

Enhancing Learning through Library Services: A Case Study of Atal Bihari Vajpayee Central Library, Mahatma Gandhi Central University, Motihari (Bihar)

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ABSTRACT

Introduction: This study assesses user satisfaction with the services provided by the Atal Bihari Vajpayee Central Library at Mahatma Gandhi Central University (MGCU), Motihari. As academic libraries evolve into hybrid learning environments that amalgamate physical and digital services, it is imperative to comprehend user engagement and feedback to facilitate ongoing enhancement.

Purpose: The objective of this study is to assess the efficacy with which the library addresses the academic, research, and digital information requirements of its clientele. Furthermore, it aims to furnish pragmatic insights for the augmentation of infrastructure, services, and user assistance.

Research Problem: Despite the advancements in digital library services, there exists a paucity of empirical research concerning user satisfaction at MGCU. This investigation endeavors to fill that void by scrutinizing user behavior, service utilization, and levels of satisfaction.

Objectives: To analyze the frequency of visits, duration of stay, and utilization of digital resources, user satisfaction with the library's infrastructure and personnel, as well as identify areas necessitating service enhancement.

Methodology: A systematically designed questionnaire was disseminated among 167 randomly selected participants, encompassing undergraduates, postgraduates, research scholars, and faculty members. The data were analyzed using SPSS and Microsoft Excel for frequency, percentage, and cross-tabulation assessments.

Findings: A notable 52.7% of users frequent the library daily, with 51.5% spending over two hours during each visit. A significant majority (81.4%) utilize electronic resources, whereas 70.7% consider the library's operating hours to be convenient. In terms of staff conduct, 73.6% rated it as either helpful or very helpful. Wi-Fi services

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received a positive assessment from 63.4%, and 66.3% deemed the reading areas satisfactory or superior. Prominent recommendations include enhancements to Wi-Fi services (16.2%), an expansion of digital resources (16.8%), and an increase in reading space (17.0%).

KEYWORDS: Library Services, Library Users, User Satisfaction, Mahatma Gandhi Central University, Library Staff

1. INTRODUCTION

Academic libraries represent essential elements within higher education institutions, functioning as centers for the dissemination of knowledge, the provision of research support, and the facilitation of lifelong learning. Their responsibilities encompass the provision of access to an extensive array of resources in both print and digital formats, thereby empowering students, researchers, and faculty to achieve their academic and intellectual objectives (Mohindra & Kumar, 2015). In the contemporary digital landscape, libraries are evolving into hybrid environments that integrate traditional services with innovative information technologies, necessitating a continuous reevaluation of their efficacy in meeting user expectations (Kumar & Sharma, 2021). The importance of a well-equipped and efficiently managed academic library has been consistently articulated in scholarly discourse. Patra (2016) noted that the effectiveness of a library is optimally assessed through user feedback, as users are the primary beneficiaries of its offerings. In a similar vein, Verma and Verma (2016) asserted that an academic institution is fundamentally incomplete without a well-operating library, underscoring the pivotal role that the academic library plays in fostering institutional excellence. As the information requirements of users evolve, libraries must proactively adapt to emerging demands and behavioral patterns. Consequently, user satisfaction emerges as a vital metric for evaluating library performance. Sriram and Rajev (2014) emphasized the significance of measuring satisfaction to inform service enhancement and resource distribution. Such assessments not only assist in pinpointing strengths and weaknesses in service provision but also guide strategic refinements that can enrich the academic experiences of users. Amarasekara and Marasinghe (2020) further emphasized that libraries should regularly solicit feedback to align services with user expectations and to maintain relevance in an increasingly competitive academic landscape. Contemporary academic libraries confront challenges such as the maintenance of current collections, the assurance of robust digital access, and the provision of user-friendly environments, and the training of users in proficiency utilization of resources. Satisfaction levels may be impacted by numerous variables, including infrastructure quality, the availability of digital resources, Wi-Fi connectivity, staff conduct, and the caliber of user assistance (Barad, 2019). Therefore, a thorough evaluation of these elements yields valuable insights into areas requiring attention and facilitates the establishment of a responsive, user-oriented library system. This study endeavors to assess user satisfaction concerning academic library services by examining patterns of library utilization, visit frequency, accessibility of digital resources, staff support, and the quality of infrastructure. The objective is to furnish actionable insights for the enhancement of the library functions, thereby ensuring their effective contribution to the academic advancement of their respective institutions.

