



जातो धर्म लयाला!!'

For the reconstruction of the rural India ,Tukdoji says,
'खरे नाम निष्काम ही ग्रामसेवा!

झट्ट सर्व भावे करू स्वर्ग गाव!'

In 1941, Tukdoji Maharaj took part in satyagrah and 'Quit India Movement'. He opposed inhuman repressive measures adopted by British rulers. He had established 'All India Shri Gurudev Seva Mandal'. Due to his social activities, President, Dr.Rajendra Prasad gave him the title 'Rashtrasant'. He was the Vice President of Vishwa Hindu parishad. He took active part in Bengal Famine, China War, Pakistan war, Koyna Earthquake, Vinoba Bhavé's Bhudan Movement. Former Nagpur University is renamed as 'Rashtrasant Tukdoji Maharaj Nagpur University' on his honour.

Tukdoji Maharaj had also attended World Conference of Religion and world peace in Japan in 1955. His great literary work 'Gram Geeta' was based on village development and national reconstruction. He has established his Gurukunj Ashram at Mozari village about 120 km from Nagpur. The following motto is written on the entrance of the Ashram.

'Open to all is the temple of ours'

'Welcome to all from every creed and religion'

'Welcome to all from home and abroad'

Tukdoji started mass awakening through cultural and spiritual program and also took active part in national freedom struggle. He was also jailed in 1942. He advised the people that god is not only in temples but everywhere. He stressed on self realization. He also forces on congregational prayers. He was truly a national saint who inspired the youth for self realization and tireless work.

Conclusion

Like above mentioned saints and social reformers there are many more saints like Sant Gadge Maharaj, Ravindranath Tagore, Dayanand Saraswati , Swami Vivekanand and many more who through Bhakti movement and other ways worked for the social reformation of the country. They had done their job of influencing the mindset of the people for eradicating vicious and orthodox traditions, customs and norms of the society which had been an obstacle in the harmonious progress of the nation. Through sermons, speeches and literary works these stalwarts had been instrumental in reshaping the past, present and future of India.

References:-

1. 'डॉ. बाबासाहेब आंबेडकर आणि संत साहित्य': प्रा. अरुण कांबळे, डॉ बाबासाहेब आंबेडकरगौरवग्रंथ, pp,५७४-५९०,१९९३
2. www.drambedkarbooks.com
- 3.<http://en.m.wikipedia.org>
- 4.<http://www.majhimarathi.com>
5. <http://jiohind.com>
6. Dr.B.R.Ambedkar: Volumes and speeches-1,2.



**User Satisfaction with Library Resources, Services and Facilities: A
Study of academic college libraries of Buldana District****Prof Gajanan Baliram Ghayal**

Librarian

Smt Sindhutai Jadhao Arts and Science College Mehkar Dist Buldana

Abstract

The objective of present study is to examine the user's satisfaction with library resources, services and facilities of academic college libraries of Buldana District. A survey research method was adopted to address the research questions. 600 questionnaires were distributed among various users (i.e. students, researchers and faculty members) to collect relevant data regarding their satisfaction. 600 filled-in questionnaires were received and analyzed. Based on finding, some suggestions have included in this study to increase user's satisfaction from libraries.

Keywords: User's satisfaction, Library resources, Library services, Library facilities

1.0 Introduction

In today's library and information services, electronic resources are considered as an integral part of information sources to provide efficient services to the information seekers. According to Dadzie (2005) electronic information sources are important research tools that complement the printed information sources in traditional library service. Cullen (2001) stated that electronic resources and services can include an information resource, such as an online/offline database, or a service, such as a virtual help desk, provided via a network, such as local area network, intranet or the Internet. E-resources are those resources, which include documents in electronic or e-format that can be accessed via Internet in digital library environment. E-resources are that electronic product that delivers a collection of data, text messages, image collection, other multimedia products like numerical, graphical mode for commercially available for library and information centres. These may be delivered on CD-ROM / DVD, over the Internet and so on. Providing access to E-resources is a service to help the library users to find out E-Databases, E-Journals, E-Magazines, E-Books/ E-Audio/ E-Images, Data/ GIS, Digital Library Projects, Electronic Exhibitions, E-Subject Guide, E-newsletters, E-White papers, E-conferences proceedings and Web search tools on a range of topic. Many of the electronic resources are freely available to anyone over Internet access but some are commercial resources.

