

## **Emerging Library User Characteristics, Behaviors and Expectations Convergence in Collection Management and Technical Services: A Case Study of C.C.S. University, Meerut.**

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### **I. INTRODUCTION**

Library user's with wider choices of information sources are becoming emerging challenge for the survival of libraries. The survival of the libraries depends on the extent to which the users' expectations are met or satisfied. As service organizations become increasingly user focused, the user satisfaction becomes critical issue to attract and retain users. Users are satisfied, when the delivered produced or service meets or exceeds their expectations. Figuring out what the users want is a difficult process. In order to be able to satisfy the user, however, one must first have a quality product or service there is no chance to achieve satisfaction. Library users in context of changing users' expectations define the service. Since users' requirements are changing due to technological and other developments, their demands are more pointing towards the qualitative products/services by the library. These necessitate libraries to make constant effort to improve the quality of products and services provided to the users. As all three types of institutions move towards providing access to their collections increasingly online, it is challenging to preserve what each institutional tradition can bring to the creation of the networked information society. The coordinated education of professionals from all three types of institutions within schools of information could contribute to a dynamic integration of these traditions and to the enhancement of professional training as currently offered for each of the separate disciplines. But coordinated should not mean identical, for many of the differences that fostered these institutions' distinct users models remain in the networked world. An integrated approach to training professionals to work in cultural heritage institutions needs to build on an understanding of and respect for the differences between libraries, archives and museums.

Research libraries are most often encyclopedic collections that provide access to the world's knowledge for a sophisticated urban, national or academic community. The audience for public libraries is a broad one, often the general public, and the clientele of any particular library is diverse. Traditionally repositories of published material that exists in multiple copies (most often printed), libraries have developed sophisticated systems for helping users find specific resources that correspond to their interests. Catalogues and subject classifications are designed to identify relevant volumes and cluster similar works. Automation came early, spurred on by the efficiency of shared book cataloguing and by economies of scale. The librarian is an enabler in the discovery phase of the research process but research or learning takes place in an unmediated manner in the traditional library, as it does on the Web. The goal of the traditional librarian (and library system – whether automated or in a card catalog) is to identify relevant works, find a specific – volume and provide materials to patrons for them to read. As a tenet of professional ethics, librarians distance themselves from what patrons do with the information they gather at the library (for example, not keeping records of who checks out which books). This distance precludes the librarian from being an active educator or interpreter. Great archives are most often agencies of large jurisdictions, particularly nations. Their collections are tied directly to organizational contexts, as recognized in the principle of provenance. Archival materials provide unique evidence of the transactions of organizations and institutions; collections do not circulate. Using an archive is – at least initially – a mediated experience. Consultation begins in correspondence in advance of a visit, and consultation is often on the premises of the institution, in the presence of an archivist or technician. The archival principle of provenance – maintaining *fonds* separately in the order given by their creators – has guided the development of the finding aid, a hierarchically structured document whose content reflects the unique nature of each archival collection. The tendency of archival description to focus on physical organization (with description taking place at the container rather than the item level) has meant that users often need guidance from an archivist both to identify relevant collections, and to establish where in those collections specific types of material may exist. Archival staff may also aid in the interpretation of materials, using their knowledge of document genre and context. Archivists keep records of those who consult their collections; it is not uncommon for an archivist to share details of other specialist researchers. Many archival collections belonging to corporations or institutions remain in the custody of the originating institution to be used (sometimes exclusively) by staff. Large public archives support a class of professional researchers, reviewing land use, legal or insurance records.

## II. REVIEW OF LITERATURE

The ultimate goal of all library and information activities is to provide access to maximum satisfaction of delight. The efficiency and effectiveness of any library, particularly University libraries are measured by the satisfied users. It is the front line people and libraries having sound quality collection and service which play an important role in increasing the number of satisfied users. In this context a survey of literature concerned with the studies is made so as to enrich the knowledge of the subject. Numerous studies were conducted in the past. In India S.P. Agarwal and et.al. Under the title user education: National prospective highlighted the importance Of User Education.

**Mahmud** (1979) said the library acts as a collector and storehouse for instructional and research material: it acts as bibliographer to make library materials more useful to faculty members: it acts as a teacher by providing reference service and group instruction enabling both staff and students to employ library resources to the best advantage. The library adopts measures to increase the accessibility of human and material resources and make them useful to faculty staff and students. All users of academic libraries have a right to expect library services to be up-to-date and commensurate with their needs provided by competent librarians and funded on adequate collection. As a resources center it should play a great role in the learning process.

**White** (1965) A survey conducted way back in an Indian University library, indicated that no definitive set of standards for use in developing a University library programmed exists. The study suggested that the book selection be oriented towards supporting instruction and research. It also suggested that the library staff should closely work together and keep discarding obsolete books on a regular basis and reading space should be attractive and well lighted. In 1973 (Ford Geoffrey) the survey conducted in a University library in the US revealed that there exists a lack of longitudinal studies and says that a more scientific approach on the part of researchers is necessary. Another study (Campbell, 1979) conducted in yet another University library concluded that physical design of the library might influence the student behavior and satisfaction.

