USER SATISFACTION WITH LIBRARY RESOURCES AND SERVICES: A STUDY ON STATE CENTRAL CHILDREN'S LIBRARY, THIRUVANANTHAPURAM

Jesna Jamal
Librarian,
TKM School of Architecture,
Karuvelil P.O, Kollam,
Kerala

and

B. Mini Devi
Head of the Department,
Department of Library and Information Science
University of Kerala,
Thiruvananthapuram, Kerala

Orchid - ID : 0000-0003-2736-7999
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ABSTRACT

Children are the future of the world, and having a positive impact on them is one sure way to influence the future. The main objective of children's library is to facilitate the right of every child to information, literacy, cultural development, lifelong learning and creative programmes in leisure times. The purpose of this study was to examine satisfaction in library facilities, resources and services of users in State Central Children's Library, Thiruvannathapuram. 150 questionnaires



were distributed among children to collect relevant data. Results indicate that children are generally satisfied with all the library collection (65.42% for textbooks). Further the result of the study shows that majority of the children (66.36%) are highly satisfied with library location and library facilities. Also, 82 % are of the opinion that storybooks and fiction are the most wanted type of general information in the library. The study suggested that information technology section should be more efficient and effective.

KEYWORDS : Library Services, Children's Library, Library Resources

1. Introduction

Public library is an organization established to provide access to knowledge, information and resources equally available to all members of the community regardless of race, nationality, age, gender, religion, language, disability, educational, economic and employment status. One of the major objectives of public library is to furnish up to date facts and information on all subjects to one and all. A public library helps to meet the needs of individuals and groups for education, information and personal development including recreation and leisure.

Children's library is a part of public library which is reserved exclusively for children. It is a library that a child can appreciate reading for the pleasure it gives. The general aim of children's library is to encourage children to become confident and competent individuals and citizens. The children's library must above all be a friendly place in which it is easy to feel at home and be natural. Children's libraries must be within easy reach of children. Children's department should be self contained unit, separated from though adjacent, to the adult lending library. As pointed out by



McColvin (1957), the general aim of the library services for children is to ensure that all children shall enjoy adequate access to books from the day they first become aware of words and pictures until the time comes when normal adult services suit their needs under conditions which ensure the maximum benefit present and future, and with freedom of choice but with the guidance when it is needed. The furniture must be sturdy and yet easily handled by children if necessary. They should be attractive, capable of being kept clean and bright and in good repairs.UNESCO, (1966) narrates that, "Benches are preferred to chairs, the children can wriggle more easily and when it becomes to arranging the seating for a larger audience, we can get more children, on benches than in chairs". The chairs must be comfortable, preferably with upholstered seats and back rests. Shelves must accommodate fairly large number of quite small and thin books for the smallest children and also large books for those and for the oldest ones.

Selection of the book for the children's library should, in any public library service, be the responsibility of the children's librarian. In some places children's books are chosen, not by the children's librarian but by the chief, or the accessions department or the others who are not working all their time with children. The books that are an odd shape or size or bound in some dull colour or material, or have some fanciful decoration are to be avoided and will be avoided by the children. It needs to be the right size; not too big, clumsy or heavy to hold or to carry home, but not too small and thin children dislike that. All children are not alike and all children are not equally likeable, but librarians must be able to relate to a child's point of view of the world without looking down or talking down to the children. The children's librarians are especially concerned with building up a good collection of books and other materials which will be of interest to children, and to their parents and other adults working with them or for them, such as teachers, authors, illustrators, and publishers (Fleet, 1973).



1.1 State Central Children's Library, Thiruvananthapuram

The State Central Children's Library, Trivandrum is a wing of state central public library which was started in 18th March 2005. It was developed and maintained under the instruction of the public library. This was started with a major aim to attract more children to the library by providing all facilities to improve the reading habits in them. The interior of the library is planned carefully so the users can easily access all the facilities available in the library. The ground floor of the library is general reading room and first floor contains the reference section and the third floor contains the multimedia room and play room.This library has very good collection of folklores, fairy tales, story books, Purana stories and other fiction and non fictions. A large collection of biographies, autobiographies and other historical novels are also available. The day today functions of the library are fully computerized. As a part of libraries activities to attract the young users to the library, every year during summer school holidays, the children's library conducts a summer school programme. Story hours, exhibition of children's books, study materials and basic knowledge books for children are the other activities. Competitions are conducted as a part of programme of book week and library week. The usual items are writing a short story, writing a poem or a small talk about a given topic etc. multimedia, computer games, online games, talent development programme, indoor games and a "Kids Park" are the recent services offered in the library (State Central Library , 2019).