User satisfaction has been the primary objective of libraries. In academic library there are various types of users with different types of expectations. In addition, new technologies, databases, and more innovative systems for accessing information, have made the library more complicated and challenging for library professionals and users alike. The plenty of resources available and the complexity in being able to evaluate these resources also create problems for users. The inability to easily identify the specific use of a library's services because of the new technologies, and the difficulty to access information sources can all contribute to user dissatisfaction among academic library users. Each year, new students come to the Indian institute of technology with different needs and expectations. A library's resources are critical to user satisfaction. However, no library can satisfy all its users all the time. Some libraries have very limited resources and clearly are unable to satisfy their users, whereas others are large in size, have substantial holdings, and can provide a variety of services. Obviously, those libraries that are able to provide users with whatever they want will achieve higher levels of user satisfaction. Thus, the availability of resources can have a significant influence on user satisfaction.



2.0 Review of Literature

Geetha (2016) found that majority of the students from two colleges studied do not use more resources and services; this may be due to lack of awareness about library resources and services. The study suggested that there is a need for digitization in order to provide quick access of information. Chandrasekar and Sivathaasan (2016) investigated the level of satisfaction among children (up to 14 years) with regard to facilities and services available at the children's section of the Jaffna Public Library (JPL, Sri Lanka). The level of satisfaction with shelf arrangement, library environment and children's programmes differed significantly between children studying in the bilingual and the Tamil mediums. Khan et al., (2017) evaluated the user's satisfaction on library and information resources and services in Vidyavardhaka First Grade College library in Mysore in Karnataka. The findings of the study shows that users visited 1-2 times in a week to libraries for borrowing library books and to read materials in their specific subjects and opined that 'arrangement of text books' as impressive. Binu and Baskaran (2017) evaluated the electronic resources and services available in Kerala state university libraries on the basis of users' satisfaction. The paper attempts to assess the user satisfaction with respect to the resources and services. It reveals that majority of respondents are using e-resources at large extent or very large extent for different purposes.

Hemavathi and Chandrashekhara (2018) assess the user satisfaction on library resources and services in law college libraries in Mysore in Karnataka. The findings of the study shows that, (91.25%) respondents visited law college libraries for borrowing library books and to read materials in their specific subjects and they opined that 'arrangement of text books' as impressive. In terms of news paper clippings service, majority (56.88%) of respondents are satisfied. Sahu and Pandey (2018) revealed that users believed in the variety of e-resources available in libraries are significant and E-Book, Database and E-Journals are the major benefits of E-libraries in Rajasthan state. Zakaria (2019) investigated the utilization and user satisfaction of the resources and services of the Narh-Bita College Library, Ghana. The results showed that the library users were generally satisfied with the resources and services of the library. Sheikh (2019) examined the user satisfaction and quality of service provided by Central University of Kashmir (CUK) from the perspective of the users of the library. The findings of the study revealed that most of the users who were the students and staff rated the overall quality of service as good. Amjad (2020) investigate the researcher's awareness and use of ICT based library services provided by Maulana Azad Library, Aligarh Muslim University, Aligarh. The study shows that majority of respondents (46.87%) visit the library daily, 38.12% respondents are frequently using online journal lab, 86.87% respondents are using online journal lab for research purpose, a very high percentage of respondents (93.12%) claim that they are aware about ICT based services provided by Maulana Azad Library. Munshi and Faizan (2020) examined users' opinion regarding various aspects of ICT-based services and facilities provided by the Maulana Azad Library, Aligarh Muslim University, India. Findings of the study reveal a majority of respondents are satisfied with ICT-based services and facilities offered by the library. However, most of the respondents have reported that it is essential to improve the quality of ICT facilities like the speed of Internet connection, scanner facility, and photocopy facility.

