

Assessment of User Satisfaction with Library Resources and Services: A Study of Nursing and Allied Health Students at AIIMS Bhopal

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ABSTRACT

The study assessed user satisfaction with library resources and services among nursing and allied health students at AIIMS Bhopal. A structured questionnaire was used to collect data, distributed via Gmail and social media using with Google Forms. Total 136 undergraduate and postgraduate students were filled questionnaire. The collected data analyzed based on this objective of the study. The finding of the study shows that 82.4% of undergraduate students were filled, and 17.6% of postgraduate students were filled. The majority, 89%, of the respondents were female students, while 11% were male students. 33.8% students visiting the library occasionally, 30.1% visiting rarely, while only 22.1% visiting the library daily, 69.9% students visiting study purpose, 19.1% students visiting for exam preparation, 8.1% students visiting for research work, 46.3% students prepared to study both print and electronic resources, 44.9% students were satisfied with print collection, most of the students respondents neutral to satisfied with E-Journals, OPAC facility, Remote access services, and nursing databases, Majority students highly satisfied with library infrastructure. Some students suggested increased internet speed and access to specialized databases. Overall, 41.9% of students received a rating of 4, and 19.9% received the highest rating of 5.

KEYWORDS: User Satisfaction, Library collection and Services, Social media, Nursing Students, Allied health Sciences, AIIMS Bhopal, E-Resources, Library Physical and other facilities

1. INTRODUCTION

Academic libraries play a vital role in supporting teaching, learning, and research activities in higher education institutions. In health science institutions such as AIIMS Bhopal, libraries provide access to a wide range of resources including textbooks, journals, databases, and digital learning materials that are essential for medical and allied health education.

With rapid advancements in information technology, libraries are evolving from traditional print-based collections to hybrid environments that include both physical and digital resources. Assessing user satisfaction with these resources and services is essential to ensure that libraries effectively meet the information needs of their users.

Assessment of User Satisfaction with Library Resources and Services: A Study of Nursing and Allied Health Students at AIIMS Bhopal

User satisfaction studies help identify strengths and weaknesses in library services and provide valuable feedback for service improvement. Nursing and allied health students rely heavily on up-to-date medical information for academic and clinical learning. Therefore, evaluating their satisfaction with library resources and services is important for enhancing learning support systems.

2. REVIEW OF LITERATURE

Shivappa and Veerabasavaiah (2021) conducted a study on user satisfaction with library collections and services at the Forest College and Research Institute Library, Mulugu, Telangana State. The findings reveal that 70.37% of users visit the library daily, while 40.75% visit for borrowing and returning books. The study also shows that 96.29% of users were satisfied with print collections and circulation services, 88.88% were satisfied with internet facilities, 92.59% were satisfied with library space, and 85.18% were satisfied with the cleanliness of the library.

Varadaraju (2017) conducted a study on the use of library resources and services by PG students and Faculty of Loyola Academy of Degree and PG College: A Case Study. The findings of the study revealed that the majority of 90.0% of users visited the library to borrow and return books, while 80.0% used the library to refer to textbooks, followed by 75.5% who used reference books. The study also showed that 95.0% of users used circulation services, 43.3% were satisfied with the library collections, and 58.3% obtained the required documents directly from the shelves. Additionally, 43.8% of users sought assistance from library staff, while 42.2% reported lack of space and furniture as major problems in the library.

Naganna and Kumbar. (2014). Their findings of the study examine that (97.82%) of students visit to library for the purpose of browsing books. (44.51%) of users use information for preparation for their examinations, (72.62%) of users' access e-journals.

Navin Kumar Soni, Savita Rani, and Avdhesh Kumar (2020) conducted a study titled "Evaluation of Usage of E-resources and INMAS Library Services through Users' Perspective: An Analytical Study. The objective of the study was to examine the usage of electronic resources and library services at the Institute of Nuclear Medicine and Allied Sciences (INMAS) TIRC Library. A total of 150 questionnaires were distributed randomly, out of which 121 valid responses were received from research scholars, scientists, service officers, and Defense Research Technical Cadre (DRTC) staff. The study revealed that 40.50% of students used the library once a month, 36.30% visited weekly, and 7.44% visited daily. 33.05% users visit the library website to access e-resources. Most users recommended that, before purchasing books or electronic resources, they approach the DRTC staff to purchase the library's resources. Emphasizing the value of their resource procurement suggestions can foster a sense of contribution and trust in the decision-making process. The gender distribution among respondents shows that 66 (54.6%) were male and 55 (45.5%) were female. The findings reveal that before selecting and finalizing print and electronic journals, the library considers users' recommendations, with 98.04% of scientists and service officers, 97.14% of DRTC staff, and 71.43% of research scholars providing suggestions for journal selection. In order to increase the efficient use of library services and electronic resources, the study also emphasized the necessity of enhancing internet connectivity and ICT infrastructure.

