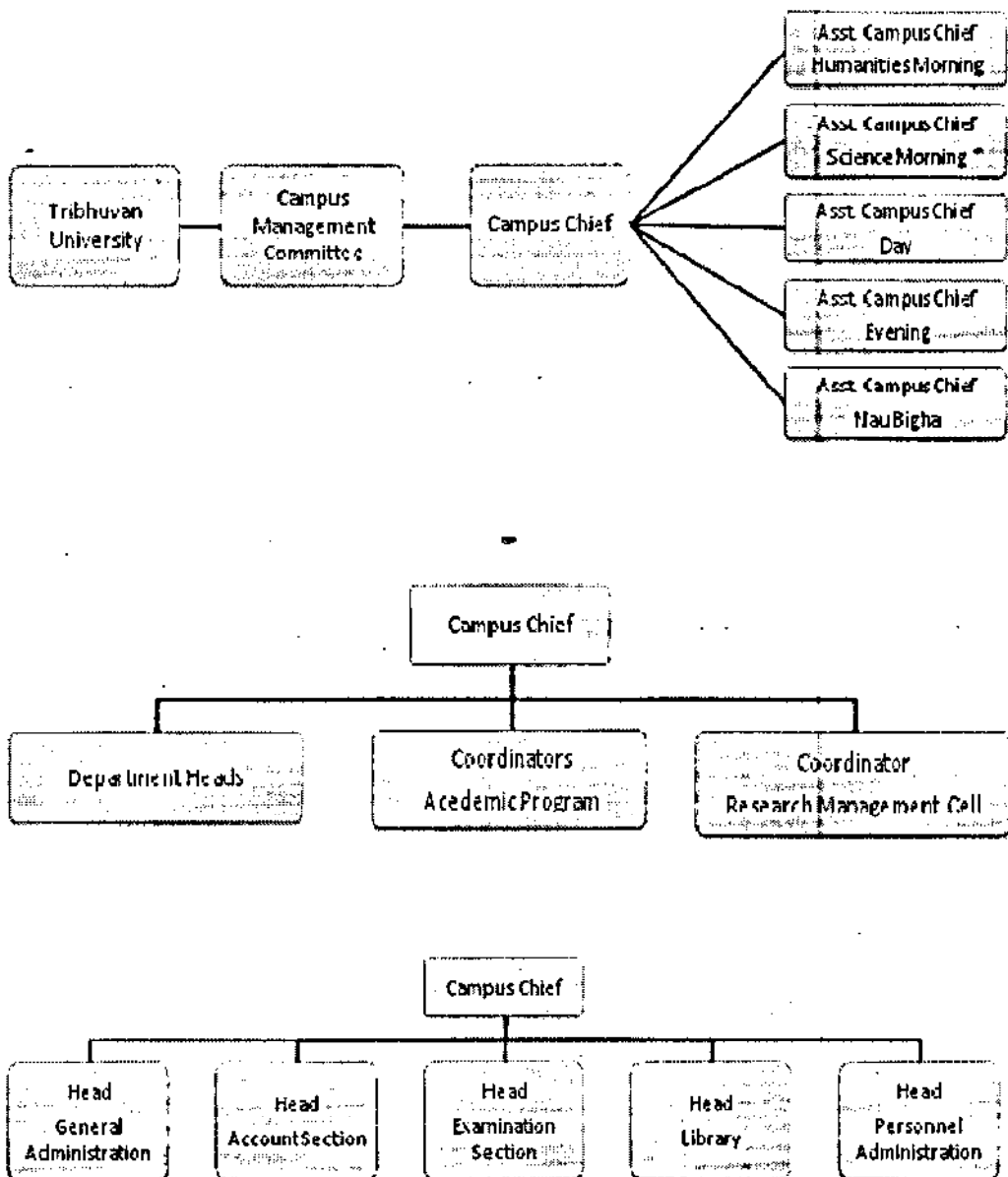


Figure 1: Organizational Chart

### 3.8 Campus library

#### 3.8.1 Introduction of BMC Library

Birendra Multiple campus library is an academic library which was established in 2023 B.S. A separate modern library building was built and donated by Indian Embassy on 2064 BS as a remarkable friendship between Nepal and India within the college premises. It is also called as “Nepal-India Amity Library”. The

Indian Government provides some library furniture and two set computer with printer and one Television also. Now it is used in both ground floor and first floor, provision of light and water is well; it is placed in proper place, near from the front side of the campus building. The main function of this library is to promote the teaching & learning activities of BMC's teachers & students. Around 40,000 (38000+200) books/ documents have been collected in the library. Most of them are related in science, Management, Humanities faculty and are in English and Nepali languages. A few books are available in other faculties in library (Adhikari, 2012).

It is well equipped with computerized system having specialized software Libra and follow the DDC classification. There are 40510 books of different subjects among them. 10290 in Nepali, 4256 in economics, 2356 in Political science, 4604 in English, 2215 in History, 325 in culture, 3681 in Management, 117 in Education, 2048 in Mathematics, 1945 in Physics, 923 in Chemistry, 615 in Botany, 311 in Biology, 418 in Zoology, 317 in Statistics, 298 in Geography, 1919 in Sociology, 667 in Population, 26 in Philosophy, 209 in Research, 57 in Journalism, 93 in Tourism, 201 Dictionary, 505 in Religion, 25 in Computer Science, 96 in Microbiology, 23 in Environment Science, 26 in Applied Science, 37 in Medical Science, 1907 in Miscellaneous. Around 250 journals and more than 400 thesis reports are also available in the library.

### **3.8.2 Objectives of the BMC library:**

BMC library is devoted to supported and facilitate the teachers, students and administrative staffs. The objectives are:

1. To operate as a dynamic instruments of higher education.
2. To furnish learning environment appropriate for reading
3. To serve the teaching and learning of the campuses
4. To teach skills needed for the issues of the library.
5. To provide information services.