2. Need of the Study

The study of user satisfaction has large influence on use of library resources and services. The library users' satisfaction plays a vital role in the development and provisions of the library. The users opinion regarding

the library resources, services and facilities should be considered for providing necessary resources and amenities in the library. Those libraries that are able to fulfill users with whatever they want will achieve higher levels of user satisfaction.

3. Review of Literature

Veeramallu et al., 2021 studied the opinion and satisfaction about library resources in engineering college libraries. The questionnaire is designed to collect data from faculty members of engineering college libraries. Seven hundred and five (705) faculty members responded to the survey (79% response rate), of whom 63.54% were male and 53.75% were assistant professors. The study found that most respondents visit the library daily, feel that the library had convenient working hours, a library for borrowing books, reference books, and electronic journals. Findings showed that most of the respondents were highly satisfied about library and information resources. The Study suggested that engineering college libraries should provide standard electronic databases and regularly conduct orientation programs using resources based on their levels.**Mawia, 2021** examined utilization and users' satisfaction on library resources and services by school of engineering and technology. The study was conducted on students and faculties of School of Engineering and Technology, Mizoram University. The major objectives of the study were to examine the purpose of the use of library resources, frequency of library visits, to ascertain the type of information needs, find out the duration of time spent in the library, and to determine the level of satisfaction of users towards library resources and services. Findings indicated that the majority of the users are satisfied with the services and resources.**Shahzad, 2019** examined users' satisfaction with GC University Library's resources and services. Population of the research was all the faculty members and the students. Survey method

was adopted to complete the study. A total of 500 questionnaires were received back from the users. From findings of the study it is evident that majority of the users are satisfied with reference services of the library, Interlibrary loan, usefulness of the information received in the library, library professionals' availability, staff attitude, staff expertise, service delivery time, library instruction programs, library working hours, library website as user friendly, library databases, email service, print books service, and online articles facility. The study recommended the need to improve the services of computer equipment, research guides, chat service with librarians, online searching catalog, and e-books service.Atique & Alam Siddiqui, 2019 jointly evaluated user satisfaction with library resources and services at Al Kabir polytechnic, Jamshedpur. Data were drawn from a structured questionnaire. Findings showed that 43.75% of students visit for issue of books, as well as 21.87% for studying. It was found that majority of the users are satisfied with library infrastructure, resources and services. It was suggested to take necessary steps to extend library services to the female students who do not visit library.

4. Objectives of the Study

1. To study the satisfaction level of children in the library.
2. To know the opinion of the users while seeking general information.
3. To examine users approach while seeking general information.
4. To identify the constraints faced by the users.

5. Methodology

To accomplish the above objectives of the study, a survey method was conducted using a structured questionnaire. A total of 150

questionnaires were distributed among children of state central children's library, out of which 110 were returned. The data was entered into Microsoft excel 2010, tabulated, analyzed and interpreted using SPSS 2.0 version. The present study is limited to Child members in State Central Library.

6. Analysis and Interpretation

6.1Satisfaction of Children in the Library

6.1.1 Library collection and level of satisfaction

The satisfaction level of children with the library collection was measured using three-point scale. To evaluate the satisfaction of children on the library collection seven items such as Text books, General books, Journals, Magazines, Newspapers, CDs/Video recordings and Charts, Maps, Atlases were included.