At its core, librarianship is a behavioral art (P.S. Kawatra, 1992). So the library staff will have to adapt his / her behavior to suit to the requirements of the user so that the library resources are utilized to the full with minimum effort of the user. Behavioral scientists have identified certain characteristics that have effect on user behavior. The terms like quality, utility, relevance and accessibility can be measured only as perceived by the user. Hence, the ideal librarianship leading to user delight should be based on user perception of these characteristics.

While investigating in any field, it is essential for the researcher to get himself acquainted with the research work already done on the subject. The literature in any field forms the foundation upon which all future work will be built. If we fail to build the foundation of knowledge provided by the review of literature, our work is likely to be shallow and naïve and will often result into duplicate work that has already been done better by some one else." (Borg)

The aim of the present research work was to study "Emerging Library User Characteristics, Behaviors and Expectation Convergence in Collection Management and Technical Services: A case study of C.C.S. University, Meerut" and so it was imperative to make observation of the studies previously conducted in this area. This chapter present an overall review studies conducted abroad as well as in India in chronological order regarding the topic "Emerging Library User Characteristics, Behaviors and Expectation Convergence in Collection Management and Technical Services : A case study of C.C.S. University, Meerut".

Baroudi and Others (1986) have conducted the study on "An empirical study of the impact of user involvement on system usage and information satisfaction". In this study they discusses that User Involvement in technical service system development is generally considered an important mechanism for improving system quality and ensuring successful system implementation. The common assumption that user involvement, leads to system usage and / or information satisfaction is examined in a survey of 200 production managers. Alternative models exploring the causal ordering of the three variables are developed and tested via path analysis. The results demonstrate that user involvement in the development of information systems will enhance both system usage and the user's satisfaction with the system. Further, the study provides evidence that the user's satisfaction with the system will lead to greater system usage.

Wang & Shien (2006) have conducted the study on "The relationship between service quality & customer satisfaction". In this study they have discusses Chang Jung Christian University Library. This study explores overall user satisfaction as well. A questionnaire survey is conducted to reveal user's perspectives on service quality. Based on literature, service quality as five dimensions, which are tangibles, responsibilities, reliability, assurance & empathy. The results indicate that the overall service quality has a significantly positive effect on overall user satisfaction. Among these five dimensions except, responsiveness all them have a important service, quality features ranked by users are: collection, loaning & returning service, overall atmosphere, electronic database system, & online reservation & renewal. Furthermore, the perceived importance of service quality dimensions has no significant difference among institute & status.

Tadasad, Shreedhar (2006) has conducted study on “Emerging Library User Characteristics, Behaviors and Expectation Convergence in Collection Management and Technical Services: A case study of C.C.S. University, Meerut” for understanding the behavior of users in using these systems, hence is essential. Though many studies have been reported worldwide there is a dearth of such studies from the Indian point of view. The study based on the method of observation and interview was undertaken to ascertain how the postgraduate students of Gulbarga University, Gulbarga (N=49) behave on the web. The study indicates that the students are familiar computer and have an acquaintance with various activities on computer. It also indicates students’ familiarity with internet but their level of understanding of internet, conceptually and practicality varied. As majority of students under study using internet and the web had no formal training, their search efficiency also varied. This certainly advocates for a regular and rigorous training programmed by the departments of library and information sciences of various Universities, particularly on how to find information on Web.

Rajput & Others (2007) have conducted the study on “Internet resources & services in Institute of Engineering & Sciences, IES Academy Indore: An exploratory study”. In this study they discuss the internet resources & services by the users of Institute of Engineering & Sciences IES Academy Indore. The questionnaire method is used to solicit the opinion of different user groups. Examines the purpose of internet services & satisfaction of users about facilities available in IES. Finally, highlights the suggestions made by users for improvement of internet services at IES Indore.

Ginny Brember, Peter Leggate, (1982) outlines the pattern of library services available to staff in the National Health Service (N.H.S.) and gives a preliminary report of a study of library usage and of attitudes towards libraries among clinical and pre-clinical staff in the University of Oxford. Libraries serving N.H.S. staff are numerous but small, most commonly being staffed by a single librarian, and receive little publicity. In spite of their small size a significant number of N.H.S. libraries have a ‘special library’ character. Teaching hospital libraries represent the intersection between the university and the N.H.S. library systems and are the largest of the libraries serving N.H.S. staff. Data on usage and attitudes were collected by several different methods (questionnaires, interviews, observation, library statistics, feedback forms an analysis of ‘failures’ in finding documents) in the expectation that this would give a richer picture than would be provided by any one of the conventional survey techniques. The use of modeling methods for interpreting data is discussed.

Diana L.H. Chan, Samson C. Soong, (2011) discuss the strategic repositioning of an academic library using the dynamic capability framework.

The discussion is based on the re-organizational process of the Hong Kong University of Science and Technology Library. Three stages are focused, illustrating how the library managed to be dynamically capable, including: sensing the environmental impacts; realigning and reconfiguring its resources; and implementing effective strategies to respond to these challenges.

The library adopted a multitude of channels and media in sensing environmental challenges. By going through a strategic reorganization, the library has realigned and redeployed its staff resources to better prepare for incoming changes. The reformed organization moved ahead with renewed culture and values, including better internal communication, team spirit, collective learning mechanisms, and effective user communication. Reorganization is complex and can be highly stressful. Participative culture and effective communication seem to be successful mechanisms.