6. To save the time of our library users who are scholars, students, Faculty members and teachers and our staffs
7. To improve by the use of database of Winisis for reference and OPAC search of Libra library software
8. To upgraded for our users from the e-materials by the use of internet
9. To collect the e-materials which are not available in our library.
10. To denote a grade class of a campus in Nepal.

### **3.8.3 Library personnel:**

There are twelve (12) staffs working in the library but almost are in Assistant post and none trained. Deputy librarian is working as a chief librarian or Department head.

### **3.8.4 Lending procedure**

Generally, library opening hour is 6 am in the morning and closing time is at 6 pm in the evening. It is opened for the 4000 students, 280 teachers and 70 staff of the BMC. Local people are also allowed to use the library under the supervision of library staff. One borrowing library card cum Identity card which is barcodable provided for each user (student, teacher, and staff) facilities his /her to borrow two books for 14 days for students and seven books for 90 days for teachers and three books for 90 days for contact teachers and three books for 90 days for administrative staffs. In an average 1200 books are issued daily from this library. Here overnight facilities were stopped since 2064 B.S. In close access system users cannot retrieve their documents. So this library follows the open access system since 2064 B.S.



## **CHAPTER IV**

### **RESEARCH METHODOLOGY**

#### **4.1 Research Design**

The study design adopted for this study was descriptive type.

#### **4.2 Study Area**

To study the user satisfaction with library, Birendra Multiple Campus Bharatpur Chitwan was selected as study area. It is situated in central development region of Nepal where large number of users of different discipline likely to come for study. However this area is chosen purposively for the convenience of data collection due to time constraints, it seems worthwhile to conduct research among library users to assess the level of satisfaction with the library services available in this campus.

#### **4.3 Study Population and Sample**

The study population was the whole students, teachers and staff of Birendra multiple Campus and study sample was the individual user of Birendra Multiple Campus Library Bharatpur from different discipline and different professional status.

#### **4.4 Sources of Data**

The major sources of data are primary as well as secondary which are used for this study. The primary data were collected through field survey using self-administered questionnaire. Researcher also reviewed different literatures and consulted with different personnel regarding the library at Birendra Multiple Campus Chitwan.

#### **4.5 Sample Size**

Total sample size of the study was 50, the users of Birendra Multiple Campus Library.

## **4.6 Sampling Technique**

The samples were selected purposively and hence the sampling method was nonprobability purposive sampling.

## **4.7 Data Collection Tools**

This study mainly focused on the variables regarding importance and satisfaction levels of users on library services, library collection and library facilities. To measure the level of satisfaction, five point likert scales, which ranged from scale 1-5, as “Not satisfied”, “Less satisfied”, “satisfied”, “Very satisfied” and “Extremely satisfied” was used. In general, a questionnaire was prepared under the following main categories:

- (i) Background information
- (ii) Visit to the library
- (iii) Library resources
- (iv) Library facilities
- (v) Library services

The users were also asked to rate pre identified top priorities for the next two years for the campus library. In addition, three separate open ended questions were asked to write types of difficulties they are facing with the current library service, facility/es needed to be add and further suggestions for the improvement and development of the library.

## **4.8 Validity and Reliability**

Validity and reliability was established by developing an instrument on the basis of extensive literature review and consulting the research advisor, concerned teachers. Pre-testing of the questionnaire was conducted in the similar setting with 10% respondents who met the study criteria for accuracy of the instrument. Necessary modification was done as per need.

#### **4.9 Data Collection Technique**

A self-administered questionnaire was used to collect the primary data with the library users available at college library following a verbal consent from each.

#### **4.10 Data Analysis Procedure**

The collected data was rechecked for errors and omissions on the same day and the consistency of the data was maintained. Data were entered in Microsoft Excel and analyzed by SPSS version 17.0. The data were presented in tables in terms of frequencies and percentages and interpreted accordingly.

#### **4.11 Ethical Considerations**

- Permission was taken from the concerned college authority.
- Objectives, time required filling up the questionnaire, potential pros and cons were explained in explicit language to the respondents before distributing the questionnaire.
- Verbal consent was taken with the respondents willing to participate in the study.
- Discontinuation right to respond to the questions was respected.
- Privacy and confidentiality of the data were maintained.

## CHAPTER V

### DATA ANALYSIS AND PRESENTATION OF FINDINGS

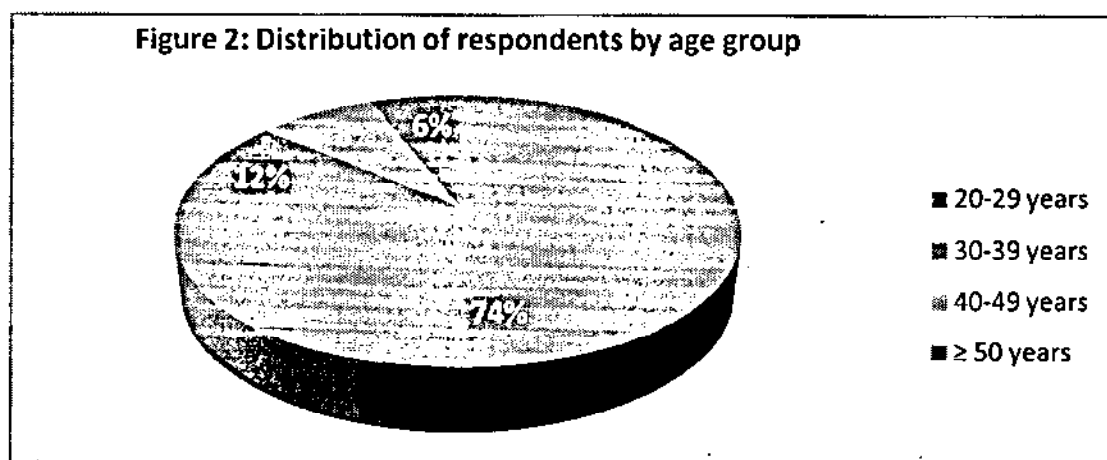
This chapter deals with the findings of the study obtained from analysis and interpretation of the data. The present cross-sectional study was conducted to assess the level of satisfaction among the library users of Birendra Multiple Campus Chitwan Nepal. Data were collected by using self-reported information from each user of five randomly selected areas. The overall results of the study have been presented in tabular, graphical and narrative form thereby interpreting the results in this chapter under the following main headings.