According to N. Murugesh (2015), a study was conducted on User Satisfaction with Academic Library Resources, Services, and Facilities: A Study in Angel College of Engineering and Technology, Tirupur, Tamil Nadu. Their study reveals that majority 38.88% users used in twice a week, maximum 40.8 % users spending time in library one hour to two hours, Majority 59.16% students' happy collection of online resources and 59.6% students satisfied with print collections, 77% of users satisfied with user orientation programs, 57.5% users satisfied with library infrastructure.

3. OBJECTIVES OF THE STUDY

The primary objective studies are:

1. To identify the demographics of library users.
2. To determine how often UG and PG students visit the library
3. To understanding the reasons for visiting the library
4. To find out which information resources formats users prefer
5. To assess user satisfaction with print collections
6. To gauge how satisfied users are with electronic resources.
7. To assess how satisfied patrons are with the infrastructure of the library.
8. To gauge the general degree of satisfaction with AIIMS Bhopal's library services

4. METHODOLOGY

4.1 Research Design

In order to gauge user satisfaction with library materials and services, the study uses a survey research method.

4.2 Data Collection

Google Forms was used to create a structured questionnaire that was sent to AIIMS Bhopal nursing and allied health students via email and social media.

4.3 Sample Size

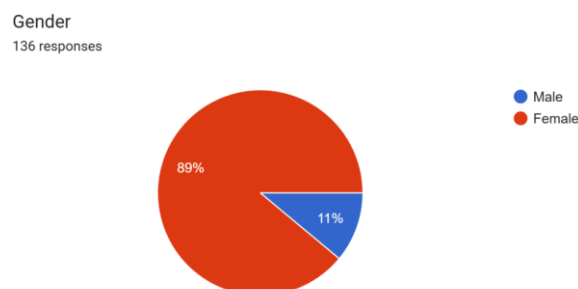
Total 136 valid replies in all were obtained and examined.

4.4 Data Analysis

Pie charts and bar graphs showing user replies were produced after the data was processed using Google Sheets and Excel tools. User satisfaction scores were interpreted using these graphical representations.

5. DATA ANALYSIS AND INTERPRETATION

Fig1: Gender



Assessment of User Satisfaction with Library Resources and Services: A Study of Nursing and Allied Health Students at AIIMS Bhopal

Table 1: The gender distribution shows participation from both male and female students,

Gender	No.of Respondents	Percentage
Male	15	11%
Female	121	89%
Total	136	100%

The above table indicates that out of 136 respondents, 15(11%) of the respondents were male, 121(89%) were female respondent

Fig2: Category of Respondent

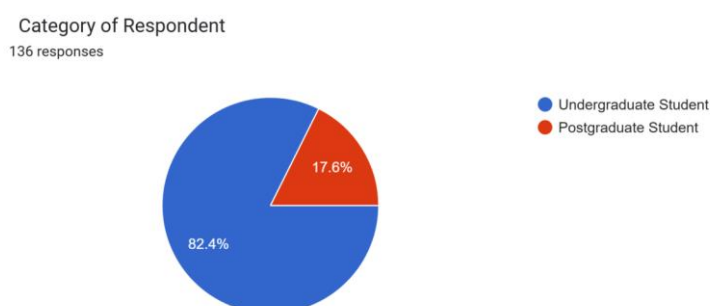


Table 2: Category of Respondents

Category (UG/PG)	No. of Respondents	Percentage
Undergraduate	112	82.4%
Postgraduate	24	17.6%
Total	136	100%

The above table shows that out of 136 respondents 112(82.4%) UG students were respondents, 24(17.6%) PG students were responded