Cross-training on work procedures and routines in other units provided organizational learning mechanisms. This collective learning broadened staff’s work knowledge, enlightened their understanding of complex processes, fostered good team spirit, and improved overall effectiveness, as more staff becomes aware of the overall performance implications of their actions. They share various reorganization concerns and how they were handled. The benefits of a large-scale cross-training program are outlined.

Brember and Leggate (1985) report an intensive survey of medical library users in the Oxford teaching hospitals and the University science departments. Six survey techniques were used and selected results are given for each. It was concluded that the characteristic having most influence on information-seeking behavior and library usage was the relative amounts of the user’s time devoted to clinical practice and to research respectively. Three distinct user types were identified and ‘rich picture’ descriptions based on the survey evidence are given for each. A second paper will describe a systems study which linked the survey to library management decision-making.

**Gordon** (1990) has compared the effectiveness of hypertext presentations of technical and non-technical topics with conventional linear tutorials. They found that when subjects were later asked a series of questions which required them to recall information from the texts, recall was significantly higher in the linear conditions both for basic factual information and for information requiring them to integrate the material. Subjects also expressed a preference for the linear presentation. Indeed in studies where text and hypertext have been directly compared no study shows that hypermedia has any advantage over text for comprehension or learning. Studies such as the ones above should not be seen as indicating that hypermedia can never be more effective for the delivery of instructional materials than standard text. There may be an interaction between

comprehension and the level of domain specific expertise. For example Kitsch's Construction Integration text comprehension model predicts that non-linear representations may be useful when the learners have some understanding of the domain.

Prabha and Allen (1998) have conducted the study on "Positioning and User satisfaction with patron-initiate interlibrary borrowing: The case of the CICVEL". In this study they discusses that the committee on institutional co-operation is an academic Consortium comprising 12 major Universities, primarily in the Midwest. In 1996, the CIC members initiated a project to link their library catalogue electronically when fully implemented, the virtual electronic library (VEL) will result in a virtual mega collection of 60 million books and 5,55,000 serials. The CIC also explored ways to permit its patrons 35,000 faculty and 5, 00,000 students, to search across the catalogs and to initiate interlibrary circulation among member institutions. In 1998, some libraries implemented a patron request function to permit interlibrary circulation of physical material without mediation by home library staff the two part study reported here examined how the mega library is presented to patrons, evaluated its effectiveness, and assessed patron reactions to inter library loans.

Westwood and ager (1999) has conducted the study on "Managing the customer Role: Towards a Model for library Services". In this study they discusses on services marketing literature to provide a framework for managing the roles of customers in library services. It proposes that customer satisfaction, service quality and productivity can be improved through managing customer expectations, behaviors, skills and rewards. A case study examines the current experience of customer role management in a University Library, with particular emphasis on identifying gaps in role perceptions by the stakeholders in the delivery of library services.

Hiller (2001) has conducted the study on "Assessing user needs, satisfactions and library performance at the University of Washington Libraries". The University of Washington Libraries has conducted triennial faculty and student library surveys since 1992. Surveys are sent to all faculty and random sample of graduate and under graduate student. Results have revealed significant variation within and between user group concerning library satisfaction, use, priorities and importance. Time were 2,749 responses to the most recent survey in 1998, including more than 1500 completed survey returned from faculty, These large scale survey, while extra ordinarily valuable, have proven costly and time consuming to design, administer and analyze. The ARL LIBQUAL pilot offered service and library support through a web-based survey. This article discusses issues and results associated with these different approaches.

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## OBJECTIVE OF THE STUDY

To understand changes in emerging user characteristics, behaviors and expectation convergence in collection management and technical services, following objectives are being frames:To find out the user characteristics, behaviors and expectations. To find out the related research productivity and outcomes with regard to such measures as numbers of publications produced citations attracted. To find out the institutional efforts to maintain and provide access to technical services to its community. To find out the demand and growth in near future.

## **SCOPE OF THE STUDY**

The study will be focused of researches use of technical service at Journals, consultancy service. A range or research disciplines in context with the research area and objectives, will be selected across the scholarly spectrum, covering the user characteristics behaviors and expectation. Journals and journal research platforms will similarly be selected to reflect the spread of disciplines. The study is pertained to the users of library of Ch. Charan Singh University, Meerut

## **METHODOLOGY**

As method is path of achieving or approaching to a problem. Thus, the categorization of the proposed investigated in a certain type of survey, a corresponding method are designed and appropriate techniques are made for collecting and analyzing data which are to gather is known as Methodology. There are several techniques available for data collection such as questionnaire method, personal interview, diary method and observation. The study will use following methods for collecting data:-

Observation method

Questionnaire method

Interview method

## **OBSERVATION METHOD**

The observation method is the most commonly used method especially in studies relating to behavioral science. In a way, we at observe things around us, but this sort of observation is not scientific observation. Observation becomes a scientific tool and the method of data collection for the researcher under the observation method, the information is sought by way of investigators own direct observation without asking from the respondents. For instance, in a study to relating consumer behavior, the investigator instead of asking the brand of wrist work used by the respondent may himself look or the watch. The main advantage of this method is that subjective bias is eliminated, if observation is done accurately.