#### 5.1 Personal information

**Table 1: Distribution of respondents by age group**

Age group	Frequency	Percent
20-29 years	37	74
30-39 years	6	12
40-49 years	4	8
≥ 50 years	3	6
Total	50	100

Source : field survey 2013



Above figure 2 shows that highest proportion (74%) of respondents was 20-29 years of age. Similarly, 12% respondents were in the age group 30-39 years and 8%

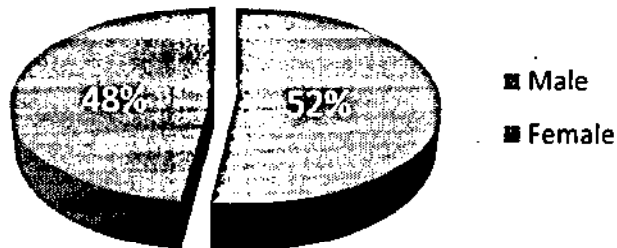
were in the age group 40-49 years while least (6%) respondents had age of 50 years and above. The mean age of the respondents was found  $28.8 \pm 8.4$  years, where minimum age was 21 years and maximum was 53 years.

**Table 2: Distribution of respondents by sex**

Sex	Frequency	Percent
Male	26	52
Female	24	48
Total	50	100

Source : field survey 2013

**Figure 3: Distribution of respondents by sex**



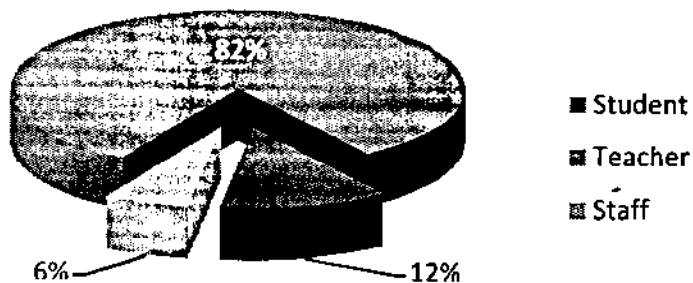
In this study, majorities (52%) of the respondents were male whereas 48% were female (Figure 3).

**Table 3: Distribution of respondents by professional status**

Status	Frequency	Percent
Student	41	82
Teacher	6	12
Staff	3	6
Total	50	100

Source : field survey 2013

**Figure 4: Distribution of respondents by professional status**



Above table shows that most (82%) of the library users were students, while 12% of the respondents were teaching professionals and 6% were the employee of Birendra Multiple College.

**Table 4: Distribution of respondents by their educational status**

Education	Frequency	Percent
PCL	4	8
Bachelor	19	38
Master	27	54
Total	50	100

Source : field survey 2013

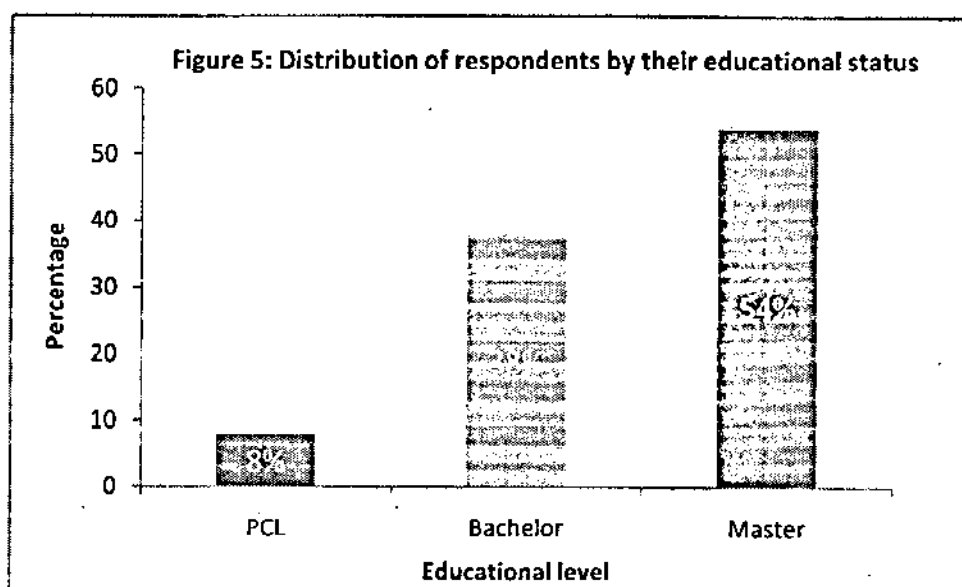
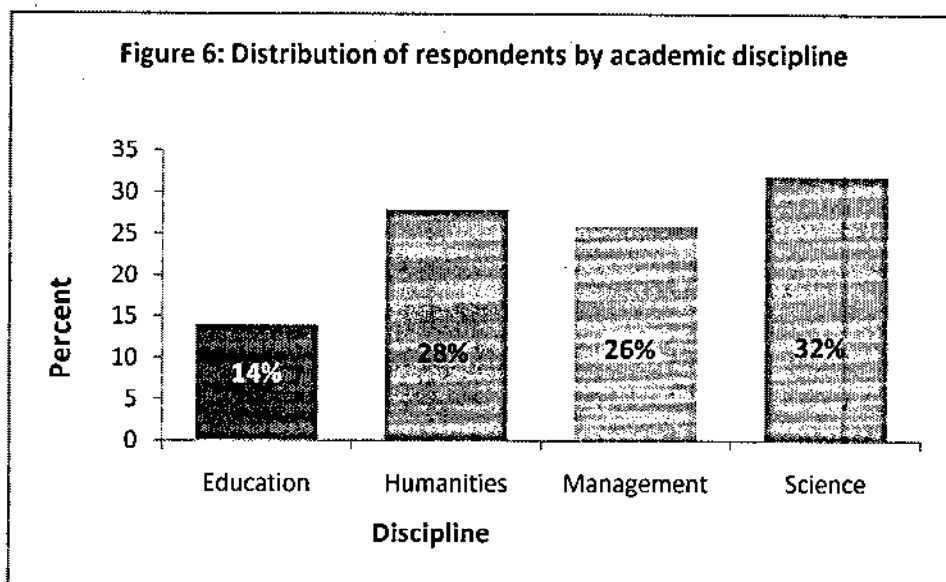


