

User Perception and Expectation of Quality in Library Services in Engineering Colleges in Thanjavur District, Tamil Nadu

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ABSTRACT

The perceptions of the Engineering college library users towards the qualities and services offered are presented objectively. The study reveals that the majority of the users are UG students, with the largest number of library visitors. Most of the users are in the 21–25 age group. Many students and faculty visit the library to pursue and access the internet, prepared for projects and seminars. The students and faculty find the quality of the book collection in this library environment to be very good. The Engineering college library users mostly preferred the “Google” search engine for literature search. This article is entitled “User Perception and Expectation of Quality in Library Services in Engineering Colleges”. The study of the Engineering College Library located in Thanjavur district, Tamil Nadu. The survey has been conducted in 5 Engineering College Libraries. The data were collected in a questionnaire method.

KEYWORDS: Engineering College Libraries, Quality Expectations, Quality Perceptions.

INTRODUCTION

The College of Engineering has continued to showcase its excellence in the field of education and has rightfully held a place among the top engineering colleges. It is recognized by the All India Council for Technical Education and affiliated to Anna University, Chennai. College of Engineering. Strive to bring out the skills and abilities of students through quality technical education, encouraging them to be self-disciplined and develop a positive attitude towards academic excellence. The changing nature of higher education worldwide, along with the increasing growth of library collections, technological advancements in handling and retrieval techniques, fundamental changes like information and reference services, have justified the need for a change in user education services so that new educational models can be effective and improve the academic performance of the students. Perceptions are the reality that presents the actual situation of the institution's services, but can be influenced by internal and external factors. The College of Engineering Library is a collection of information sources, resources, books and services and the infrastructure in which it is located. The library performs user satisfaction and library services. The library fulfills user perception and expectation.

PROFILE OF ENGINEERING COLLEGES

The College of Engineering maintains high standards of education by providing world-class educational facilities, employing highly qualified and experienced faculty and creating an environment conducive to quality education. The college is affiliated to Anna University, Chennai and offers Bachelor of Engineering courses, Postgraduate courses in Engineering, Master of Computer Applications (M.C.A) and Master of Business Administration (M.B.A) courses approved by the All India Council for Technical Education (AICTE). Engineering colleges in Thanjavur is recognized as a research center by Anna University. The institute aims to provide quality education in various engineering disciplines and foster innovation and research among students and faculty. At locations approved by AICTE, New Delhi. As per the regulations, all college libraries are housed in a spacious building. The library is open to students and staff from 7.30 am to 7.30 pm on all working days. The library has a large collection of textbooks, reference books, national and international journals in the fields of engineering, science, technology, management and general studies, and the collection is constantly growing. The books are classified according to the Dewey Decimal Classification Scheme (as per AICTE). Open access is followed in the engineering college libraries.

METHOD AND MATERIALS

The researcher has used structured questionnaires for the purpose of data collection. The 21 questionnaire prepared and send to the users in the library. The questionnaires consist of only open questions. The questionnaire was personally distributed among the sample of study by the library users. A total of 300 questionnaire were distributed to various user groups namely UG students, PG students, faculty in Engineering College. 260 out of 300 questionnaire were collected. Excellent responses for this questionnaire. The research distributed the questionnaire in 60 for the each Engineering College, total numbers of questionnaire distributed in 300. A total of 260 responses was received, out of 300. Questionnaire was used in order to get accurate information. The collected data was analyzed both qualitatively, to users satisfaction of resource collection and customized services of the Engineering College Library in Thanjavur.

SAMPLE SELECTION

The study population consisted of students and faculty members of the Engineering College Library users. The data was collected from the respondents directly in the Library. The collected data has been analysed with the help of SPSS (12.0) package and presented in the form of tables and graphs.

OBJECTIVES

The main objectives of the study are as follows.

- To determine the users of the Engineering College Library of their type, gender and age
- To assess the perceptions of the Engineering College library environment and services
- To study the expectations of the users with respect to the quality of the books and journals collection
- To Know the usefulness of collections and services of the library
- To Identify the use of internet information Resources
- To Suggest measure to make library services more effective and efficient

ANALYSIS AND INTERPRETATION

This part deals with the analysis and interpretation of collected data by employing appropriate statistical tools and techniques wherever necessary.