## **QUESTIONNAIRE METHOD**

This method of data collection is quite popular particularly in case of big enquires. In this method, a questionnaire is sent to the persons concerned with the request to answer the question and return the questionnaire. A questionnaire consists of a number of questions printed or typed in a definite order on a form of set of form.

The method of collecting data by the questionnaires to respondents is most extensively employed in various economic and business surveys. This method is of low cost even when the universe is large and is widely spread geographically. It is free from the bias of the interviewer, and the answers are in respondents own words. Large samples can be used and thus the result can be made more dependable and reliable.

In present study, questionnaire method will be used for data collection. The questionnaires for users and for librarian will be framed.

There are several techniques available for data collection such as questionnaires method, personal interviews, diary method and observations in present study, questionnaire method was used in data collection. The questionnaire (for users) comprises 40 questions with options to express any comments regarding use of information sources and services. In total 315 questionnaires were distributed among the students in which 300 were filled and returned.

## **INTERVIEW METHOD**

The interview method of collecting data involves presentation of oral-verbal stimuli and reply in terms of oral-verbal responses. This method can be used through telephonic interviews. Interview method requires a person known as the interviewer asking questions generally in a face to face contact to the other person to person. This source of interview may be in the form of direct personal investigation or it may be indirect oral investigation.

## **SAMPLE POPULATION**

The user of the libraries of C.C.S. University, Meerut one the students of that institution which represent the target population for this study. The questionnaire method has been employed to collect the data for the present study and to select the sample population. The questionnaire contains. Question with option to express comments regarding use of information source like computer and internet, web and other library service. About 315 questionnaire were distributed among the student out of 315, 5 questionnaire were missed and 10 questionnaire were not filled completely. So we analyzed data on the basis of 300 questionnaires. In user survey the total population of –

Faculty 50

Student 250

We took sample of 300 students.

### **HYPOTHESIS**

The study has considered following aspects as hypothesis:

A large number of library users find the technical services are handy in the library of C.C.S. University, Meerut. The technical services available in the library are not sufficient to meet the varied information needs of the library users.

The physical infrastructure of the central library of C.C.S. University, Meerut is friendly.

The collection of e-journals is growing in accordance with the user's demand.

The problem of the present study is to "Emerging Library User Characteristics, Behaviors and Expectation Convergence in Collection Management and Technical Services: A case study of C.C.S. University, Meerut." In designing the survey, an attempt was made to overcome some of the known obstacles to user surveys, Doris J Schilcter and Michael Pemberton have identified the number of reasons why libraries, specifically are reluctant to undertake user surveys: a lack of skilled staff to design and implement a large scale survey, survey costs, difficulty of translating data into actionable items, and an inherent distrust of survey research methodology of particular concern to our study was the survey data would result in actionable items.

A further objective for the university library of C.C.S. University was to ensure that library management recognized the "tacit contract" between the library and its users. Once a survey is commissioned ultimately it will require action by management. In any survey, the respondents need to perceive a return for their invested time. If actions do not occur as a result of a survey, or if actions do occur but no feedback is provided, the desire of users to participate in future survey will be seriously jeopardized. It is important to convey to users the changes made as a result of survey feed back and especially important to explain why some requested needs could not be met.

### **SAMPLE DESIGN**

A major objective for the library of C.C.S. University survey was to include of all primary clientele initially, the user populations were defined as faculty, researchers (Ph.D.), postgraduate and undergraduate students.

To ensure external valid results without incurring the time and cost to interview all members of the target population, developed protocols for drawing a sample of individuals that adequately represents the entire population and from which conclusions about the sample may be drawn with a known level of reliability. The simplest of these protocols is simple Random sampling, a type of probability sampling in which each subject has an equal and known chance of inclusion and the selection of one case does not influence the selection of another. The selection of a particular sample design attempted to maximize reliability and external validity, subject to cost and feasibility constraints.

### **TOOLS AND TECHNIQUES EMPLOYED**

Questionnaire prepared by the investigator supplemented by observation and interview are used as tool for data collection.

### **DATA COLLECTION PROCEDURE**

Questionnaire and personal interview methods were used for data collection. A pilot survey of university library of C.C.S. University was carried out, which was very helpful in modifying the questionnaire. A total of 350 questionnaires were administered and 315 in questionnaire were found back from the users. Out of 315 questionnaires, only 300 questionnaires were selected for analysis of data and five questionnaires were rejected because of incomplete response from respondents and 10 questionnaires were not filled completely.