1.1 About the University

MAHATMA GANDHI CENTRAL UNIVERSITY (MGCU) was established through a legislative enactment, specifically the Central Universities (Amendment) Act of 2014 (No. 35 of 2014). The University commenced its

academic operations on the 3rd of February, 2016. MGCU is located in Motihari (Bankat), along National Highway 28. MGCU is emerging as a distinguished institution for Higher Studies across the domains of Basic, Applied, and Technical education. The University offers a total of 04 Undergraduate, 22 Postgraduate and 20 Ph.D. Programs of Study, which are structured within a framework of 07 Schools and 20 affiliated teaching Departments. This distinctive feature of the University has drawn aspiring scholars from various regions of the nation to pursue their academic aspirations here. It is essential to emphasize that the highly qualified and experienced Faculty of the University serves as the fundamental pillar for the sustained academic excellence observed within this institution.

2. OBJECTIVES OF THE STUDY

1. To assess the frequency of visiting among the users of Atal Vihari Vajpai Central Library.
2. To examine the usage and accessibility of digital resources provided by the library.
3. To evaluate user satisfaction with the physical infrastructure, including reading space and internet facilities.
4. To measure the effectiveness and helpfulness of library staff and support services.
5. To determine overall user satisfaction with library services and their willingness to recommend the library.
6. To identify key challenges faced by users and suggestions for improving library services.

3. SCOPE AND RESEARCH METHODOLOGY OF THE STUDY

This investigation primarily concentrates on evaluating the extent of user satisfaction concerning the services rendered by the Atal Vihari Vajpayee Central Library at Mahatma Gandhi Central University (MGCU), Motihari. It includes various facets of library utilization, such as a demographic assessment of the users, visitation patterns, and interaction with both conventional and digital resources. The objective of this research is to elucidate the perspectives of diverse user demographics—undergraduate students, postgraduate students, research scholars, and faculty members—pertaining to the physical infrastructure, accessibility of educational materials, internet connectivity, staff assistance, and the overall user experience. A total of 200 questionnaires were disseminated among the Library Users of Atal Vihari Vajpai Central Library at Mahatma Gandhi Central University (MGCU), Motihari. From the 200 distributed questionnaires, the researcher successfully acquired 167 completed responses from the participants. This sample represents a response rate of 83% derived from the 200 questionnaires that were circulated. Random Sampling methodology was employed for the purpose of data collection from the respondents. The data was amassed through the utilization of the questionnaires. The analysis of the data was conducted using MS Excel and SPSS Software.

4. LITERATURE REVIEW

Gudi and Paradkar (2018) examined the levels of satisfaction among students and faculty members regarding the library resources available in engineering colleges located in Pune. Drawing on the responses of 509 participants, the research revealed a significant degree of satisfaction with traditional print resources, including textbooks, reference materials, and academic journals, as well as with digital resources such as e-journals, e-books, and electronic databases. Conversely, a degree of dissatisfaction was observed pertaining to resources including e-reports, e-standards, and patents. The research underscores the importance of soliciting user feedback, augmenting the availability of frequently requested books, and improving digital accessibility. It concludes that the development of resources centered on user needs is crucial for enhancing satisfaction and effectively addressing academic requirements.

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Murthy, Mani and Eronius (2021) reflect the levels of user satisfaction pertaining to the physical infrastructures and services provided by the library at Francis Xavier Engineering College. It underscores the increasing intricacy of academic libraries as a consequence of technological innovations and the varied expectations of users. Employing a meticulously designed questionnaire alongside statistical analysis, the research determined that users—including students, faculty, and administrative staff—exhibited a general sense of satisfaction with amenities such as illumination, air circulation, and study areas, in addition to services encompassing reference assistance, circulation, and internet access. Nevertheless, satisfaction concerning CD-ROM search services was comparatively lower. The research accentuates the necessity for ongoing assessment and enhancement to guarantee the efficacy of library services and the satisfaction of its users.

Kaur and Kaur (2022) conduct an analysis of the utilization patterns exhibited by students, researchers, and alumni regarding the reading spaces and resources provided by the Bhai Kahn Singh Nabha Library. Notwithstanding the increasing prevalence of internet usage, a significant number of users continue to appreciate library environments for their ability to foster concentration and provide an amenable study atmosphere. A majority of participants reported visiting the library on a daily basis for purposes related to academic pursuits, research activities, or preparation for competitive examinations. Although certain users express satisfaction with the available resources and amenities, challenges such as insufficient seating capacity, excessive noise levels, and the presence of outdated materials were identified.