Table 1: Gender-wise distribution of respondents

S. No.	Gender	No. of Respondents	Percentage
1	Male	153	58.85
2	Female	107	41.15
	Total	260	100.00

Table 1 shows the gender wise distribution of respondents. Table 1 indicates that 58.85 percent of the respondents belong to male category and 41.15 percent belong to the female category. Majority of the respondents belong to the male category.

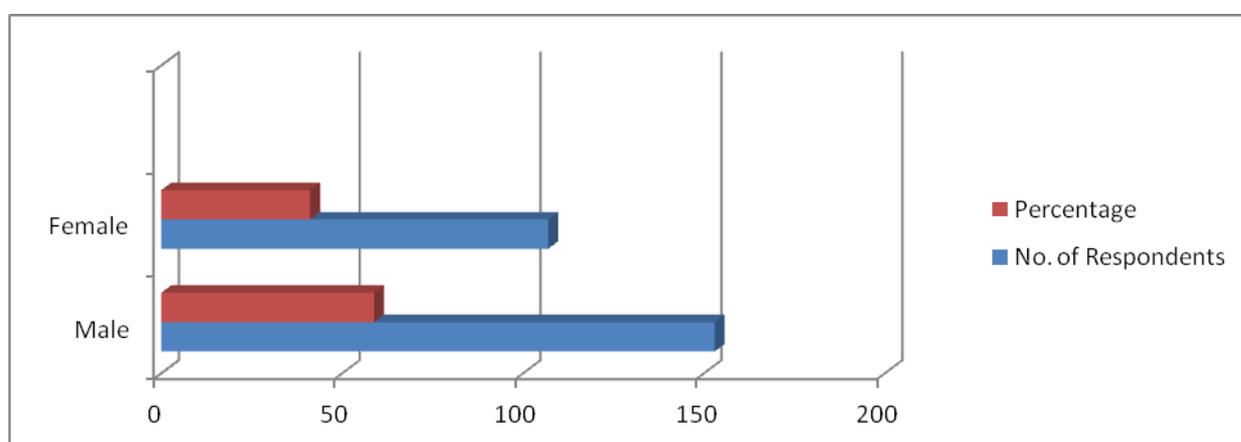


Table 2: Age-wise distribution of respondents

S. No.	Age	No. of Respondents	Percentage
1	< 20	70	26.92
2	21 - 25	100	38.46
3	26-30	35	13.46
4	31-35	25	9.62
5	>35	30	11.54
	Total	260	100.00

Table-2 shows that the majority of the respondents are 21-25 Age group forming 38.46 percent. Minority of the respondents are 31-35Age group forming 9.62 percent.

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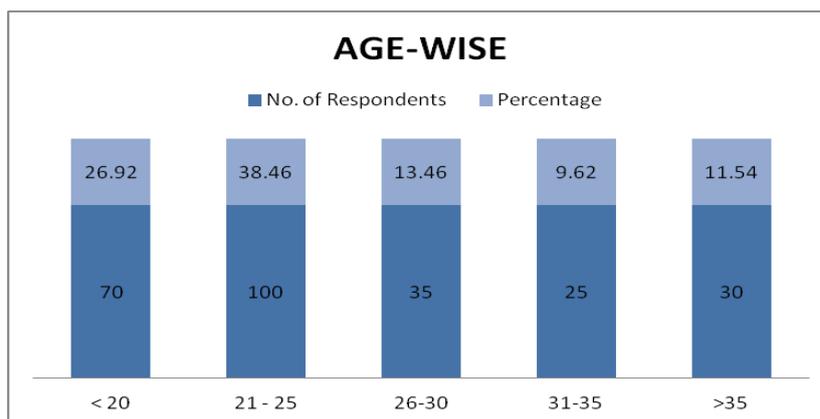


Table 3 User Category

S. No.	User Category	No. of respondents	Percentage
1	UG students	106	40.77
2	PG students	69	26.54
3	Asst Professor	33	12.69
4	Associate Professor	22	8.46
5	Professor	30	11.54
	Total	260	100.00

TABLE 3 indicates the Uses Category, wise distribution of respondents. It could be noted that out of the total 260 respondents, UG students 40.77% and PG students 26.54%. 11.54% are Professors, 8.46% are Associate Professors and the remaining 12.69% respondents are Assistant Professors.