Fig3: Frequency of Library Visits

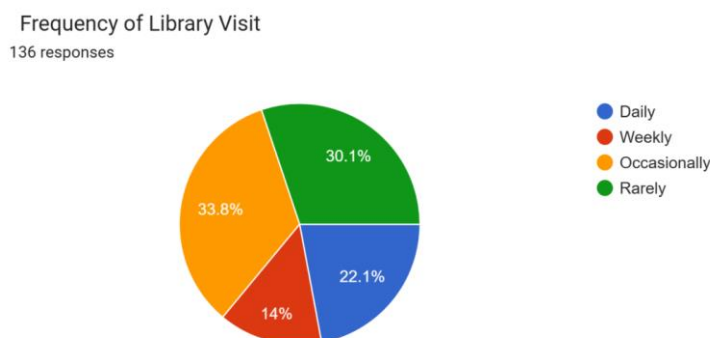
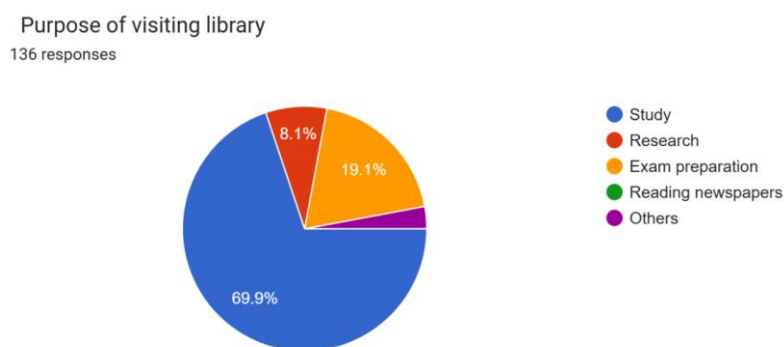


Table 3: Frequency of the library visit

S. No	Frequency	No. of Respondents	Percentage
01	Daily	30	22.1%
02	Weekly	19	14%
03	Occasionally	46	33.8%
04	Rarely	41	30.1%
	Total	136	100%

Table 3 shows the frequency of library visits by respondents. Out of **136 respondents, 30 (22.1%)** visit the library **daily**, while **19 (14%)** visit **weekly**. The highest number, **46 (33.8%)**, visit the library **occasionally**, and **41 (30.1%)** respondents **rarely** visit the library. This indicates that most users visit the library occasionally rather than regularly. Students reported different patterns of library usage:

Fig: 4 Purpose of Visiting Library**Table 4:** purpose of visiting library

S. No	Purpose of visiting library	No. of respondents	Percentage
01	Study	95	69.9%
02	Research	11	8.1%
03	Exam preparation	26	19.1%
04	Reading News paper	0	0%
05	Others	4	2.9%
	Total	136	100%

The table shows the purpose of visiting the library by respondents. Out of 136 respondents, the majority 95 (69.9%) visit the library for study purposes. 26 (19.1%) respondents use the library for exam preparation, while 11 (8.1%) visits for research work. 4 (2.9%) respondents visit the library for other purposes, and none (0%) of the respondents visit the library for reading newspapers. This indicates that most users mainly visit the library for study-related activities.

Assessment of User Satisfaction with Library Resources and Services: A Study of Nursing and Allied Health Students at AIIMS Bhopal

Fig 5: Preferred Format of Information

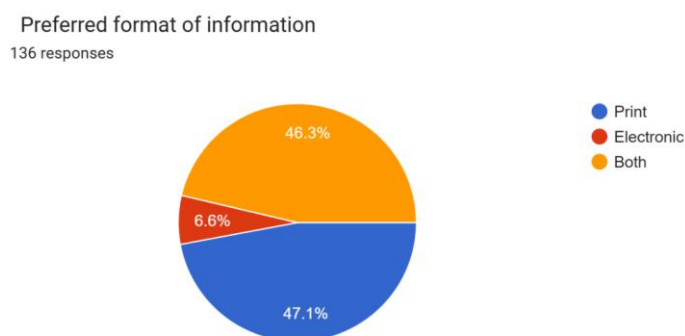


Table 5: Preferred format of information

S. No	Format of Information	No. of Respondents	Percentage
01	Print	64	47.1%
02	Electronic	9	6.6%
03	Both	63	46.3%
	Total	136	100%

The table shows the preferred format of information used by respondents. Out of **136 respondents**, **64 (47.1%)** prefer **print format**, while **9 (6.6%)** prefer **electronic format**. Additionally, **63 (46.3%)** respondents use **both print and electronic formats**. This indicates that most users prefer print resources or a combination of both formats for their information needs.