Dutta (Dey), Maity, and Chakrabarti (2021) conduct a comprehensive examination of user satisfaction pertaining to the library resources and services provided by the IISER Kolkata Library, which is characterized as a completely ICT-enabled and fully automated academic library. This investigation is predicated upon the premise that user satisfaction constitutes a fundamental aspect of the efficacy of library services. The manuscript articulates an extensive range of contemporary services, encompassing automated circulation, electronic resources, RFID security mechanisms, interlibrary loan systems, and originality verification tools. Utilizing both survey and interview methodologies, it delves into user perceptions regarding library collections, digital instrumentation, and physical infrastructure.

Mondal and Das (2023) explained an evaluation of postgraduate students' levels of satisfaction concerning the resources, services, and facilities provided by the Burdwan University Library. The study underscores the frequent utilization of the library primarily for the purposes of borrowing books and fulfilling academic requirements. Although users acknowledged the library's convenient location, adequate lighting, and proper ventilation, they articulated their dissatisfaction regarding internet connectivity, the availability of computers, the currency of the collections, and the lack of comprehensive user orientation. An analysis utilizing a Likert scale revealed a spectrum of satisfaction levels, with neutral responses predominating. Obstacles such as the absence of electronic services, insufficient reading spaces, and inadequate user training were identified. The findings of this study accentuate the imperative for modernization and the implementation of enhancements centered on user needs to augment both the library's efficacy and overall user satisfaction.

Shukla and Singh (2023) elucidated the patterns of utilization regarding library resources and services at CSJMU. The findings indicated that students exhibit a considerable dependence on both printed and digital resources, with e-books and reference materials being the most frequently utilized. Research databases such as Scopus and J-Gate are routinely accessed for scholarly inquiries. Participants expressed a preference for the OPAC system as a means of locating required materials. Identified challenges encompassed a lack of awareness pertaining to digital tools such as OPAC and insufficient search competencies. The research further underscored a pronounced desire for training in the effective utilization of electronic library resources.

Mensah-Bonsu and Agyemang (2024) investigated user satisfaction as a determinant of academic library value in Ghana, concentrating specifically on the libraries affiliated with the Ghana Institute of Journalism (GIJ) and Ashesi University. Utilizing theoretical frameworks such as Tenopir’s implicit, explicit, and derived value models, the research underscores the significance of satisfaction regarding services, resources, staff interactions, and infrastructural quality as indicators of a library’s efficacy. Previous research referenced corroborates the positive relationship between library utilization and academic achievement. The results underscore the imperative for enhanced infrastructure, improved digital accessibility, and augmented staff capabilities. In conclusion, the article affirms the assertion that demonstrating the value of libraries is essential for securing funding and augmenting institutional relevance.

5. DATA ANALYSIS AND INTERPRETATION

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	72	43.1	43.1	43.1
	Male	95	56.9	56.9	100.0
	Total	167	100.0	100.0	

Table 1 reflects that majority of library users are male (56.9%), while female users make up 43.1%, indicating a slightly higher male engagement with library facilities.

Age Group

		Frequency	Percent
	21-30	79	47.3
	31-40	37	22.2
	41-50	12	7.2
	Above 50	3	1.8
	Below 20	36	21.6
	Total	167	100.0

The predominant demographic of users is comprised of individuals aged 21–30 years (47.3%), succeeded by those under the age of 20 (21.6%), while age group of 31-40 years (22.2%).

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Educational Level

	Frequency	Percent
Faculty	6	3.6
Postgraduate	60	35.9
Research Scholar	62	37.1
Undergraduate	39	23.4
Total	167	100.0

Table 3 shows that education level of library users Research scholars (37.1%) , Postgraduate students (35.9%), Undergraduate(23.9%) and Faculty (3.6%).

Frequency of Library Visits

	Frequency	Percent
2-3 times a week	38	22.8
Daily	88	52.7
Rarely	14	8.4
Weekly	27	16.2
Total	167	100.0

Table 4 reflects that (52.7%) frequent the library on a daily basis, which signifies a high level of consistent engagement, while 22.8% visit the library 2–3 times per week.

Average Time Spent per Visit

	Frequency	Percent
1-2 hours	55	32.9
30 min - 1 hour	17	10.2
Less than 30 minutes	9	5.4
More than 2 hours	86	51.5
Total	167	100.0

Table 5 provides clear insights that (51.5%) of users allocates more than 2 hours per visit to the library, succeeded by 32.9% who dedicate 1–2 hours, indicating a committed utilization of the library's resources.