Objectives

- To determine the level of satisfaction of users towards library resources and services.
- To identify the level of satisfaction of the users with the training provided for using library e-resources.

3.0 Research Methodology

To accomplish the above objectives of the study, a survey method was conducted using a well-structured questionnaire. In a total 600 questionnaires were distributed to various library users of 60 colleges (5 Students, 3 Researchers and 2 Faculty members each from a college). 600 filled



questionnaires consisting of 300 students, 180 researchers and 120 faculty members were received back. The collected data were classified, analyzed and tabulated by using statistical methods.

4.0 Statistical Analysis and Data Interpretation

4.1 Level of User's Satisfaction with Library Information Resources

Satisfaction with library resources	Satisfied		Highly Satisfied		Dissatisfied		Highly Dissatisfied	
	N	%	N	%	N	%	N	%
Electronic Books	380	63.3	98	16.3	122	20.3	-	0.0
Bibliographic Databases	361	60.2	112	18.7	87	14.5	40	6.7
UGC info-net journals	84	14.0	310	51.7	200	33.3	6	1.0
Online databases	95	15.8	341	56.8	130	21.7	34	5.7
E-Journals & Magazines	104	17.3	317	52.8	136	22.7	43	7.2
E-Thesis & Projects	132	22.0	315	52.5	102	17.0	51	8.5
E-Newspapers	138	23.0	338	56.3	62	10.3	62	10.3
Subjects Books	129	21.5	322	53.7	47	7.8	102	17.0

Above table presents information pertaining to level of users satisfaction with library information resources.

- **Electronic Books:** From the above table it is clear that 63.3% and 16.3% users of academic college libraries are satisfied and highly satisfied with the electronic books service. However, 20.3% users are dissatisfied with the electronic books service.
- **Bibliographic Database:** From the above table it is clear that 60.2% and 18.7% users of academic college libraries are satisfied and highly satisfied with the bibliographic database service. However, 14.5% and 6.7% users are dissatisfied and highly dissatisfied with the bibliographic database service.
- **UGC info-net journals:** From the above table it is clear that 14.0% and 51.7% users of academic college libraries are satisfied and highly satisfied with the UGC info-net journals service. However 33.3% and 1.0% users are dissatisfied and highly dissatisfied with the UGC info-net journals service.
- **Online Databases:** From the above table it is clear that 15.8% and 56.8% users of academic college libraries are satisfied and highly satisfied with the online database service. However 21.7% and 5.7% users are dissatisfied and highly dissatisfied with the online database service.
- **E-Journals & Magazines:** From the above table it is clear that 17.3% and 52.8% users of academic college libraries are satisfied and highly satisfied with the e-journals and magazines service. However, 22.7% and 7.2% users are dissatisfied and highly dissatisfied with the e-journals and magazines service.
- **E-Thesis & Projects:** From the above table it is clear that 22.0% and 52.5% users of academic college libraries are satisfied and highly satisfied with the e-thesis and projects service. However, 17.0% and 8.5% users are dissatisfied and highly dissatisfied with the e-thesis and projects service.



- **E-Newspapers** : From the above table it is clear that 23.0% and 56.3% users of academic college libraries are satisfied and highly satisfied with the e-newspapers. However, 10.3% each users are dissatisfied and highly dissatisfied with the e-newspaper service.
- **Subject Books** : From the above table it is clear that 21.5% and 53.7% users of academic college libraries are satisfied and highly satisfied with the subject books service. However, 7.8% and 17.0% users are dissatisfied and highly dissatisfied with the subject books service.