Library Collection	Highly Satisfied		Moderately Satisfied		Not Satisfied		Mean	SD	One-sample t-test with test value 2	
	N	%	N	%	N	%			T	Sig.
Text books	28	26.17	70	65.42	12	10.91	2.18	0.56	3.261	0.001
General books	36	32.73	58	52.73	16	14.55	2.16	0.56	2.886	0.005
Journals	29	26.36	64	58.18	17	15.45	2.18	0.67	2.863	0.005
Magazines	56	50.91	48	43.64	6	5.45	2.11	0.64	1.787	0.077
Newspapers	45	40.91	50	45.45	15	13.64	2.46	0.60	7.942	0.000
CDs/Video recordings,	18	16.36	49	44.55	43	39.09	2.27	0.69	4.149	0.000
Charts, Maps, Atlases	22	20	54	49.09	34	30.91	1.77	0.71	-3.346	0.001

Table No.1 Library Collection and Level of Satisfaction

From the table 1, 65.42% of children are moderately satisfied with textbook and 26.17% were highly satisfied with it. At the same time



10.91% are not satisfied with textbooks. The mean score of satisfaction of children with the textbook is estimated as 2.18 which is significantly higher than the mean of the response scale as the significance level of one-sample t-test is less than 0.05. The result indicates that children are generally satisfied with the textbooks available in the library. From the table it can also be seen that children have highest satisfaction with the newspaper available in the library as it has got the highest mean score of 2.46. The other library collections to which children have higher level of satisfaction are CDs/ Video Recordings (2.27) followed by journals (2.18). The library collection for which children generally expressed their dissatisfaction is Charts, Maps and Atlas.

6.1.2. Library facilities and level of satisfaction

The satisfaction level of children with the library facilities was measured using three-point scale. To evaluate the satisfaction of children on the library facilities four factors such as location, lighting and ventilation, furniture and other facilities were included. The result of the analysis is presented in Table No.2.

	Highly Satisfied		Moderately Satisfied		Not Satisfied		Mean	SD	One-sample t-test with test value 2	
Facilities	N	%	N	%	n	%			T	Sig.
Location	73	66.36	35	31.82	2	1.82	2.65	0.52	13.085	0.000
Lighting andVentilation	50	45.45	57	51.82	3	2.73	2.43	0.55	8.154	0.000
Furniture and Accommodation	48	43.64	61	55.45	1	0.91	2.43	0.52	8.700	0.000
Other Facilities	51	46.36	48	43.64	11	10.0	2.36	0.66	5.780	0.000

Table No. 2 Library Facilities and Level of Satisfaction

Table No. 2 reveals that 31.82% of children are moderately satisfied with location and 66.36% highly satisfied with it. The mean scores of

satisfaction of children with the library facilities are estimated as 2.65 for location, 2.43 for lighting and ventilation, 2.43 for furniture and accommodation and 2.36 for other facilities. The result indicates that children are generally satisfied with the library facilities and it is significant that the mean scores are above the value of 2. It can be concluded that the respondents are satisfied with the library facilities.

6.1.3 Satisfaction Level With Respect to Information from Internet

Information	Number	Percentage
Yes	**102**	**92.73**
No	**8**	**7.27**
Total	**110**	**100.00**

Table No.3 Satisfaction level with respect to information from Internet

It is clear from the table no.3 that 92.73% respondents expressed their satisfaction with the information received from internet and 7.27% respondents expressed their dissatisfaction with the internet information.

6.2. General Information Use by the Respondents

6.2.1 Approach to General Information

General Information	Number	Percentage
Yes	**110**	**100.00**
No	**0**	**0.00**
Total	**110**	**100.00**

Table No.4 Approach to general information

From the table No.4 it is clear that all the respondents (100%) like to get general information.



6.2.2 Type of General Information Needed

General Information	Always		Sometimes		Never		Mean	SD	One-sample t-test with test value 2	
	n	%	N	%	N	%			T	Sig.
General Knowledge	**82**	**74.55**	**23**	**20.91**	**5**	**4.55**	**2.70**	**0.55**	**13.323**	**0.000**
Current information	**53**	**48.18**	**44**	**40**	**13**	**11.82**	**2.36**	**0.69**	**5.551**	**0.000**
Entertainment	**78**	**70.91**	**27**	**24.55**	**5**	**4.55**	**2.66**	**0.56**	**12.362**	**0.000**
Story books/ Fiction	**91**	**82.73**	**18**	**16.36**	**1**	**0.91**	**2.82**	**0.41**	**20.906**	**0.000**
Sports	**58**	**52.73**	**39**	**35.45**	**13**	**11.82**	**2.41**	**0.69**	**6.177**	**0.000**

Table No. 5 Type of General Information Needed

Table No. 5 shows the type of general information needed for the respondents. The results are obtained from one sample t-test. Nearly 83% (82.73%) respondents need story books / fiction always, followed by general knowledge (74.55%) and entertainment (70.91%). It is evident from the table that 35.45% 'sometimes' use information relating to sports. It can be inferred that most of the respondents mentioned that they frequently require information relating to story books / fiction.

