Users' Satisfaction Level and Utilization of Library Resource Services in the Library of Veerangana Avanti Bai Lodhi Autonomous State Medical College (VALASMC), Etah, U.P.

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ABSTRACT

Medical college libraries play an important role in supporting medical education, research, and evidence-based clinical practice. Assessing users' satisfaction level and utilization of library resource services helps identify areas requiring improvement. This study examined the users' satisfaction level and utilization of library resource services at Veerangana Avanti Bai Lodhi Autonomous State Medical College (VALASMC), Etah, U.P. A questionnaires-based survey was conducted. A total of 200 questionnaires were distributed, of which 176 were returned and considered for analysis. The results indicate that the majority of respondents do not visit the library often and more than 60 percent of them use mainly textbooks and reference books. More than 50% rated library resources average. About 58% of the respondents felt that library resources were regularly updated whereas about 38% reported that they were not. The majority of respondents were neutral in their satisfaction with books and journals, library working hours and staff support. However, most respondents were dissatisfied with internet speed and reliability and the availability of electronic resources. Furthermore, most rated the Online Public Access Catalogue (OPAC), institutional repository, and library website or portal as poor. More than 65% rated digital reference services as poor. Regular assessment of library users need is essential for improve the library services. Medical library should regularly update their collections and enhance internet and wifi facilities to meet users' need effectively and for medical education, research and medical practices. Regularly updating library collections, improving internet connectivity, strengthening digital services, and conducting periodic user-satisfaction assessments may help enhance the effectiveness of medical library services.

Keywords: Medical Library, Library Resources, Library Services, Users' Satisfaction, Resource Utilization.

INTRODUCTION

1.1 Veerangana Avanti Bai Lodhi Autonomous State Medical College (VALASMC), Etah, U.P.

VALASMC Etah was established with the vision of providing quality medical education and advanced healthcare services to the people of Etah and the surrounding regions. The Hon'ble Chief Minister of U.P. laid the foundation stone of the institution on 26th February 2019 which was a momentous step in augmenting the healthcare infrastructure of the district.

The Govt. of U.P. has allotted a total land area of 25.92 acres for development of medical college and its associated teaching hospital. The institution has two primary campuses to facilitate both academic excellence and comprehensive patient care.

The medical college campus is spread over an area of about 16.44 acres and has modern academic and administrative infrastructure with well developed lecture theaters, academic and administrative blocks, an

auditorium, students' hostels and residential accommodation for faculty and staff. The campus is designed to provide a conducive environment for learning, research and professional growth.

1.2 Significance of the Study

This study is important for a wide range of stakeholders as it examines the role of medical college libraries in clinical practice, research and education.

Students, instructors and researchers will know whether the library's materials and services are adequate to meet their needs in academic work and research. When users know how satisfied they are, they can better tell the library administration what they need and can get to the resources that are available. The paper also identifies service gaps that may present greater opportunities for research and education.

1.3 Need of the study

This study will help higher education planners and regulatory authorities like the National Medical Commission in understanding the problems related to library services. The study recommendations can serve as a guide to the nation in developing digital libraries, resource sharing and information literacy programs in medical schools.

The study contributes to the existing body of knowledge on library usage and satisfaction in Indian medical colleges in Etah, U.P. It lays the groundwork for further studies on ICT integration, training, digital resource management, and best practices in libraries. The study is important as it brings to light the deficiencies in service delivery and shows the importance of medical college libraries in the setting of Etah, U.P.

1.4 Objectives of the Study

- To examine the existing library resource services provided by the medical colleges under study.
- To assess the user's awareness about the Library Resource Services provided by the medical colleges under study.
- To assess the pattern of utilization of Library Resource Services provided by the medical college's libraries under study.
- To study user satisfaction level from library resource services in medical colleges under study.
- To assess the challenges and barriers faced by users in accessing and utilizing library resource services under study.

REVIEW OF RELATED LITERATURE

Soni et al. (2020) analyzed e-resources and services application in the INMAS library basing the analysis on the user's perspective. According to their study, the relevance of medical library service is becoming more digitally accessible and the services provided by the library are also enhanced by the use of latest information technology to assist researchers.

Anjum, Z. (2020) investigated the collection development and student awareness of library resources at KSAU-HS Riyadh, Saudi Arabia, in regards to print and electronic collection use. The research observed that medical textbook is still highly appreciated, and also the level of awareness is most frequently over 90% among students. On the other hand, the work by Anjum highlights the general disappointment towards the currency of these collections since many libraries are not able to offer the most current editions of necessary medical books.