Fig6: Satisfaction with Print Collection

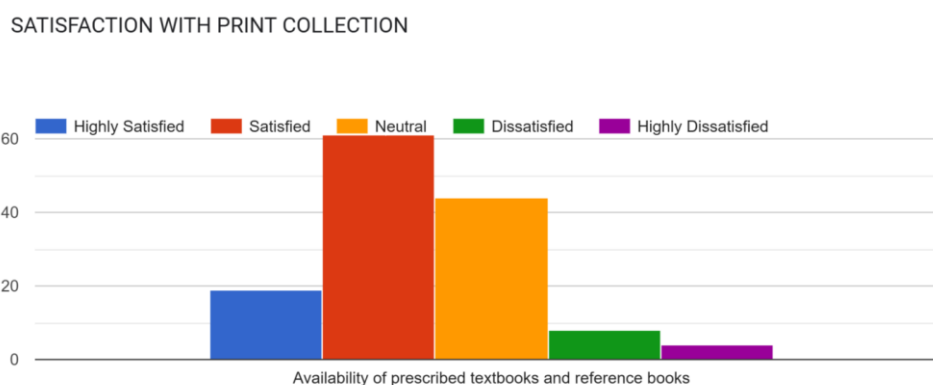


Table 6 Satisfaction with print collection

S. No	Satisfaction Level	No. of Respondents	Percentage
01	Highly Satisfied	19	13.1
02	Satisfied	61	44.9
03	Neutral	44	32.4%
04	Dissatisfied	8	5.9%
05	Highly Dissatisfied	4	3.7%
	Total	136	100%

The table shows the satisfaction level of respondents with the **print collection** in the library. Out of **136 respondents**, **61 (44.9%)** respondents are **satisfied**, while **19 (13.1%)** are **highly satisfied**. **44 (32.4%)** respondents expressed a **neutral** opinion. **8 (5.9%)** respondents are **dissatisfied**, and **4 (3.7%)** are **highly dissatisfied**. This indicates that the majority of respondents are satisfied with the library’s print collection.

Fig7: Satisfaction with Electronic Resources

ELECTRONIC RESOURCES

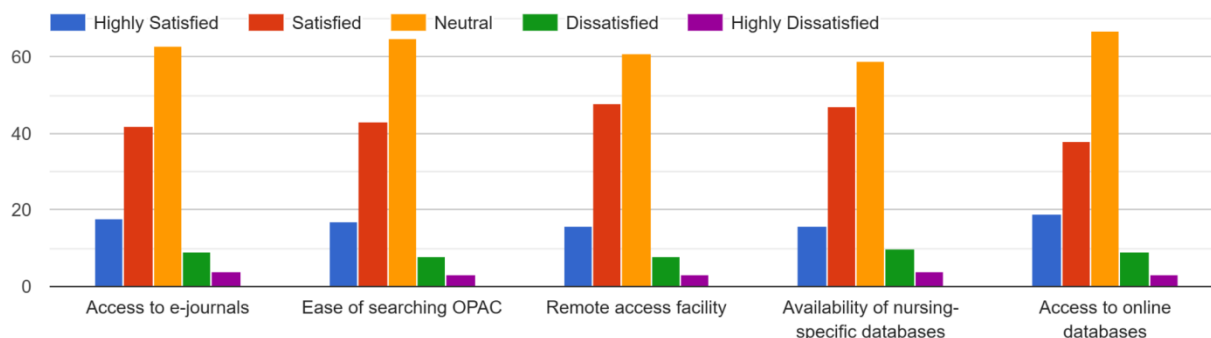


Table 7 Satisfaction with Electronic Resources

S.No	Resources	Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied	Total
01	Access to e-journals	18(13.2%)	42(30.9%)	63(46.3%)	9(6.6%)	4(2.9%)	136 (100%)
02	Easy of searching OPAC	17(12.5%)	43(31.6%)	65(47.8%)	8(5.9%)	3(2.2%)	136 (100%)
03	Remote access facility	16(11.8%)	48(35.3%)	61(44.9%)	8(5.9%)	3(2.2%)	136 (100%)
04	Availability of nursing specific database	16(11.8%)	47(34.6%)	59(43.4%)	10(7.4%)	4(2.9%)	136 (100%)
05	Access to online databases	19(14.0%)	38(27.9%)	67(49.3%)	9(6.6%)	3(2.2%)	136 (100%)

The table shows the satisfaction level of respondents with various electronic resources in the library. A total of 136 respondents participated in the survey.

Access to e-journals: Out of 136 respondents, 42 (30.9%) were satisfied, while 18 (13.2%) were highly satisfied. A majority of 63 (46.3%) expressed a neutral opinion. Only 9 (6.6%) were dissatisfied, and 4 (2.9%) were highly dissatisfied.