6.2.3 Method of Collecting General Information

Source	Always		Sometimes		Never		Mean	SD	One-sample t-test with test value 2	
	N	%	N	%	N	%			T	Sig.
Librarian	33	30	38	34.55	39	35.45	1.95	0.81	-0.705	0.482
Parents	79	71.82	29	26.36	2	1.82	2.70	0.50	14.724	0.000
Teachers	68	61.82	30	27.27	12	10.91	2.51	0.69	7.769	0.000
Friends	59	53.64	37	33.64	14	12.73	2.41	0.71	6.063	0.000
Newspapers	67	59.09	31	28.18	12	10.91	2.65	1.33	5.085	0.000
Library books/ Journals/Magazines	43	39.09	57	51.82	10	9.09	2.30	0.63	5.004	0.000
Television	58	52.73	39	35.45	13	11.82	2.41	0.69	6.177	0.000
Radio	38	34.55	46	41.82	26	23.64	2.11	0.76	1.509	0.134
Internet	73	66.36	32	29.09	5	4.55	2.62	0.57	11.287	0.000

Table No. 6 Method of Collecting General Information

Table 6 shows the children's opinion of collecting general information. From the table it can be seen that most of the respondents (71.82%) always get general information from parents which is having Radio the highest mean score 2.70 followed by teachers (61.82%) with mean score 2.51, Friends (53.64%) with mean score 2.41.nearly 67% of respondents always prefer Internet and 41.82% use sometimes to get general information. The mean score of collecting information from Librarian is 1.95 and its significance value is 0.482. It can be concluded that majority of the respondents get general information from their parents itself.

6.3 Constraints faced by the users

This part includes the different problems faced by the respondents while searching information and problems on seeking general information

6.3.1 Problems Faced While Searching Information

Problems	Number	Percentage
Lack of knowledge about catalogue use	32	45.07
Non- cooperation from library staff	14	19.72
Available information is old	34	47.89
Required information is not available	49	69.01
Lack of proper arrangement of books in the racks	34	47.89

Table No.7 Problems While Searching Information

Table No.7 shows the barriers faced during searching information from the library. Majority of the respondents (69.01%) expressed that their main problem is the required information is not available and the



information available is old(47.89%), 32 users (45.07%) responded about the problem of lack of knowledge about catalogue. 47.89% respondents expressed about the problem of lack of proper arrangement of books in the racks. Non- cooperation from library staff was expressed by 19.72% respondents. It can be concluded that most of the students are satisfied with the services given by the library staff and also their main problem is the information required is not available at the time of searching

6.3.2 Problems while seeking general information

Problems	Number	Percentage
Lack of cooperation from library staff	7	11.86
Non availability of required information in library	25	42.37
Required information is not available on internet	29	49.15
Lack of knowledge to search information	33	55.93

Table No. 8 - Problems while seeking general information

Table No.8 shows the problems faced by respondents while seeking general information. It can be seen that majority of the respondents face the problem of lack of knowledge to search information (55.93%), followed by non availability of required information from internet, non availability of required information in the library (42.37%) and the least responded to lack of cooperation from library staff (11.86%).



7. Finding

- A little over 4/5th (83.64%) of the respondents have the knowledge about general books.
- All the respondents (100%) like to get general information.
- Children are generally satisfied with all the library collection except Charts/ Map/ Atlas.
- A little over half of the respondents (50.91%)(Mean score:2.46) are highly satisfied with the use of magazines.
- Most of the respondents are highly satisfied with location of the library; some respondents are moderately satisfied with lighting, furniture and other facilities.
- Majority of the respondents were satisfied with the information received from internet.
- Most of the respondents (82.73%) are of the opinion that storybooks and fiction are the most wanted type of general information in a library for children

8. Conclusion

Public library being an important community institution, it has a crucial role to motivate children through their up-to-date services and resources. This study has presented information on the users' satisfaction towards the library collection, facilities, location, space, use of general information and the constraints faced while seeking information. The study found that the library users are quite satisfied with the services as the majority of the answers are very positive about the library. There are limitations that can be addressed with right actions from the library staff.



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