### **DATA ANALYSIS METHOD**

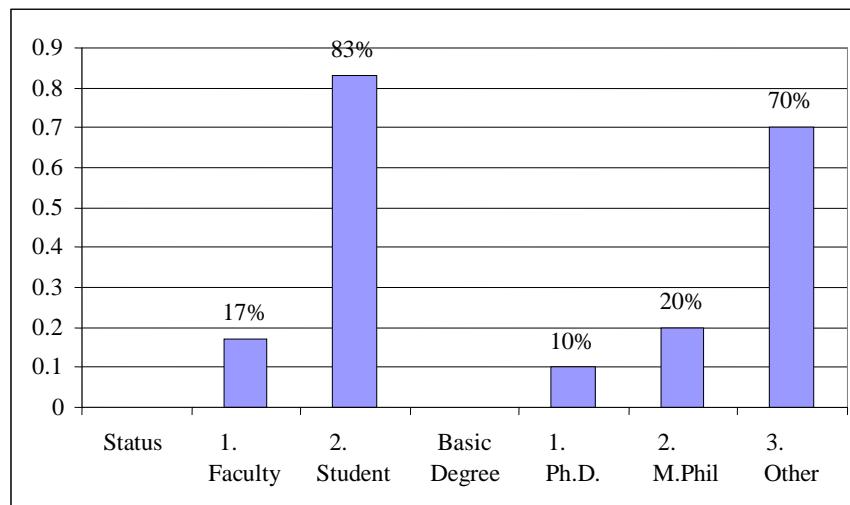
The data collected through questionnaire are organized and tabulated by using statistical method.

**TABLES**  
**Table-1**  
**Characteristics of Study Population**

<b>Characteristics</b>	<b>Number</b>	<b>Percentage</b>
Status		
1. Faculty	50	17%
2. Student	250	83%

<b>Basic Degree</b>		
1. Ph.D.	<b>25</b>	<b>10%</b>
2. M.Phil	<b>50</b>	<b>20%</b>
3. Other	<b>175</b>	<b>70%</b>

Out of 100% population, 17% faculty and 83% of them are students. A large majority of the respondents belongs to other (70%). 83% of population is students, a large majority of the study. 17% of population is faculty. 70% of population is others. 20% of population is M.Phil students. 10% of population is Ph.D. students.

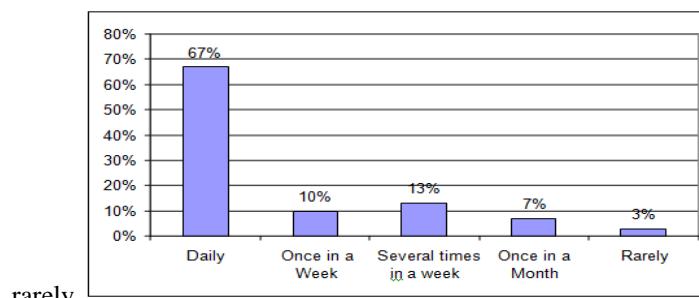


**Figure No- 1**Characteristics of Study Population

**Table- 2(Visit the Library)**

Sr. No.	Visit the Library	Respondents	Percentage
1.	Daily	200	67%
2.	Once in a week	30	10%
3.	Several time in a week	40	13%
4.	Once in a month	20	7%
5.	Rarely	10	3%

The above table shows that 67% respondents visit the library daily. 67% users visit daily. 13% users visit several times in a week. 10% users visit once in a week. 7% users visit once in a month. 3% users visit



rarely.

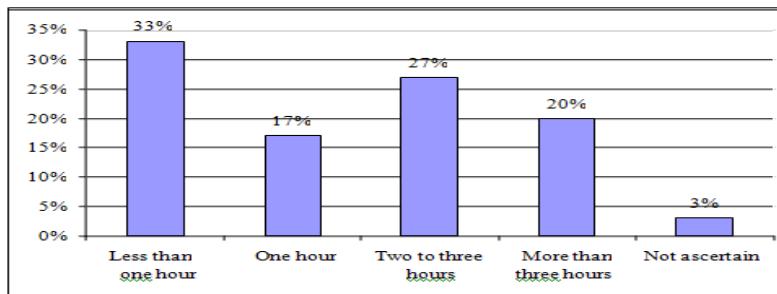
**Figure-2(Visit the Library)**

**Table- 3**

**Time spent in Library**

Sr. No.	Time spent the Library	Number	Percentage
1	Less than one hour	100	33%
2	One hour	50	17%
3	Two to three hours	80	27%
4	More than three hours	60	20%
5	Not ascertain	10	3%

The above table shows that 33% users spend less than one hour in library. 27% users spend two to three hours in library. 20% users spend more than three hours in library. 17% users spend one hour in library. Visit of 3% users in library is not ascertain.

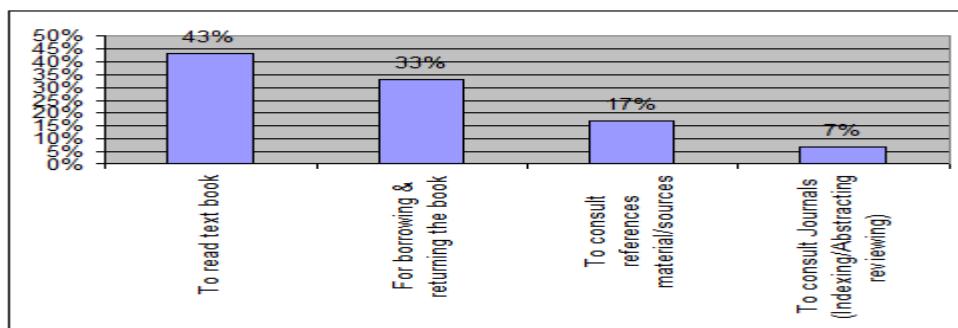


**Figure- 3**(Time spent in Library)

**Table- 4(Reason for visiting the Library)**

Sr. No.	Reason for visiting the Library	Number	Percentage
1	To read text book	130	43%
2	For borrowing & returning the book	100	33%
3	To consult reference materials/sources	50	17%
4	To consult Journals (Indexing/Abstracting reviewing)	20	7%

This table shows that 43% students visit the library for borrowing & returning the books. 33% students visit the library to read text books. 17% students visit the library to consult reference materials/sources. 7% students visit the library to consult journals.

