A Survey Report on

Student's Satisfaction towards Library

Submitted to

Research Management Cell (RMC-Sukuna)

Sukuna Multiple Campus

Sundarharaincha-12, Morang

Submitted by

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Sundarharaincha-12, Morang

Report Submission Letter

To

The RMC Head

Research Management Cell

Sukuna Multiple Campus

Sundarharaincha, Morang

Dear Sir,

Our team has been hard at work after receiving the notice and decision from the Research

Management Cell (RMC-Sukuna) about surveying various topics. We worked on the topic of

"**Student satisfaction toward the Library**" of this campus under my leadership. The survey

collected various constructive feedback from the participating students. Execution of the

feedback and recommendations will help our campus in improving library efficacy. We expect

the implementation of the recommendations and the approval of this report by the cell.

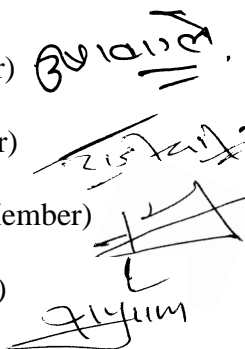Hoping to get a positive response from the cell soon.

Survey Team

1. Ushakiran Wagle (Survey Team Leader)

2. Guna Raj Nepal (Survey Team Member)

3. Nara Prasad Bhandari (Survey Team Member)

4. Basudev Dahal (Survey Team Member)

Sukuna Multiple Campus

Sundarharaincha, Morang

2080 Mangsir 24 BS

Subject: Approval of the Survey Report

As per the permission and approval of RMC-Sukuna, **Mrs. Usha Kiran Wagle**, the teacher of this campus and her team have done a survey and submitted a report on **"Student satisfaction toward the Library"** within the specified time limit. The presented report is contemporary for the campus and the result of the report will be helpful to improve the institutional quality. This report is approved by this cell.

Evaluation and Approval committee

1. Ganesh Prasad Dahal

    RMC Head

    Research Management Cell

2. Mohan Kumar Tumbahang PhD

    RMC Member

    Research Management Cell

3. Deepak Prasad Neupane PhD

    RMC Member

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Introduction of Campus

Sukuna Multiple Campus is a community-based public academic institution. It aims at providing Higher Education (HE) at an affordable means with all and special privileges for the promising students. Initially, the college was born in Sukuna School. Using the physical facilities of the school and the existing manpower of neighboring schools and colleges, the campus started to grow and develop at an expected speed. Currently, the campus has its physical infrastructure for running academic programs. The educational programs run in this college are affiliated with Tribhuvan University (TU), Nepal. It has been providing higher education for promising students through four different streams, viz. Humanities, Education (four years and one year), and Management and Science belonging to the University.

Since the establishment of the campus, it has tried to improve the qualities and facilities of the campus. For this purpose, the Campus requests faculties to conduct surveys and other types of research to increase their professionalism as well as the well-being of the college.

Rational of the Study

Like other Campuses, Sukuna Multiple Campus has also built its library as a service the campus provides to its students. The purpose of the library should be to serve the needs of users. Academic libraries established inside the campus periphery play an important role in the institution they serve. Similar to what Kotso (2010) has said, libraries are the support system for the student's academic research process by collecting, preserving, and making available an array of information resources relevant to their students. However, the Sukuna Campus has not been able to ask students about the effectiveness of the library in their study. Hiller (2001) stressed that for the last 20 years or so library satisfaction surveys have become widespread in academic

settings. If it is so, Sukuna has lagged in entering the world of the survey to ask for the satisfaction of the students as well as the effectiveness of the service being provided by the library.

Majid, Anwar, and Eisenschitz (2001) mentioned that surveys can play a vital role in gauging the user's perception of library effectiveness regarding services, resources, and activities. If it is so, it has been several years that our campus has not surveyed the library service. Hence, this survey is conducted as a time-to-time assessment and evaluation by the users. The results of this survey are expected to provide invaluable information to librarians, administrations, and library users to reorient their collections, services, and activities.

Objectives of Survey

Overall, the objective of this survey is to figure out the effectiveness of the conduct of the library inside our campus. This objective can be broken down into the following two subheadings:

- To determine if the students use the library

- To identify the expectations and needs of students

- To assess the satisfaction level of the students toward librarians and library services.

- Identify the areas to be improved upon in the library.

Methods

A survey research design was used for the study. The sample population was selected from the bachelor's level students from various faculties. The sample size was 100 participants randomly from multiple faculties. The selection of numbers was designed in terms of the quota specified in

terms of the number ratio of the academic streams. In this survey, a questionnaire consisting total of 14 questions along with three open-ended questions.

This survey was a formal survey conveyed procedurally. When the campus announced the call for mini research and survey, the research team submitted the proposal and expression of interest. During the data collection as well, the team members actively visited the classroom and informed participants about the purpose of the study. The research ethics are taken good care of throughout the research.