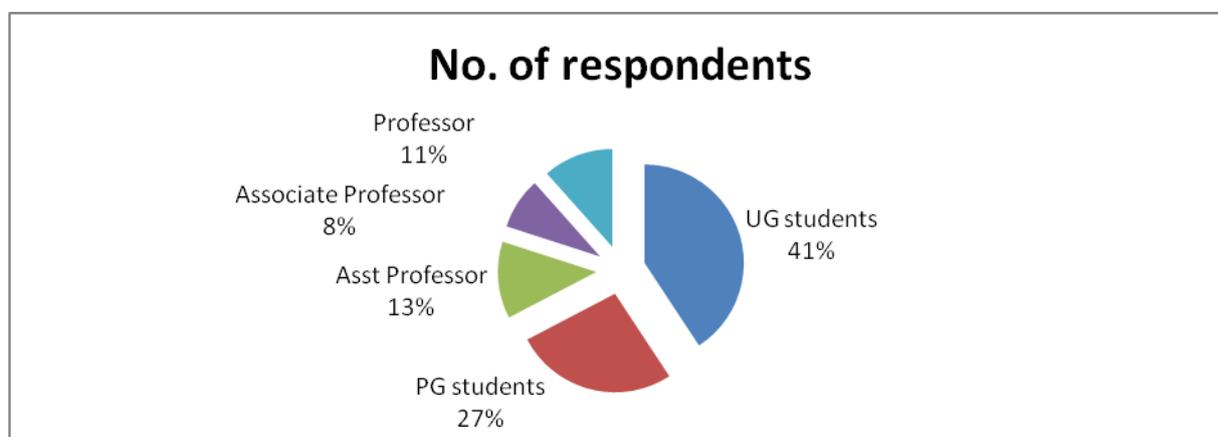


Table 4 Access to Full Text Database in Library

S. No.	User category	No. of respondents	Percentage
1	Daily	83	31.92
2	2 -3 times a week	72	27.7
3	Once in a week	40	15.38
4	Occasionally	65	25
	Total	260	100.00

Table 4 shows that 31.92 percent of the respondents using the e-resource daily, 27.7 percent twice in a week, 15.38 percent once in a week, 25 percent Occasionally.

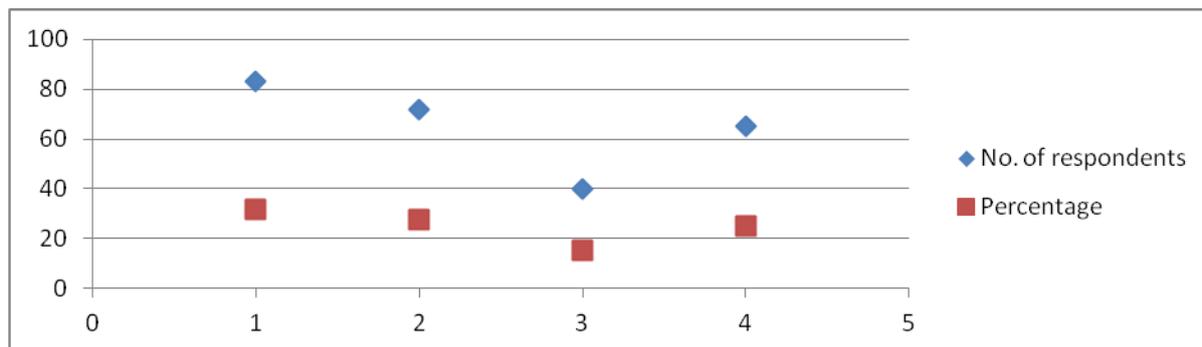


Table 5 Access to Full Text Database in Library

Subject gateways/portals	No of respondents	% of respondents
ABI / INFORM	2	0.77
ACM Digital Library	8	3.08
AICTE Indest	4	1.54
Applied Science & Tech Plus	7	2.69
ASCE On-line Journals	2	0.77
ASME On-line Journals	5	1.92
ASTM Standards	9	3.46
Capitaline	7	2.69
EBSCO Business Source premier	6	2.3
Emerald Full Text	17	6.54
Engineering Village 2	4	1.54
Euro Monitor (GMD)	5	1.92
IEEE	7	2.69
INSPEC	6	2.31
JCCC	2	0.77
J-GATE	12	4.62
Nature	19	7.31
Science Direct	30	11.54
SciFinder scholar Mathscinet	42	16.15
UGC Infonet	22	8.46
Web of knowledge	36	13.85
Other specify	8	3.08
Total	260	100.00

Table 5 shows that out of 260 respondents 42 (16.15%) respondents accessed SciFinder scholar Mathscinet, 30 (13.85%) respondents used Web of knowledge database, INSPEC database was used by 22 (10.09%) respondents.