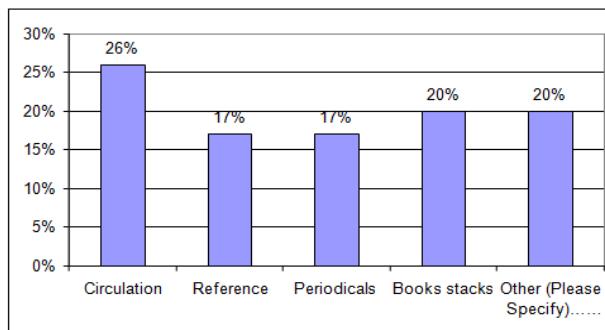


**Figure-4**(Reason for visiting the Library)

**Table 5**  
**The most used areas in the library**

Sr. No.	The most used area in the Library	Respondents	Percentage
1	Circulation	80	26%
2	Reference	50	17%
3	Periodicals	50	17%
4	Books stacks	60	20%
5	Other (Please specify).....	60	20%

This table shows that circulation area is the most used area in the library. Of the library, 26% is used for circulation area. 20% is used for books stacks. 20% library is used for other purposes. 17% library is used for reference. 17% library is used for periodicals.

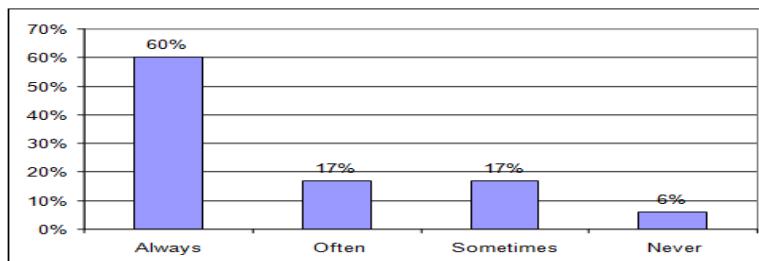


**Figure-5**  
The most used areas in the library

**Table 6**  
**The library book collection used**

Sr. No.	The library book collection useful	Respondents	Percentage
1	Always	180	60%
2	Often	50	17%
3	Sometimes	50	17%
4	Never	20	6%

This table shows that 60% respondents always feel the library book collection useful. According to 60% users- library's book collection is always useful. According to 17% users- library's book collections is often useful. According to 17% users- library's book collections is sometimes useful. According to 6% users- library's book collections is never useful.



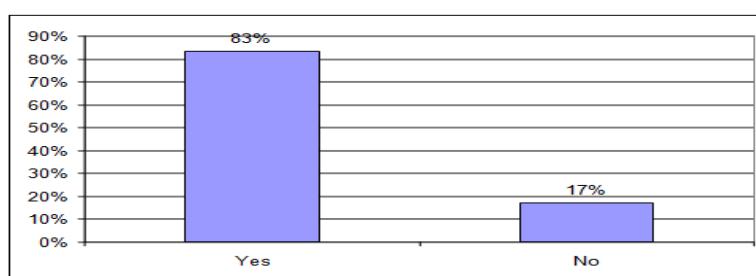
The library book collection used

**Table 7**

**Access database on internet provided under UGC in program**

Sr. No.	Provided Internet program	Respondent	Percentage
1	Yes	250	83%
2	No	50	17%

This table shows 83% respondent are positive towards the availability of Internet program. According to 83% respondents-(Yes), access database on internet provided under UGC INFONET program. According to 17% respondents- (No), access database on internet provided under UGC INFONET program.



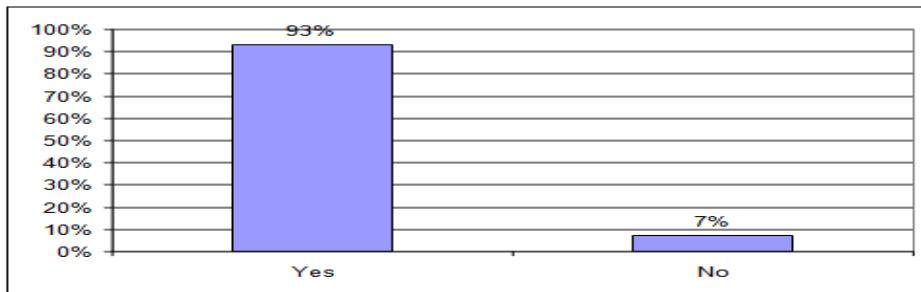
**Figure-7(Access database on internet provided under UGC in program)**

**Table 8**

**Prefer database outside the UGC INFONET program**

Sr. No.	Prefer database out side	Respondent	Percentage
1	Yes	280	93%
2	No	20	7%

This table shows that 93% respondents prefer database outside the UGC INFONET program. 93% users prefer database outside the UGC INFONET program. 7% users do not prefer database outside the UGC INFONET program.