Data and Result

The Students' satisfaction toward the library survey assessed student use and satisfaction with library services, staff, facilities and resources. The questionnaire had three questions where they could put their comments and suggestions freely.

Kobotoolbox was used for the data entry and analysis. Part one of the survey collected the demographic information. Part two focused in collection views on the frequency of visit to the library, behavior of the operating staffs in the library, appropriateness of the spaces and facilities, E-facilities and so on. The detailed discussion along with the table and chart is presented below.

1. **Demographic Information**

The number of participants from B.Ed was 62%, 14 % from BBS, 10% from BBA, 6% from B.Sc. 4% from ICT and 2% from BA.

Gender:

Gender:
TYPE: "TEXT". 49 out of 50 respondents answered this question. (1 were without data.)

Value	Frequency	Percentage
Female	31	62
Male	17	34

62% female participated in survey where only 34% male participated in it.

2. **Appropriateness of the Space and Facilities**

Under this heading there were subheading like frequency of library visit, frequency of borrowing books, behavior of library staffs, appropriateness of the reading rooms, light in the reading rooms were kept. The result of individual sub area is as follows:

1. How often do you visit campus library?
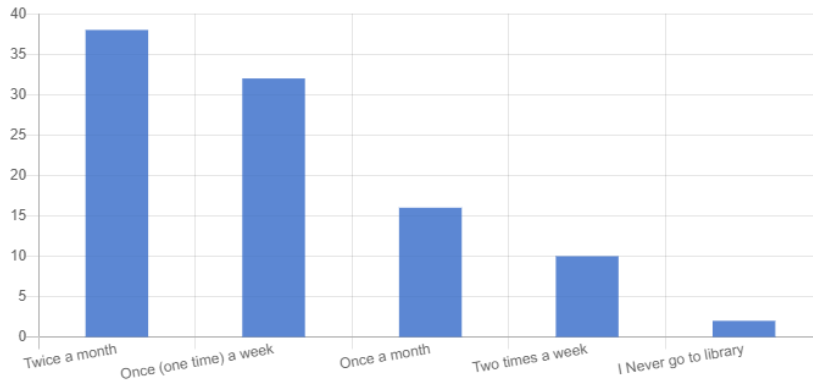
Value	Frequency	Percentage
Twice a month	19	38
Once (one time) a week	16	32
Once a month	8	16
Two times a week	5	10
I Never go to library	1	2

38% of the respondents visit library twice a month here 32% of the participants visit library once a week. The lowest of 2% replied they never visit library and 10% replied with visiting library two times a week.

How about the SMC library cards for borrowing books from

the library ?
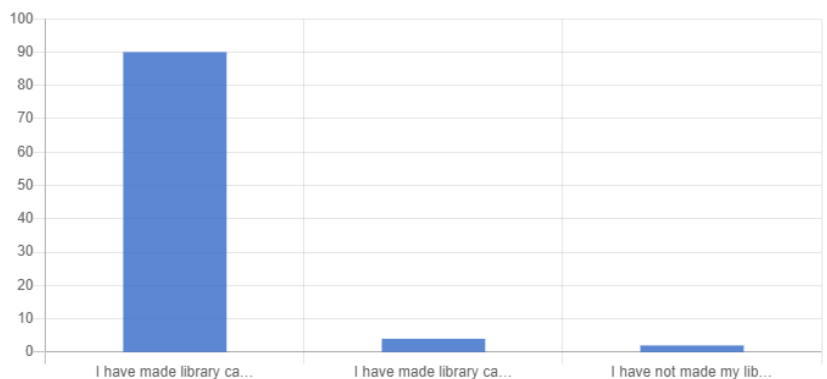
Value	Frequency	Percentage
I have made library cards and using them frequently.	45	90
I have made library cards but I am not using them.	2	4
I have not made my library cards yet but I want to make them soon.	1	2

Most of the respondents have their library card and they use it frequently to borrow books. Only 2% of the students don't have library card. Where 4 % of the students have a library card but they don't use it.

Regarding behavior of library staffs 44% marked themselves satisfied. 16% were neutral and 14% were fully satisfied.