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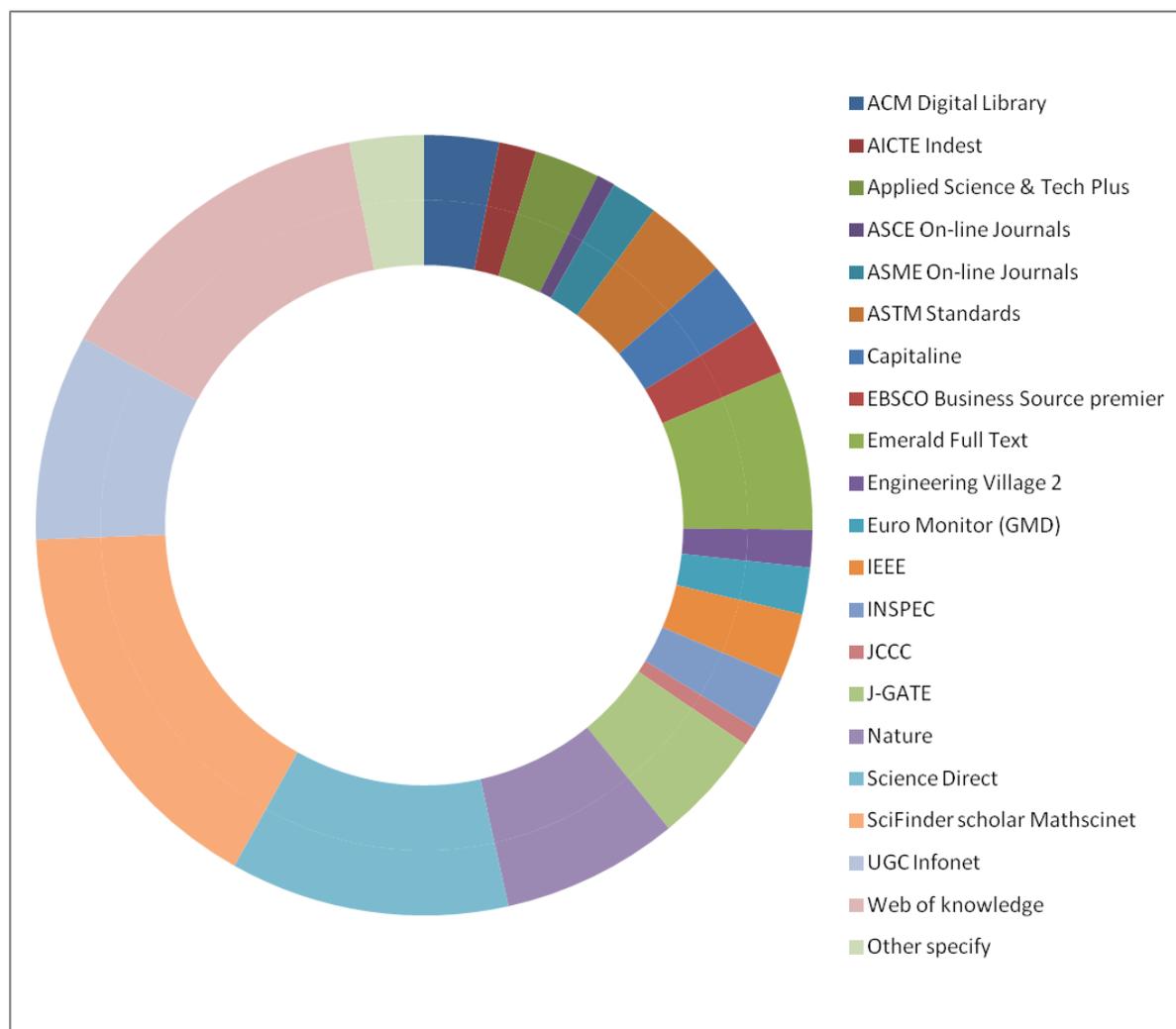


Table 6 Access to e – Resources

S. No	Place of Accessing e – Resources	No of respondents	% of respondents
1	CD / DVD Database	25	9.62
2	e - resources	80	30.77
3	Networks Based Services	30	11.53
4	Internet Services	125	48.08
	Total	260	100

Table 6 describes about the access to digital repository. The internet is being utilized by majority of the users 125 (48.08%). 80 respondents (30.77%) utilized e - resources, 30 (11.53%) respondents accessed Networks Based Services repository, 25 (9.62%) respondents accessed CD / DVD Database.