Figure 5 shows that most of the respondents (54%) had either passed master level education or enrolled for master's degree education. Similarly 38% respondents had Bachelor level education and only 8% of the respondent had proficiency level education.

**Table 5: Distribution of respondents by academic discipline**

Discipline	Frequency	Percent
Education	7	14
Humanities	14	28
Management	13	26
Science	16	32
Total	50	100

Source : field survey 2013



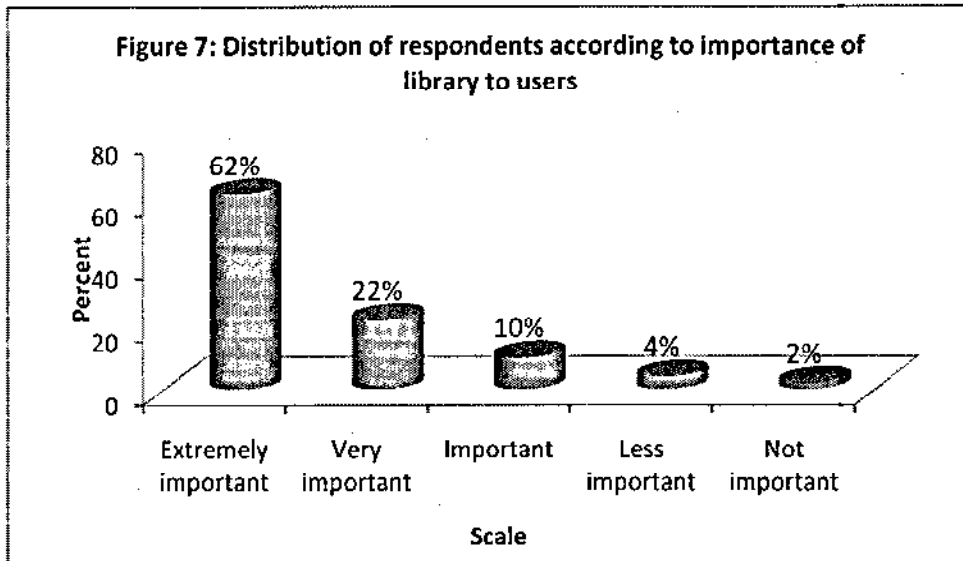
Above figure 6 shows the distribution of the respondents according to their educational discipline. Among all 50 respondents, 32% were from science stream, 28% were from humanities, 26% were from management background and 14% were from education discipline.

## 5.2 Users perception towards library

**Table 6 Distribution of respondents according to importance of library to users**

Scale	Frequency	Percent
Extremely important	31	62
Very important	11	22
Important	5	10
Less important	2	4
Not important	1	2
Total	50	100

Source : field survey 2013



Here users were asked about importance of the library them. Most (84%) of the users said that library is extremely important or very important to them or 10% of the users told that library is important to them. Whereas, very few (6%) of users said that library is less important or not important to them at all (Table 6).



**Table 7 Distribution of respondents by frequency of visit to the library**

Average visit	Frequency	Percent
Daily	14	28
Two or more times a week	21	42
Once a week	6	12
Two or more times a month	3	6
Once a month	3	6
Rarely	3	6
Total	50	100

Source : field survey 2013

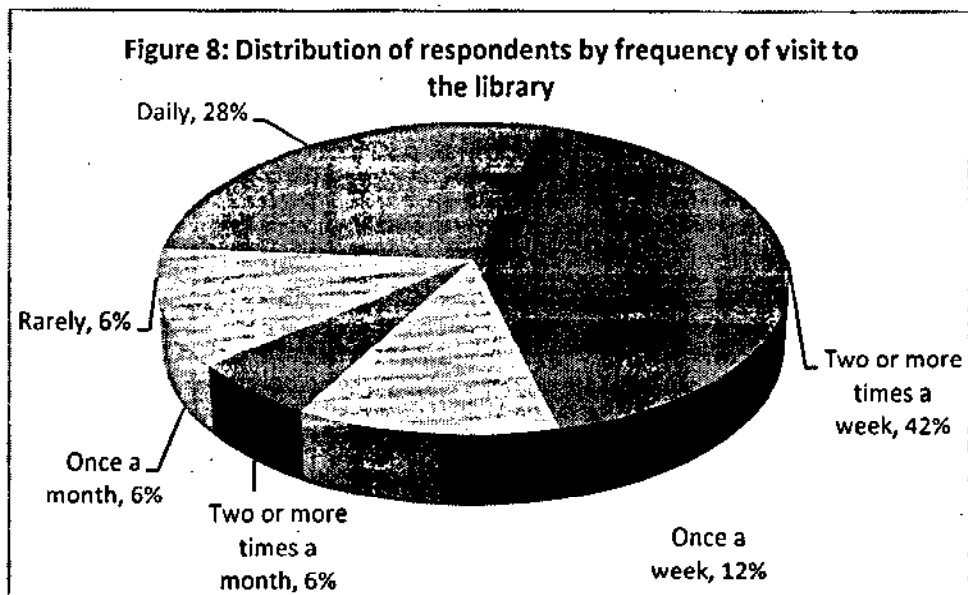


Figure 8 shows that 28% respondents visit the library daily whereas 42% of the respondents visit the library 2 or more times a week. About 12% respondents visit the library once a week. In contrast, 18% respondents visit the library less frequently.