Have you ever used e-resources through the library?

	Frequency	Percent
Maybe	10	6.0
No	21	12.6
Yes	136	81.4
Total	167	100.0

Table 6 An overwhelming majority (81.4%) have availed themselves of e-resources available through the library, demonstrating a robust acceptance of digital materials

How do you find the reading space in the library?

	Frequency	Percent
Excellent	47	28.1
Good	65	38.9
Poor	6	3.6
Satisfactory	49	29.3
Total	167	100.0

Table 7 shows that A total of 38.9% of users assess the reading space as good, 29.3% characterize it as satisfactory, and 28.1% regard it as excellent

How would you rate Wi-Fi speed in the library?

	Frequency	Percent
Average	52	31.1
Excellent	50	29.9
Good	56	33.5
Poor	9	5.4
Total	167	100.0

Table 8 A considerable number of users classify the Wi-Fi service as good (33.5%) or excellent (29.9%), albeit 5.4% still perceive it as poor.

Behavior of Library Staff:

	Frequency	Percent
Helpful	70	41.9
Neutral	42	25.1
Not Helpful	2	1.2
Very Helpfu	53	31.7
Total	167	100.0

Library personnel are perceived as helpful by 41.9% and as very helpful by 31.7% of users, indicating a generally positive interaction between users and service providers.

Get assistance in using digital/library resources

	Frequency	Percent
Always	48	28.7
Never	8	4.8
Rarely	36	21.6
Sometimes	75	44.9
Total	167	100.0

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A proportion of 44.9% of users occasionally receive support, while 28.7% consistently obtain assistance, reflecting a moderate availability of support services.

Overall Satisfaction with Library Services

	Frequency	Percent
Dissatisfied	8	4.8
Neutral	47	28.1
Satisfied	68	40.7
Very Dissatisfied	1	.6
Very Satisfied	43	25.7
Total	167	100.0

Among users, 40.7% express satisfaction, 25.7% report being very satisfied, and merely 4.8% indicate dissatisfaction.

Are library timings convenient?

	Frequency	Percent
Needs Extension	37	22.2
No	12	7.2
Yes	118	70.7
Total	167	100.0

A substantial majority (70.7%) find the library's operating hours convenient, while 22.2% believe that the hours should be extended.

How likely are you to recommend this library to others?

	Frequency	Percent
Likely	80	47.9
Neutral	35	21.0
Unlikely	10	6.0
Very Likely	40	24.0
Very Unlikely	2	1.2
Total	167	100.0

A total of 47.9% of users are likely, and 24.0% are very likely to recommend the library, indicating a strong endorsement from the user base.

Purpose of visiting Library

	Responses	
	N	Percent
Reading Books/Newspapers	92	20.5%
Studying	62	13.8%
Borrowing/Returning Books	85	19.0%
Using Digital Resources	63	14.1%
Research Work	61	13.6%
Internet Browsing	64	14.3%
Group Study	21	4.7%
Total	448	100.0%

The most frequently engaged activities include reading books/newspapers (20.5%), borrowing/returning books (19.0%), and internet browsing (14.3%), illustrating varied usage behaviors

Awareness about library Services

	Responses	
	N	Percent
E-books	129	28.3%
E-journals	79	17.3%
Online Databases	82	18.0%
Shodhganga	71	15.6%
Inflibnet	54	11.8%
NDLI	41	9.0%
Total	456	100.0%

E-books emerge as the most utilized digital resource (28.3%), followed by online databases (18.0%) and e-journals (17.3%), indicating a proactive engagement in academic pursuits

Improvement needed in library

	Responses	
	N	Percent
More Reading Space	89	17.0%
Extended Timings	60	11.4%
Better Wi-Fi	85	16.2%
More Books	81	15.4%
More Digital Resources	88	16.8%
User Training	59	11.2%
Better Staff Support	49	9.3%
Nothing	14	2.7%
Total	525	100.0%

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Users have identified key areas for enhancement, including the need for additional reading space (17.0%), improved Wi-Fi connectivity (16.2%), and an expansion of digital resources (16.8%).