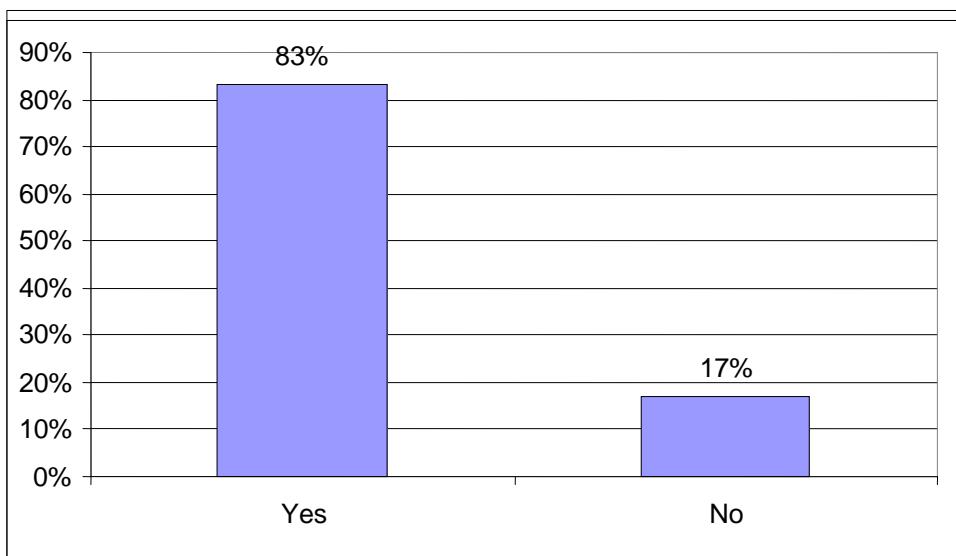


**Figure-8**  
Prefer database outside the UGC INFONET program

**Table 9**  
**E-Journals on internet provided under UGC INFONET programme**

Sr. No.	On internet provided UGC INFONET	Respondent	Percentage
1	Yes	250	83%
2	No	50	17%

This table shows that 83% respondents are positive about E-Journals on internet provided under UGC INFONET program. 83% users answered "yes" for the provided internet program. 17% users answered "no" for the provided internet program.

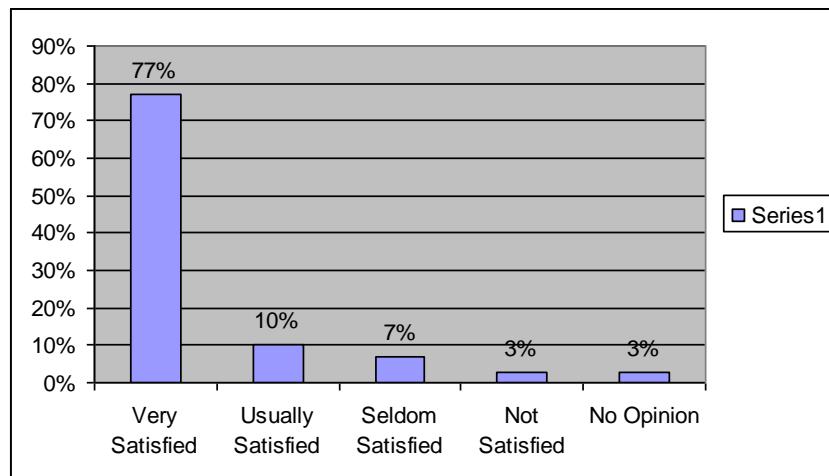


**Figure-9**  
E-Journals on internet provided under UGC INFONET programme

**Table 10**  
**Satisfaction with the library**

Sr. No.	Satisfaction with the library	Respondent	Percentage
1	Very Satisfied	230	77%
2	Usually Satisfied	30	10%
3	Seldom Satisfied	20	7%
4	Not Satisfied	10	3%
5	No Opinion	10	3%

The table shows 77% respondent are very satisfied with the library. 10% users are usually satisfied with the library. 7% users are seldom satisfied with the library. 3% users do not satisfied with the library. 3% users have no opinion with the library.

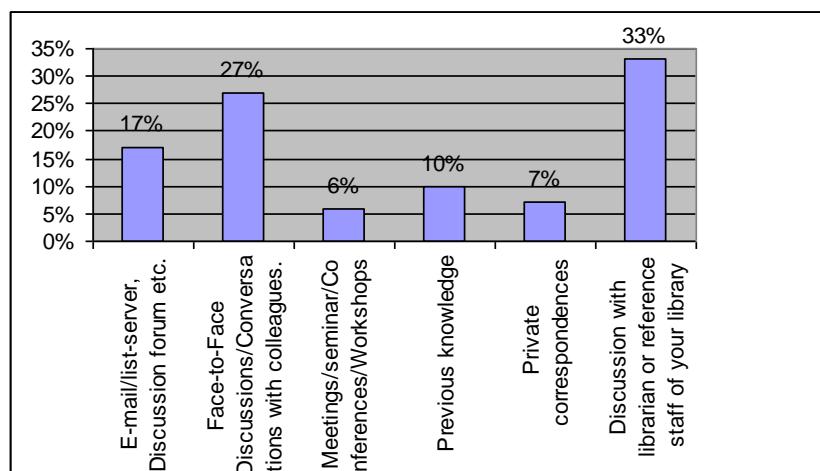


**Figure-10**  
Satisfaction with the library

**Table 11**  
**Information sources**

Sr. No.	Information sources	Respondent	Percentage
1	E-mail/list-server, Discussion forum etc.	50	17%
2	Face-to-Face Discussions/Conversations with colleagues.	80	27%
3	Meetings/seminar/Conferences/Workshops	20	6%
4	Previous knowledge	30	10%
5	Private correspondences	20	7%
6	Discussion with librarian or reference staff of your library	100	33%