Gamage, S. (2022) assessed the utilisation and user satisfaction of undergraduates in the Institute of Indigenous Medicine, University of Colombo, and concluded that print resources such as textbooks and reference materials continue to be the cornerstone resources in medical education. Although the world was shifting towards digital platforms, the current research concluded that the undergraduates still find it necessary to use the physical library collections in their main academic tasks. The results indicate that some of the traditional library resources are as much appreciated in some institutional settings as the newer electronic services.

Petersen et al. (2022) examined the utilization of library resources by medical residents and fellows, comparing the past fifteen years (2006-2021). Their longitudinal survey findings have shown that a drastic change in the consumption of print in favor of digital is observed; nevertheless, they have observed that the human aspect, which is the librarian consultation, is a constant need. The figures revealed that the number of physical books decreased considerably; however, the number of people insisting on having access to point-of-care tools remotely also increased by more than 300 per cent in the course of the research.

3.0 Methodology of the Study

In this research the data were collected through a **well-designed questionnaires based survey method. The random sampling technique** was used to select the respondents for my present study. A total of the 200 completed questionnaires distributed to **MBBS students** at the **Veerangana Avanti Bai Lodhi Autonomous State Medical College (VALASMC), Etah, U.P.,** 176 were returned and resulting in a response rate of 88%. The gathered data were carefully organized, analyzed, and shown in tabular form using the proper statistical processes to ensure accurate interpretation of the results.

4.0 Data Analysis and Interpretation

4.1 Gender-wise distribution of respondents

Gender	No. of Respondents	Percentage
Male	109	62%
Female	67	38%
Total	176	100%

The above table indicates that out of 176 respondents, were 109(62%) of the respondents Male and 67(38%) Female respondents.

4.2 Frequency of visiting library

Frequency	No. of Respondents	Percentage
Daily	25	14.20%
Weekly	34	19.32%
Monthly	23	13.07%
Rarely	94	53.41%
Total	176	100%

The above table shows that 24(14.20%) of respondents visit to the library daily, while 34 (19.32%) students visit library weekly, 23(13.07%) monthly and 94(53.41%) of respondents visit library rarely.

4.3 Purpose of visiting library

Purpose	No. of Respondents	Percentage
Textbooks/Reference Books	110	62.5%
Audio-Visual Materials	22	12.5%
Journals (Print)	15	8.52%
E-Journals/E-books	18	10.23%
Online databases (PubMed, Scopus, Web of Science, MEDLINE, etc.)	11	6.25%
Total	176	100%

The above table shows that 110(62.5%) of respondents visit library for the purpose to borrow textbooks and to consult reference books, 22(12.5%) for Audio-Visual Materials, 15(8.52%) to consult print journals, 18(10.23%) to access the e-journals/e-books, and 11 (6.25%) respondents visit library to access online databases.

4.4 User's Rating of the Adequacy of Library Resources

Rate the adequacy of Library Resources	No. of Respondents	Percentage
Poor	26	14.77%
Average	98	55.68%
Good	44	25%
Excellent	08	4.55%
Total	176	100%

The above table shows that 26(14.77%) of respondents rate the adequacy of Library Resources as Poor, followed by 98(55.68%) respondents rate the adequacy of Library Resources as Average, 44(25%) rate the adequacy of Library Resources as Good, and only 08(4.55%) rate the adequacy of Library Resources as Excellent.

4.5 User's Perception of Regular Updating of Library Resources

User's Perception	No. of Respondents	Percentage
Yes	68	38.64%
No	102	57.95%
No Opinion	06	3.41%
Total	176	100%

The above table shows that 68(38.64%) respondents' perception of regular updating of library resources are Yes, followed by 102(57.95%) respondents' perception of regular updating of library resources are No and only 06(3.41%) respondents expressed no opinion regarding the regular updating of library resources.

4.6 Level of Satisfaction with Library Resource Services

Facilities	Very Satisfied	Satisfied	Neutral	Dissatisfied	Total
Books/Journals	05(2.84%)	28(15.91%)	92(52.27%)	51(28.98%)	176(100%)
Speed/reliability of Internet in library	Nil	28 (15.91%)	32 (18.18%)	116 (65.91%)	176 (100%)
Availability of e-resources	Nil	23(13.07%)	33(18.75%)	120(68.18%)	176(100%)
Working hours of library	12(6.82%)	30(17.05%)	98(55.68%)	36(20.45%)	176(100%)
Library Environment	15(8.52%)	52(29.55%)	76(43.18%)	33(18.75%)	176(100%)
Staff support	15(8.52%)	68(38.64%)	76(43.18%)	17(9.66%)	176(100%)

The above table shows that :

- 05(2.84%) respondents are very satisfied with availability of Books/Journals, followed by Nobody is very satisfied with Speed/reliability of Internet in library and availability of e-resources available in the library, 12(6.82%) respondents are very satisfied with working hours of library, 15(8.52%) respondents are very satisfied with Library Environment and Staff Support.