3. **E-facilities**

Moving to the e facilities, this section included internet, e-books, AV materials and so on. Regarding internet facilities, the number of dissatisfied, very dissatisfied and neutral is higher in comparison to satisfied and fully satisfied. 40% of total population is very dissatisfied and
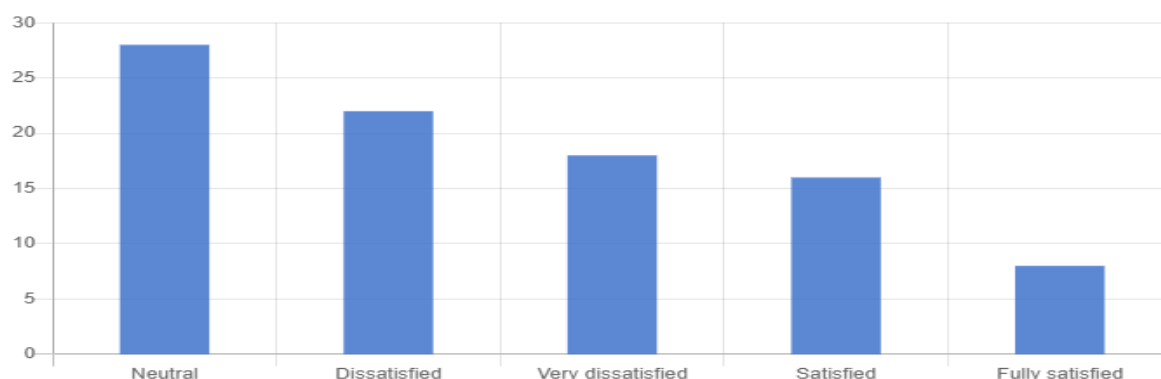
dissatisfied. When asked about the e-library facilities 38% responded that they don't know about such facilities provided by the library. When it came to recreational materials and AV materials more than 50% of participants seemed neutral.

4. **Transparency of rules and regulations**

Regarding transparency of rules and regulations, 50% of the participants were satisfied, whereas, 28% remained neutral. Participants looked dissatisfied regarding the penalty charge they were

Mean		Median	Mode	Standard deviation
67.79		70.00	60.00	18.04

asked to pay if they delayed the return of the books. 22% were very dissatisfied with such a charge.

5. Library Opening/Closing Time

Library opening and closing times seem feasible for the participants as 44% are satisfied and 18% are perfectly satisfied. The sum of dissatisfied and very dissatisfied is only 18%.

6. Availability of reading resources

Under this section, participants were mostly dissatisfied with the number of books burrowing system. 52% of participants voted that they were dissatisfied and fully dissatisfied on the number of books available to them at once. On the other side, they looked satisfied with the availability of newspapers, journals, and other recommended books by the teachers.

The overall quality of library service according to students is good as 46% of them marked it as good. 30% judge the library as average and 10% say it is poor.

7. Suggestions to the Library Users

Some of the frequent suggestions given to library users are listed below:

Return books on time
Follow the Library rules
Use the Library Card wisely
Renew books on time so that you don't have to pay delay charge

Explore the availabilities of services in library
Don't tear the books

8. Suggestions to the Librarian

Some of the suggestions to library staffs are listed below

Be polite and friendly to the students
Don't be impartial while providing service
Be punctual and available in the library in opening hours
Manage the books in proper order
Inform students about the E-facilities and availability of the books
Allow students to issue book form all genres not only textbooks
Provide sufficient books to us, and increase renew time to 30 days from 15 days

9. Suggestions to Campus Administration

Students suggested the campus administration as well. Some of the suggestions are listed below:

Allow us to borrow at least 3 books
Provide proper guidance to the librarians so that they can run better
Assign role to develop and to manage the library
Provide more space in library
Provide sufficient number of books according to the number of students
Add necessary books
Create silent and peaceful environment and allow to explore inside the library
Manage sitting arrangement

Summary and Findings

The following implications are presented from the result of this study. These implications could be the recommendations for the management of the academic libraries of the campus system to standardize their libraries' operations and services. The major findings of the research are listed below:

1. Students are aware of library card and they are using library properly.

2. Library service being provided in e-forms should be well notified to the students.

3. Library environment should be improved and made more spacious

4. Library staffs are helpful most of the time, However, consistency and impartiality should be practiced regularly

5. Campus administration should pay more attention on effective automation and ICT based service in Library.

6. Students want to borrow minimum 3 books at a time.

Recommendation

The main purpose of any library should be to provide up-to date materials to the students. The materials should satisfy its user in term of information. Academic libraries should conduct in-depth survey by covering most of its users to find out the changing information requirements of the users.

Students seem to be worried about the availability of the materials in the library.

A qualitative as well as quantitative collection is important as well as necessary for an academic library since it is the resource for education, research, consultancy, and training. Library documents should enhance the student's intellectual informational needs.

Participants seem to be less aware of the recreational materials that are available in the library, the campus should run dissemination sessions to inform students about the facilities, and materials that are available in the library.

Librarians and other library staff should ensure proper management of the documents so that the distribution of the book would be easy. Along with the management, students should also be allowed access to the library where they can search for the book they want on their own.

Display areas for new arrivals of textbooks and the latest issues of journals would inform students about the availability of the materials. Along with that user guidance for better utilization of resources need to be made available.

Seating arrangement and infrastructure are other important aspects to be included. The convenient study desk with proper design may enable students to spend longer time in library.

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