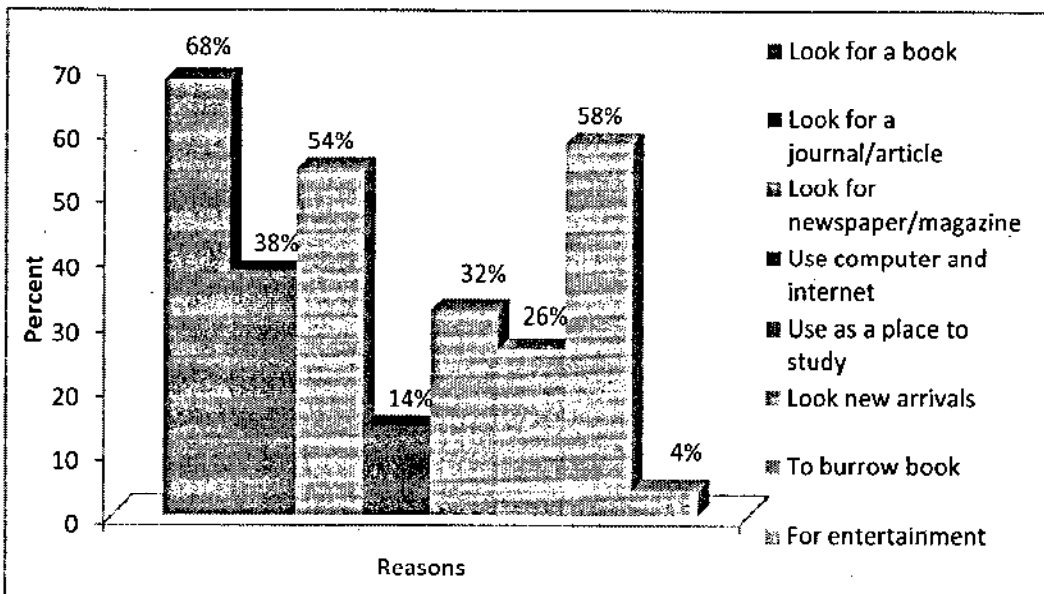
**Table 8 Distribution of respondents by specific reasons to visit library**

Reasons	Number	Percent
Look for a book	34	68
Look for a journal/article	19	38
Look for newspaper/magazine	27	54
Use computer and internet	7	14
Use as a place to study	16	32
Look new arrivals	13	26
To burrow book	29	58
For entertainment	2	4

(Multiple response)

Source : field survey 2013

**Figure No. 9**



The respondents were also asked why they visit the library. Users often visit the library to look for a book (68%), to burrow books (58%) and to look for newspaper or magazines (54%). One third (32%) are also using library as a place to study and 38% said they also visit library to look for a journal or articles. It is also found that some of them (4%) are visiting library for entertainment too (Table 8).

**Table 9: Distribution of respondents by their needs of library during off times**

Off time	Always (%)	Frequently (%)	Sometimes (%)	Rarely (%)	Never (%)
Evenings	46	16	34	2	2
Saturdays	24	18	22	12	24
Holidays	22	18	28	14	18
Vacations	28	22	28	12	10

Source : field survey 2013

Users were also asked whether they need the library during off timings. Table 9 shows the distribution of respondents for each off times evenings, Saturdays, holidays and even vacations. The users reported that there is need to open the library during evening and vacations mostly. Among all, 62% want the library to be open on evening always or frequently. But in case of Saturdays, equal proportions of users were in for and against.

### 5.3 Level of satisfaction with library items

**Table 10: Distribution of respondent level of satisfaction with library items**

S.N	Items	Extremely satisfied (%)	Very satisfied (%)	Satisfied (%)	Less satisfied (%)	Not satisfied (%)
1	Text Books	6	14	52	18	10
2	Reference books	2	6	50	30	12
3	Text Journals	0	6	42	32	20
4	Reference collections	2	8	44	30	16
5	Newspapers/magazines	8	16	40	18	18
6	Online database/books	2	4	22	16	56
7	Government collections	4	2	32	30	32
8	Audiovisual materials	0	2	20	26	52

Source : field survey 2013

Table 10 shows the distribution of respondent level of satisfaction towards resources available in the library. Majority of the users seem to be less or not satisfied at all with the library collection than extremely or very satisfied. More than two third

(62%) of users said that they are not satisfied or less satisfied with online database, government collections and audiovisual materials. Likewise more than half (50%) of the respondents were dissatisfied with text journals. In case of text books, reference books and newspaper items, majorities of the respondents were moderately satisfied but for all other items satisfaction rate was very low.

#### 5.4 Level of satisfaction with library services

**Table 11: Distribution of respondent level of satisfaction with library services**

S.N	Items	Extremely satisfied (%)	Very satisfied (%)	Satisfied (%)	Less satisfied (%)	Not satisfied (%)
1	Library rules and reg	4	14	46	18	18
2	Library opening hours	2	10	34	38	16
3	Location of resources	4	10	46	16	24
4	Library catalogue	2	8	32	28	30
5	Assistance at ref desk	8	4	48	22	18
6	Book issue/return period	6	6	46	26	16
7	Fine/charging system	6	2	40	30	22
8	Access to computers	0	0	20	30	50
9	Staff assistance in library	0	10	50	16	24

Source : field survey 2013

Evaluation of library services is one of the criteria to see the satisfaction level among users. Users were asked to rate in five point likert scale to express their level of satisfaction towards 9 different types of services identified for the purpose of this study. Users do not seem to be extremely or very satisfied with any of the nine library services. More of them seem to be satisfied at average level with all the services provided by the library. Half (50%) of the respondents were not satisfied with access to computer and no one expressed they were extremely or very satisfied in this regard. Nearly 50% of the users said that they are satisfied with staff assistance in the library followed closely by assistance at reference desk (48%).