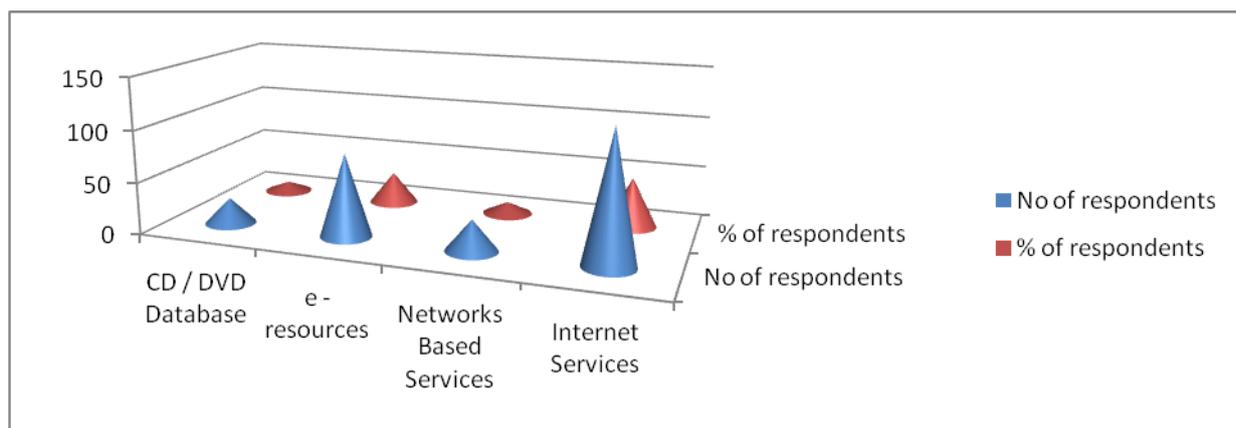


Table 7 Books Issued to the Users

User Opinion	No of respondents	% of respondents
sufficient	185	71.15
very sufficient	52	20
insufficient	23	8.85
Total	260	100

The above table 7 describes about the user’s opinion on books issued for home reading. Out of 250 respondents, 185 (71.15%) have given their opinion that the number of books and loan period is sufficient for their study. 52 (20%) respondents has opined that very sufficient and only 23 (8.85%) respondents have a opinion the number of books issued by the library is insufficient.

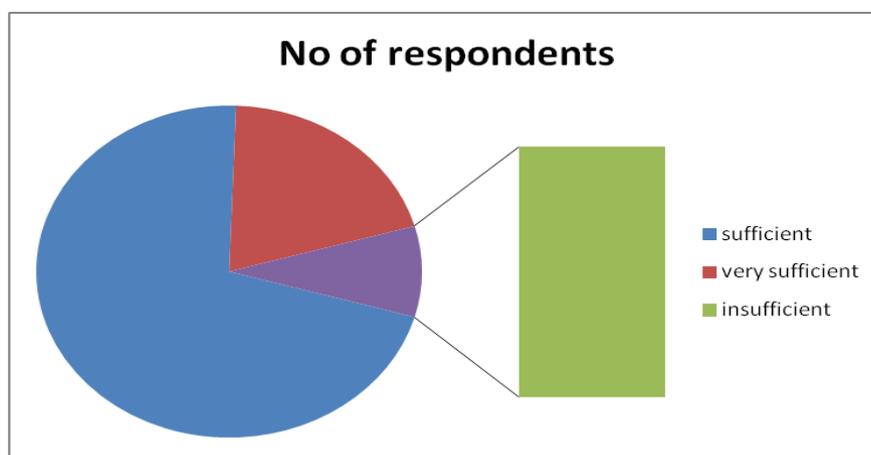


Table 8 Users’ Satisfactory on Facilities and Services Offered by the Library

User Satisfaction	No of respondents	% of respondents
Good	175	67.31
Satisfactory	72	27.69
Not Satisfactory	13	5
Total	260	100

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The above table 8 describes about the users satisfaction on services and facilities offered by the library. Majority 175 (67.31%) of the respondents have given their opinion on the facilities and services offered by the library is good. 72 (27.69%) and 13 (5%) of the respondents have given their opinion as Satisfactory and not satisfactory respectively.