Above table shows that for 33% users, Discussion with librarian or reference staff of library is used as Informal Sources. For 27% users, Face-to-Face Discussion/Conversation with colleagues is used as Informal Sources. For 17% users, E-mail/List-server, Discussion Forum etc is used as Informal Sources. For 10% users, previous knowledge is used. 7% users, use Private correspondences. 6% users, depend on Meetings/Seminar/Conferences/Workshops for information.

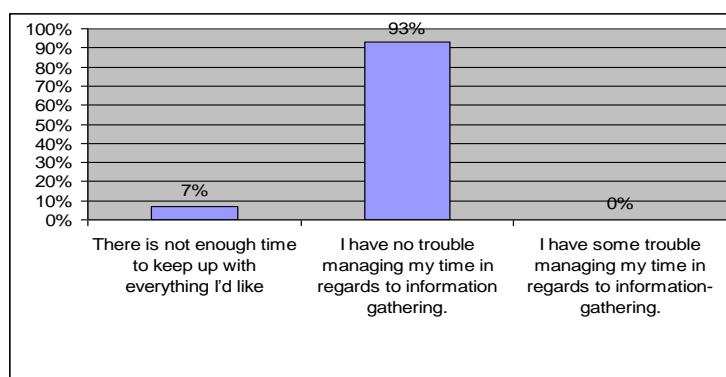


**Figure-11**  
Information sources

**Table 12**  
**Time spends on information gathering**

Sr. No.	Information gathering	Respondent	Percentage
1	There is not enough time to keep up with everything I'd like	20	7%
2	I have no trouble managing my time in regards to information gathering.	280	93%
3	I have some trouble managing my time in regards to information-gathering.	0	0%

Above able shows that according to 93% users, the time spent on information gathering, had no trouble in managing their time. According to 7% users, the time spent on information gathering, had no enough time to keep up with everything they liked. According to 0% users, the time spent on information gathering, had some trouble managing their time.

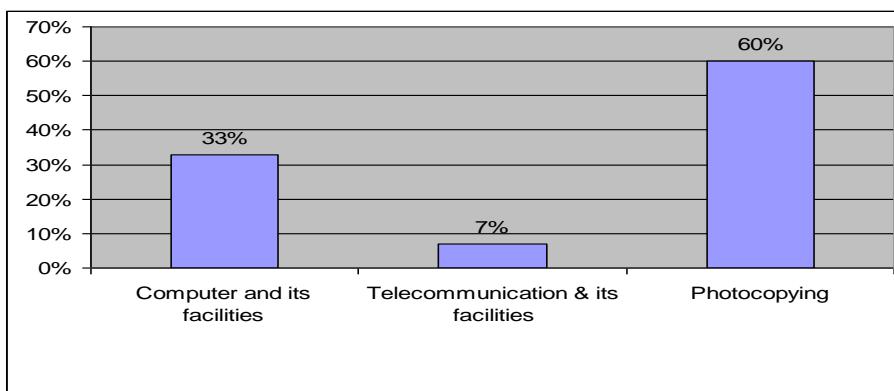


**Figure-12**  
**Time spends on information gathering**

**Table 13**  
**Use for information storage**

Sr. No.	Use for information storage	Respondent	Percentage
1	Computer and its facilities	100	33%
2	Telecommunication & its facilities	20	7%
3	Photocopying	180	60%

This table shows that the information technology/communication used for information storage has 60% retrieval of Photocopying. The information technology/communication used for information storage has 33% retrieval of computer and its facilities. The information technology/communication used for information storage has 7% retrieval of Telecommunication & its facilities.



**Figure-13**  
**Use for information storage**

### **DISCUSSION AND CONCLUSION**

The discussion of research and theory concerned with user's satisfaction often suggest to quality collection development and service to be provided by the library to the users. Although many people have done work in this direction, but no considerable amount of work has been done to investigate the relationship of collection development and services with user satisfaction with regard to C.C.S. University library. The problem of user's satisfaction is far more complex. Majority of library professionals have done the research to identify the fact or that influence the user's satisfaction. For any library users are very important. A library sets its justification when the users are satisfied with its service. It is not sufficient if the library satisfies the regular user it should also attract those of its user who for one reason or other are not using the library regularly. That is how use of a library is classified as actual or real users. The users of the University library can be categorized into three groups: - namely students, teachers and supporting staff. Collection development policy should therefore strike a sensible and judicious balance between the various requirements of different users in different levels in variety of disciplines.