4.2 Overall Satisfaction with the training provided for using e-resources

	Frequency	Percentage
Satisfied	154	25.7
Highly Satisfied	328	54.7
Dissatisfied	97	16.2
Highly Dissatisfied	21	3.5
Total	600	100.0

Above table presents, information pertaining to overall satisfaction of the users with respect to training provided to use e-resources. It is clear from the data that 25.7% users are satisfied while 55.4% users are highly satisfied with the training provided for using e-resources. Moreover, 16.2% and 3.5% users are dissatisfied and highly dissatisfied with the training provided for using e-resources respectively.

5.0 Conclusions**5.1 Level of Users Satisfaction with Library Information Resources**

- On the basis of study results it is evident that users of academic college libraries of Buldana district is satisfied with various e-resources provided by the library.

5.2 Overall Satisfaction with the training provided for using e-resources

- On the basis of study results it is evident that most of the users of academic college libraries of Buldana District are highly satisfied with the training provided for using e-resources in the library.

Recommendations

Academic libraries spend lot of amount every year on the collection of information sources in order to meet the user's requirements. In order to enlarge the use of library resources, every academic library should build up their resources keeping in mind the users need and should plan library with altering information environment. The study suggested that college library should carry out user studies at regular intervals, in order to identify user's information needs and their information gathering behaviors. The library should organize user orientation awareness program at the commencement of every educational session. This will support learners and research scholars to effective use library resources. The infrastructure facilities, information sources, and services of the college library can be advanced and developed from time to time. There is need to train library staff in order to improve on the library services rendered to library users.

**6.0 References**

- Amjad, A. (2020). ICT applications and user satisfaction in Aligarh Muslim University, Aligarh: a survey, *Library Philosophy and Practice*, Accessed 13 May 2020.
- Binu, P. C and Baskaran, C. (2017). Electronic Resources And Services In Kerala State University Libraries: A Study Of Users' Satisfaction, *International Journal of Library Science and Information Management (IJLSIM)*, 3(3), pp. 1-7.
- Chandrasekar, K and Sivathaasan, N. (2016). "Children's section of the Jaffna Public Library: user satisfaction survey", *Library Review*, 65(1/2), pp. 108-119.
- Cullen, R. (2001). Perspectives on user satisfaction surveys. *Library Trends*, 49(4), pp. 665-687.
- Dadzie, P. S. (2005). Electronic resources: access and usage at Ashesi University College Campus, *eWide Information Systems*, 22(5), pp.290-297.
- Geetha, M., Shurpani, S., Kumar, S and Supriya (2016). Use of Library Resources and Services by Students of PESITM and JNN College of Engineering in Shivamogga: A Comparative Study *Research Journal of Library Sciences* 4(1), pp.1-10.
- Hemavathi, K. N and Chandrashekara, M. (2018). User Satisfaction on Library Resources and Services in Law College Libraries in Mysore, Karnataka, *International Journal of Library and Information Studies*, 8(1), pp. 309-318.
- Khan, K.M., Ali, K. S and Kumar, S. (2017). Services: A Case Study in Vidyavardhaka First Grade College, Mysuru.
- Munshi, S. A and Faizan, M. (2020). User Perception Towards ICT Services and Facilities in Maulana Azad Library, Aligarh Muslim University, *Innovations in the Designing and Marketing of Information Services*, p. 15, DOI: 10.4018/978-1-7998-1482-5.ch009
- Sahu, P and Pandey, S. (2018). Measuring Satisfaction of Users from e-Library vis-à-vis selected Libraries of Rajasthan states, *Library Waves - A Biannual Peer Reviewed Journal*, 4(1), pp. 51-59.
- Sheikh, S. A. (2019). User Satisfaction of Library Resources and Services in Central University of Kashmir: An Evaluative Study, *Journal of Advancements in Library Sciences*, 6(3), pp.1-8.
- Yeboah, F., Adams, M and Boakye, E. (2018). User Satisfaction with Library Resources in Public Colleges of Education in Ghana, <http://ugspace.ug.edu.gh/handle/123456789/31752>
- Zakaria, A. (2019). User Satisfaction of Resources And Services of Libraries: A Case Study of The Narh-Bita College Library, *Library Philosophy and Practice*, pp. 1-17.