## 5.5 Level of satisfaction with library facilities

**Table 12: Distribution of respondent level of satisfaction with library facilities**

S.N	Items	Extremely satisfied (%)	Very satisfied (%)	Satisfied (%)	Less satisfied (%)	Not satisfied (%)
1	Reading room in group	0	12	48	18	22
2	Individual study carrels	0	8	46	20	26
3	AC and ventilation	2	8	30	28	32
4	Lighting	0	10	52	22	16
5	Photocopy facility	0	2	26	20	52
6	PC and computer use	0	2	22	12	64
7	Audio-visual equipment	0	0	18	20	62
8	Quietness	0	6	54	20	20
9	Cleanliness	2	2	54	24	18
10	Security	4	6	46	22	22
11	Space and Furniture	2	4	58	14	22

Source : field survey 2013

The facilities provided by the library are the index to the quality of the library services. Library facilities were identified 11 variables namely group study rooms, individual study carrels, air condition & ventilations, lighting, photocopies, PC and computer terminals, audio visual equipment, quietness, cleanliness, security for personal property and furniture. Majority of users were very less or not satisfied with any of these facilities. Photocopy facility, PC and computer use, audio visual equipment show least satisfaction among users. Users were moderately satisfied with lighting, quietness, cleanliness and furniture available in the library.

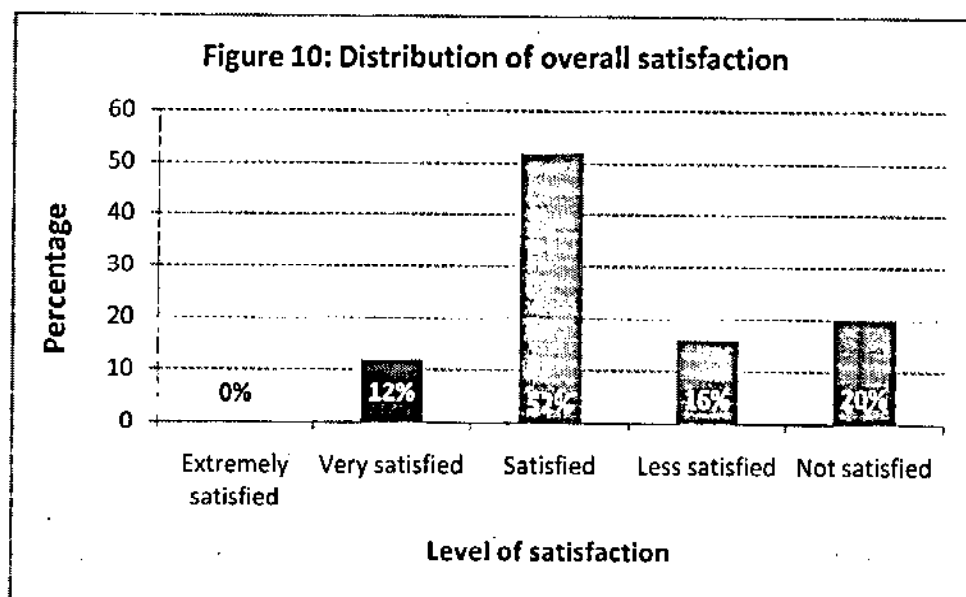
## 5.6 Overall satisfaction level towards library

**Table 13: Distribution of overall level of satisfaction towards library**

Scale	Frequency	Percent
Extremely satisfied	0	0
Very satisfied	6	12
Satisfied	26	52
Less satisfied	8	16
Not satisfied	10	20
Total	50	100

Source : field survey 2013

In order to sum up the whole study, users were asked to rate the overall satisfaction of the library on the same five point likert scale. No body was found extremely satisfied with the library and very few (12%) were rated for very satisfied. Majority (52%) had the average level of satisfaction. Similarly more than one third (36%) of the users were less or not satisfied with library. The finding is presented in Figure 10 below.



## 5.7 Top priorities and suggestions for future improvements

The users were asked as what could be the priorities in future for improving the library facilities and services in the library. Nine items identified for this purpose

are enumerated in the table no. 13 asked to rate them on three point likert scale as extremely important, less important and not important.

**Table 14 Distribution of respondent priorities regarding future improvements**

Sn	Priorities	Extremely important (%)	Less Important (%)	Not Important (%)
1	Increase library hours	76	16	8
2	Add more computers	86	14	0
3	Add electronic books	80	18	2
4	More reference books	90	8	2
5	More text books	88	8	4
6	Safe environment	90	10	0
7	Quiet environment	90	10	0
8	Trained library staff	90	10	0
9	Access to internet	86	14	0

Source : field survey 2013

All the nine items assessed in this study were found to be top priority and very less or marginal users said that these are not important or less important priorities for the future time. Approximately more than 90% of the users want the library to add more reference books, to provide safe or quiet environment and service by trained personnel. Similarly most of them want the library should increase library hours, to add more computers and internet access and to add more text books as well as e-books. In order to do that they suggested library to add more computers, computerize the whole library, provide trained and efficient staff, increase library hours, and provide quieter places to study for library users in the near future. This clearly indicates that users want the library for better facilities and services in future.

## CHAPTER VI

### SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

This descriptive study was conducted among the library users of Birendra Multiple Campus Bharatpur Chitwan. This study was intended to assess the level of satisfaction towards library among them. All the data obtained from the respondents were thoroughly analyzed and interpreted on the basis of objectives of study in the previous chapter. This chapter highlights the summary of the findings, conclusions and recommendations.

#### 6.1 Summary of findings

The sample consisted of 50 library users from Birendra Multiple Campus, Bharatpur, Chitwan. In this study, majorities (52%) of the respondents were male and slightly less proportion (48%) was female. Highest proportion (74%) of respondents was in the age group 20-29 years followed by 12% respondents in the age group 30-39 years. The mean age of the respondents was found  $28.8 \pm 8.4$  years, where minimum age was 21 years and maximum was 53 years.