Awareness about the Library services

	Responses	
	N	Percent
Book Lending	129	17.9%
Reference Services	76	10.5%
E-Resources	92	12.7%
Internet Services	116	16.1%
Book Bank Service	116	16.1%
Plagiarism Checking	53	7.3%
Institutional Repository	52	7.2%
Remote Access	51	7.1%
CAS/SDI	37	5.1%
Total	722	100.0%

A significant proportion of users derive advantages from the borrowing of physical books (17.9%), access to internet services (16.1%), and utilization of electronic resources (12.7%), thereby reflecting a harmonious engagement with both tangible and virtual offerings

MAJOR FINDINGS

1. The demographic composition of library patrons reveals that 56.9% identify as male, whereas 43.1% identify as female, thereby suggesting a marginally greater engagement of male individuals in library-related activities.
2. Age Group Individuals within the age group of 21–30 years constitute the predominant demographic (47.3%), succeeded by those under 20 years (21.6%) and those aged 31–40 years (22.2%), thus indicating that the library is primarily frequented by younger individuals and nascent researchers.
3. Library utilization is predominantly characterized by research scholars (37.1%) and postgraduate students (35.9%), while undergraduate students (23.4%) and faculty members (3.6%) represent a comparatively smaller demographic.
4. A majority of users (52.7%) engage with the library on a daily basis, with 22.8% visiting 2–3 times weekly, whereas 16.2% attend on a weekly basis, and a mere 8.4% visit infrequently.
5. A significant proportion of users (51.5%) allocate over 2 hours per visit, with 32.9% spending between 1 to 2 hours, 10.2% dedicating 30 minutes to 1 hour, and 5.4% remaining for less than 30 minutes.
6. An impressive 81.4% of participants report utilizing e-resources, while 12.6% do not engage with these resources, and 6.0% remain uncertain, thereby reflecting robust digital engagement.
7. The reading environment is appraised as good by 38.9% of respondents, satisfactory by 29.3%, excellent by 28.1%, and poor by 3.6%, indicating an overall favorable perception with minimal dissatisfaction.
8. Wi-Fi The evaluation of Wi-Fi quality reveals that 33.5% rate it as good, 31.1% as average, 29.9% as excellent, and 5.4% as poor, suggesting a spectrum of experiences regarding internet speed.

9. The library staff are perceived as helpful by 41.9% of users and very helpful by 31.7%, while 25.1% maintain a neutral stance and 1.2% consider them unhelpful, thus reflecting predominantly positive interactions.

10. A total of 44.9% of users occasionally receive assistance, 28.7% report always receiving help, 21.6% rarely obtain support, and 4.8% never receive assistance, indicating an inconsistent yet present level of user support.

11. The satisfaction levels indicate that 40.7% of users are satisfied, 25.7% are very satisfied, 28.1% remain neutral, 4.8% express dissatisfaction, and 0.6% are very dissatisfied, showcasing generally positive satisfaction trends.

12. Convenience of library hours is acknowledged by 70.7% of respondents, while 22.2% express a desire for extended hours, and 7.2% contend that the timings are inadequate.

13. The likelihood of users recommending the library is represented by 47.9% who are likely, 24.0% who are very likely, 21.0% who are neutral, 6.0% who are unlikely, and 1.2% who are very unlikely to endorse the library.

CONCLUSION

This research provides a comprehensive evaluation of user satisfaction concerning the services and facilities offered by the Atal Vihari Vajpayee Central Library at Mahatma Gandhi Central University (MGCU), Motihari. The findings unequivocally demonstrate that the library functions as an essential academic and intellectual nucleus for the university populace. A considerable fraction of the user demographic—consisting of undergraduate and postgraduate students, research scholars, and faculty members—regularly visits the library, frequently dedicating in excess of two hours per engagement. This consistent and extended interaction emphasizes the library's pivotal role in facilitating academic pursuits, research endeavors, and autonomous learning activities.

The results indicate that users display a high degree of contentment with numerous elements of the library, encompassing the accessibility of electronic resources, the user-centric design of the infrastructure, the supportiveness of the staff, and the availability of services. Particularly significant is the extensive utilization of digital resources such as e-books, online journals, and databases, which signifies the effective integration of Information and Communication Technology (ICT) within library functionalities. The existence of platforms like Shodhganga, INFLIBNET, and NDLI further augment the library's ability to address the varied informational requirements of its user base.

In summary, the Atal Vihari Vajpayee Central Library has positioned itself as a fundamental element of academic support at MGCU. With deliberate enhancements and ongoing attentiveness to user requirements, it possesses considerable potential to evolve into a model academic library that adeptly reconciles traditional knowledge dissemination with the exigencies of the digital era.

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