- 28(15.91%) respondents are satisfied with Books/Journals and Speed/reliability of Internet in library, followed by 23(13.07%) respondents are satisfied with availability of e-resources in the library, 30(17.05%) respondents are satisfied with working hours of library, 52(29.55%) respondents are satisfied with library environment, and 68(38.64%) respondents are satisfied with staff support.

- 92(52.27%) respondents are neutral with Books/Journals, followed by 32(18.18%) respondents are neutral with Speed/reliability of Internet in library, 33(18.75%) respondents are neutral with availability of e-resources in the library, 98(55.68%) respondents are neutral with Working hours of library, 76(43.18%) respondents are neutral with Library Environment and Staff Support.

- 51(28.98%) respondents are dissatisfied with Books/Journals, followed by 116(65.91%) respondents are dissatisfied with Speed/reliability of Internet in library, 120(68.18%) respondents are dissatisfied with availability of e-resources available in the library, 36(20.45%) respondents are dissatisfied with working

hours of library, 33(18.75%) respondents are dissatisfied with library environment, and respondents are dissatisfied with staff support.

4.7 Utilization of Library Resources Services

Library Resources Services	Rating of Library Resource Services Provided by Library				
	Poor	Average	Good	Excellent	Total
Online Public Access Catalogue (OPAC)	112(63.64%)	41(23.29%)	23(13.07%)	NIL	176(100%)
Institutional Repository	135(76.70%)	41(23.30%)	NIL	NIL	176(100%)
Digital Reference Services	117(66.48%)	38(21.59%)	21(11.93%)	NIL	176(100%)
Library Website/Portal	148(84.09%)	23(13.07%)	5(2.84%)	NIL	176(100%)

The above table shows that :

- 112(63.64%) respondents rate the OPAC service as Poor in library, followed by 135(76.70%) respondents rate the institutional repository as Poor in library, 117(66.48%) respondents rate the digital reference services as Poor in library, and 148(84.09%) respondents rate the library website/portal as Poor in library.

- 41(23.29%) respondents rate the OPAC service & institutional repository as Average in library, followed by 38(21.59%) respondents rate the digital reference services as Average in library, and 23(13.07%) respondents rate the library website/portal as Average in library.

- 23(13.07%) respondents rate the OPAC service as Good in library, followed by 21(11.93%) respondents rate the digital reference services as Good in library, and 05(2.84%) respondents rate the library website/portal as Good in library.

- None of the respondents rated the library resource services as Excellent.

5.0 Findings of the Study

Findings of the study are based on the library resource services of Veerangana Avanti Bai Lodhi Autonomous State Medical College (VALASMC) library in Etah, U.P. as:

- Most of the respondents visit library rarely, while less of respondents visit library daily, weekly and monthly.
- More than 60% respondents visit library to borrow textbooks/reference books, while less of respondents visit library to consulting for audio-visual materials, print journals, e-books/e-journals and databases.
- More than 50% respondents rated library resources as average while very less rated as good and excellent.
- Most of respondents (58% approx) show their perception about updating library resources as Yes and 38% approx respondents shows their perception about updating library resources as No.
- Most of respondents show their level of satisfaction with books/journals as neutral.
- Most of respondents show their level of satisfaction with the speed/reliability of internet in library as dissatisfied.
- Most of respondents show their level of satisfaction with availability of e-resources in the library as dissatisfied .
- Most of the respondents show their level of satisfaction with working hours of the library as neutral.
- Most of the respondents show their level of satisfaction with staff support in the library as neutral.
- Most of respondents rated OPAC service as poor in the library.
- Most of respondents rated Institutional Repository as poor in the library.
- More than 65% respondents rated library digital reference services as poor in the library.
- Most of the respondents rated library website/portal as poor in the library.

CONCLUSION

The study comes to the conclusion that more work has to be done to increase the use of library materials and services at the Veerangana Avanti Bai Lodhi Autonomous State Medical College (VALASMC) Library in Etah, Uttar Pradesh. While audio-visual materials, print journals, e-books, e-journals, and online databases are still used relatively infrequently, the majority of respondents visit the library infrequently and rely mostly on textbooks and reference books. More than half of the respondents rated the library's resources as average, which means that the quality and sufficiency of the collection can be improved. The respondents were clearly dissatisfied with internet speed and reliability and availability of electronic resources, but neutrally satisfied with books and journals, library working hours and staff assistance. Low scores of the OPAC, institutional repository, digital reference services and library website or portal further evidence weaknesses in digital information services. These actions could lead to increased user happiness, increased use of library resources, and better meeting the needs of medical students and faculty members for teaching, learning, and research.

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