Among 50 users, majority (82%) of the respondents were students, while 12% of the respondents were teachers and 6% were the employees of Birendra Multiple College. As per educational status, 54% had either passed master level education or enrolled for master's degree education, 38% respondents had Bachelor level education and only 8% of the respondent had proficiency certificate level education. Similarly, among all, 32% were from science stream, 28% were from humanities, 26% were from management background and 14% were from education discipline.

Regarding the users perception towards library, users were asked about importance of the library to them. Most (84%) of the users said that library is extremely important or very important to them whereas very few (6%) of users said that library is less important or not important to them at all. Among all, 28% respondents visit the library daily basis and 42% of the respondents visit the library two or more times a week. Users often visit the library to look for a book (68%), to borrow books (58%) and to look for newspaper or magazines (54%). It is also found that some of them (4%) are visiting library for entertainment too. It is also reported



that there is need to open the library during evening and vacations mostly. Among all, 62% want the library to be open on evening always or frequently. But in case of Saturdays, equal proportions of users were in for and against.

In this study, no body was found extremely satisfied with the library in overall and very few (12%) were rated as very satisfied. Majority (52%) had the average level of satisfaction and more than one third (36%) of the users were less or not satisfied with library.

Regarding library items, more than two third (62%) of users said that they are not satisfied or less satisfied with online database, government collections and audiovisual materials and more than half (50%) of the respondents were dissatisfied with text journals. In some extent, users were satisfied with textbooks and newspapers or magazines.

In case of library services, users do not seem to be extremely or very satisfied with any of the nine library services. Half (50%) of the respondents were not satisfied with access to computer and no one expressed they were extremely or very satisfied in this regard. Nearly 50% of the users said that they are satisfied with staff assistance in the library followed closely by assistance at reference desk (48%).

The next assessment was regarding library facilities provided by the library. Among 50 users, majority were very less or not satisfied with any of the 11 facilities identified. Photocopy facility, PC and computer use, audio visual equipment show least satisfaction among users. Users were moderately satisfied with lighting, quietness, cleanliness and furniture available in the library.

## **6.2 Conclusions**

Based on the findings of this study, it was concluded that users of Birendra Multiple College Library were dissatisfied with various components. Users seem to be less or not satisfied at all with the library collections especially with online database, government collections and audiovisual materials. Also they do not seem to be extremely or very satisfied with any facilities provided by the library. They have special dissatisfaction with library opening and closing time, library catalogue and access to computer. Most of evening shift users was dissatisfied with existing closing

time of the library. Users also reported that there is need to open the library during evening and vacations mostly. Also most of the users were very less or not satisfied with photocopy facility, PC and computer use and audio visual facilities of the library but users were moderately satisfied with lighting, quietness, cleanliness and furniture available in the library. Since users expressed library is extremely important or very important to them, it seems very crucial to improve library facilities and services to provide the maximum level of satisfaction to its users.

### **6.3 Recommendations**

On the basis of findings, conclusions arrived so far show that library services and facilities are extremely important to users but at the same time users are not satisfied with the type of facilities and services provided to them. As per the top priorities and suggestions, the following materials, services and facilities are suggested to be addressed or improved by the library in near future-

1. Campus should increase the library hours so that evening shift users have sufficient time to use library services like book lending and online access to the online journals.
2. Library should add more reference books, journals, government reports and online database to fulfill the users need.
3. Library should strengthen the computer access with regular internet.
4. There should be alternative power generator so that users can avail library facility during load shedding too.
5. Make library rule or provision of opening library during evenings and every Saturdays too.

## REFERENCES

- Abbott, C** (1994). *Performance Measurement in Library and Information Services*.  
London: Aslib.
- Adhikari, M P** (2012). A preview: Birendra Multiple Campus- Library. Retrieved from- <http://comslibrary.wordpress.com/library/library-catalogue-2/articles-2/a-preview-birendra-multiple-campus-library>[Retrieved on 28/3/2013].
- Andaleeb, S S and Simmonds, P L** (1998). Explaining User Satisfaction with Academic Libraries. *College and Research Libraries*, 59(2), 157-167.
- Berkner, D S** (1979). Library Staff Development through Performance Appraisal. *College and Research Libraries*, 40(4), 335-344.
- Brember, V L** (1985). Linking a Medical User Survey to Management for Library Effectiveness: I The user survey. *Journal of Documentation*, 41(1), 1-14.
- Calvert, P J** (2001). International Variations in Measuring Customer Expectations. *Library Trends*, 49 (4), 732-757.
- Coleman, V et al.** (1997). Toward a TQM Paradigm: Using SERVQUAL to Measure Library Service Quality. *College and Research Libraries*, 58(3), 237-253.
- Cook, C and Thompson, B** (2000). Reliability and Validity of SERVQUAL Scores Used to Evaluate Perceptions of Library Service Quality. *The Journal of Academic Librarianship*, 26(4), 248-258.
- D'Elia, G and Walsh, S** (1983). User Satisfaction with Library Service: a measure of public library performance. *Library Quarterly*, 53(2), 109-133. D'Elia and Walsh, 1983.