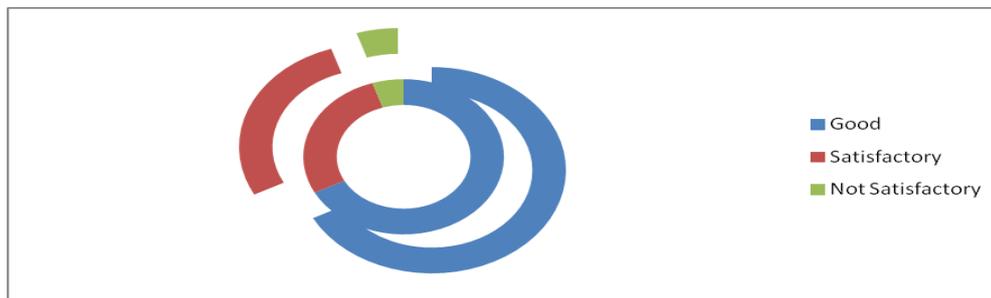
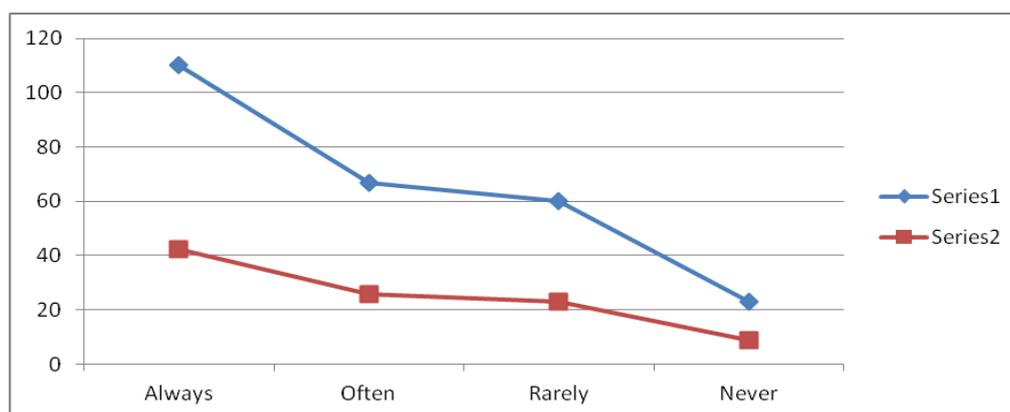


Table 9 User's Opinions on Library Staff for Discovering the Information

User Opinion	No of respondents	% of respondents
Always	110	42.30
Often	67	25.76
Rarely	60	23.07
Never	23	8.84
Total	260	100

The Table 9 describes about the user's opinion on library staff in supporting and discovering the information. Majority 110 (42.3%) of the respondents have given an opinion that the library staff always support them for discovering the information. 67 (25.76%) and 60 (23.07%) of respondents had given their opinion as Often and Rarely respectively towards supporting them for discovering the information. Only 8.84% of respondents has given a negative opinion that the library staff are not supporting for finding of resources.



FINDINGS

The major findings of the study are as follows:

- ❖ Majority of the respondents belong to the male category 58.85 percent of the respondents, more than forty percent of the respondents belonged to under graduate students and most of the users are under 21 – 25 years age group.

- ❖ 31.92 percent of the respondents using the e-resource daily, 27.7 percent twice in a week, 15.38 percent once in a week, 25 percent Occasionally
- ❖ The internet is being utilized by majority of the users 125 (48.08%). 80 respondents (30.77%) utilized e - resources, 30 (11.53%) respondents accessed Networks Based Services repository, 25 (9.62%) respondents accessed CD / DVD Database
- ❖ Majority 175 (67.31%) of the respondents have given their opinion on the facilities and services offered by the library is good. 72 (27.69%) and 13 (5%) of the respondents have given their opinion as Satisfactory and not satisfactory respectively
- ❖ Majority 110 (42.3%) of the respondents have given an opinion that the library staff always support them for discovering the information.

CONCLUSION

The quality of library services significantly impacts academic success. Bridging the gap between perception and expectation can enhance student satisfaction and institutional reputation. Engineering college libraries are functioning effectively, yet there is room for further enhancement in service quality and technological integration. Addressing user expectations with proactive and innovative strategies will ensure libraries remain integral to the academic success and research excellence of engineering institutions.

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