- Deprosop, E R et al. (1973).** Performance Measures for Public Libraries. Chicago, Public Library Association.
- Du Mont, R. R. and P. F. Du Mont (1979).** Measuring Library Effectiveness: A Review and an Assessment. *In Michael H. ed. Harris Advances in Librarianship 9.* New York: Academic press, 103-141. Franklin & Nitecki, 1999
- Goodall, D L (1988).** Performance Measurement: A historical perspective. *Journal of Librarianship, 20(2), 128-144.*
- Hodge, S P (1983).** Performance Appraisal: Developing a sound legal and managerial system. *College and Research Libraries, 44(4), 235-244.*
- Islam MM.** Measuring effectiveness of university libraries; a case study of Bangladesh. Shillong, North-Eastern Hill University, 2003.
- Johnson, M (1972).** Performance Appraisal of Librarians-A survey. *College and Research Libraries, 33(5), 359-367.* Menzel, 1964;
- Millson-Martula, C and Menon, V (1995).** Customer Expectation: Concepts and reality for academic library services. *College and Research Libraries, 56(1), 33-47.*
- Mukerji SK, B Sen Gupta.** Library, organization and administration. Calcutta, World Press, 1977, pp1.
- Naidu, R Sreepathy.** Academic librarianship: A perspective. New delhi, Glan Publishing House, 1989. pp.16.
- Nitecki, D A and Herson, P (2000).** Measuring Service Quality at Yeal University's

Libraries. *The Journal of Academic Librarianship*, 26(4), 259-273.

**Paisley, W J (1969).** A Conceptual framework: The scientist within systems (within system).” *Annual Review of Information Science and Technology*.

**Ping C Y, Edzan N N (2008).** Evaluating user’s level of satisfaction with the chinese studies collection held at an academic library. *Malaysian Journal of Library and Information Science*, Vol 13, no 2, 103-119

**Siatiri, R (1999).**The Evaluation of User Studies. *Libri*, 49, 132-141.

**Stecher, G (1975).** Library Evaluation: a brief survey of studies in quantification. *Australian Academic and Research Libraries*, 6(1), 1-19.

**Tessier, J A et al. (1977).** New Measures of Users Satisfaction with Computer-Based Literature Searches. *Special Libraries*, 68(11), 383-389.

**Van House, N A et al. (1990).**Measuring Academic Library Performance: A practical approach. Chicago: American Library Association.

**Wilson, T D (1981).** On User Studies and Information needs. *Journal of Documentation*, 37(1), 3-15.

**Yusuf F, Iwu J (2002).** Use of academic library: a case study of covenant university, Nigeria. Covenant University, Nigeria.

## APPENDIX: A

### QUESTIONNAIRE TO STUDY LIBRARY USER'S SATISFACTION

**Code No:**

1. Age: ..... years
2. Sex:
  - a. Male            b. Female
3. Status-
  - a. Student    b. Teacher    c. Staff        d. Others.....
4. Educational qualification
  - a. SLC        b. PCL        c. Bachelor    d. Master
5. Discipline in the college
  - a. Medicine   b. Humanities   c. Commerce   d. Science
  - e. Others.....
6. How important is the library to you?
  - a. Extremely important
  - b. Very important
  - c. Important
  - d. Less important
  - e. Not important
7. How often do you visit library?
  - a. Daily
  - b. Two or more times a week
  - c. Once a week
  - d. Two or more times a month
  - e. Once a month
  - f. Rarely
8. Why you visit the library? (multiple response)
  - a. Look for a book
  - b. Look for a journal/article
  - c. Look for newspaper/magazine
  - d. Use computer and internet
  - e. Use as a place to study
  - f. Look new arrivals
  - g. To burrow books
  - h. To consult library staff
  - i. For entertainment
  - j. Others (Specify).....
9. How much would you satisfied with following library item? Put tick (✓) mark.

SN	Items	Extremely satisfied	Very satisfied	Satisfied	Less Satisfied	Not satisfied
A	Text Books					
B	Reference books					
C	Text Journals					
D	Reference collections					
E	Newspapers/magazines					

F	Online database/books					
G	Government collections					
H	Audiovisual materials					

10. Please indicate (✓) your satisfaction with library services listed below:

SN	Items	Extremely satisfied	Very satisfied	Satisfied	Less Satisfied	Not satisfied
A	Library rules and reg					
B	Library opening hours					
C	Location of resources					
D	Library catalogue					
E	Assistance at ref desk					
F	Book issue period					
G	Fine/charging system					
H	Access to computers					
H	Staff assistance					

11. Please indicate (✓) your satisfaction with library facilities listed below:

Sn	Items	Extremely satisfied	Very satisfied	Satisfied	Less Satisfied	Not satisfied
a	Reading room in group					
b	Individual study carrels					
c	A C and ventilation					
d	Lighting					
e	Photocopy facility					
f	PC and computer use					
g	Audio-visual equipment					
h	Quietness					
i	Cleanliness					
j	Security for personal property					
k	Space and Furniture					

12. Do you need library services during off timings too? (Please tick mark ✓)

Off time	Always	Frequently	Sometimes	Rarely	Never
Evenings					
Saturdays					
Holidays					

Vacations					
-----------	--	--	--	--	--

13. Top priorities for future (Please tick mark ✓)

SN	Priorities	Extremely important	Less important	Not important
A	Increase library hours			
B	Add more computers			
C	Add electronic books			
D	More reference books			
E	More text books			
F	Safe environment			
G	Quiet environment			
H	Trained library staff			
I	Access to internet			

14. In an overall, how much are you satisfied with the college library?

- a. Extremely satisfied
- b. Very satisfied
- c. Satisfied
- d. Less satisfied
- e. Not satisfied

15. What type of difficulties are you facing with the current library service? (If any)

- a. ....
- b. ....
- c. ....

16. In your view, what facility/es should be added in the current library? (If any)

- a. ....
- b. ....
- c. ....

17. Have you any further suggestions for the improvement and development of the library?(If any)

- a. ....
- b. ....
- c. ....

*Thank you for your time!!!!*



## BIO DATA

**Name** : Umakanta Dhakal  
**Address** : Gunja Nagar -5 Chitwan  
**Sex** : Male  
**Marital status** : Married  
**Email** : ukd\_12@yahoo.com  
**Phone** : 9845050104

### Academic Qualification

SN	Level	Date	Board	Remark
1	MlibSc	2013	BON	1 <sup>st</sup> Div.
2	BA	2051	BON	....
3	BED	2056	BON	....
4	IA	2048	BON	....

**Area of Interest:** Reading, writing, social works