Assessment of User Satisfaction with Library Resources and Services: A Study of Nursing and Allied Health Students at AIIMS Bhopal

Ease of searching OPAC: 43 (31.6%) respondents were satisfied, and 17 (12.5%) were highly satisfied. Neutral responses were given by 65 (47.8%) respondents. Dissatisfied and highly dissatisfied opinions were minimal, with 8 (5.9%) and 3 (2.2%) respondents respectively.

Remote access facility: 48 (35.3%) respondents reported being satisfied, and 16 (11.8%) were highly satisfied. Neutral responses accounted for 61 (44.9%) of the total. Dissatisfied and highly dissatisfied respondents numbered 8 (5.9%) and 3 (2.2%) respectively.

Availability of nursing-specific databases: 47 (34.6%) respondents were satisfied, and 16 (11.8%) were highly satisfied. Neutral responses came from 59 (43.4%) respondents. Dissatisfied opinions were expressed by 10 (7.4%) respondents, while 4 (2.9%) were highly dissatisfied.

Access to online databases: 38 (27.9%) respondents were satisfied, and 19 (14.0%) were highly satisfied. Neutral responses were the largest group with 67 (49.3%). Dissatisfied respondents numbered 9 (6.6%), and 3 (2.2%) were highly dissatisfied.

Overall Observation: The majority of respondents reported neutral to satisfied opinions regarding electronic resources. Very few respondents expressed dissatisfaction, indicating a generally positive perception of the library's electronic resources.

Table 8 Satisfaction with Infrastructure Facilities

S. No	Resources	Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied	Total
01	Internet/Wi-Fi speed	22(16.2%)	48(35.3%)	47(34.6%)	9(6.6%)	10(7.4%)	136
02	Seating arrangement	25(18.4%)	59(43.4%)	35 (25.7%)	11(8.1%)	6 (4.4%)	136
03	Reading Environment	36(26.5%)	61 (44.9%)	32(23.5%)	7(5.1%)	1(0.7%)	136
04	Computer availability	23(16.9%)	52(38.2%)	44(32.4%)	13(9.6%)	4(2.9%)	136
05	Cleanliness	53(39.0%)	55(40.4%)	26(19.1%)	2(1.5%)	0(0%)	136
06	Charging points	32(23.5%)	62(45.6%)	34(25.0%)	5(3.7%)	3(2.2%)	136
07	Group discussion space	26(19.1%)	53(39.0%)	42(30.9%)	12(8.8%)	3(2.2%)	136
08	Lighting and ventilation	40(29.4%)	58(42.6%)	29(21.3%)	6(4.4%)	3(2.2%)	136
09	Drinking water	40(29.4%)	59(43.4%)	33(24.3%)	4(2.9%)	0(0%)	136
10	Security	51(37.5%)	54(39.7%)	27(19.9%)	3(2.2%)	1(0.7%)	136
11	Suggestion Box	29(21.3%)	50(36.8%)	50(36.8%)	5(3.7%)	2(1.5%)	136

The above tables show satisfaction with infrastructure facilities. Among 136 respondents, 22 (16.2%) users are highly satisfied with internet/wifi speed, and 47 (34.6%) responded neutrally. 9(6.6%) users are unsatisfied and some 10(7.4%) users are severely dissatisfied

Satisfaction with seating arrangements, 25(18.4%) are highly satisfied, 59(43.4%) users satisfied, 35(25.7%) users are responded neutral and 17(12.5%) users were unhappy.

Regarding the reading environment, 36 (26.5%) users were extremely satisfied, and 61 (44.9%) were satisfied.

Computer availability indicates 52(38.2%) users are satisfied and 23(16.9%) are highly satisfied with computer accessing, 44(35.4%) users are neutral, 17(12.5%) are dissatisfies.

Regarding cleanliness 39% and 40% users reported high satisfaction. Charging points: 32 (23.5%) users are extremely satisfied, and 62 (45.6%) are satisfied. 26 (19.1%) users are highly satisfied with the group discussion space. 53(39%) users are satisfied, and 15(11.0%) are dissatisfied.

A survey revealed that over 65% of respondents were satisfied or extremely satisfied, with very low rates of dissatisfaction. The areas rated positively included ventilation and lighting, drinking water, and security.

Additionally, there was evidence of mixed feelings from users in the suggestion box; 29 respondents (21.3%) reported being highly satisfied, 50 (36.8%) were satisfied, and 50 (36.8%) responded neutral. Overall, the majority of respondents are either neutral or satisfied with the infrastructural amenities; however, certain areas, such as computer availability and Internet/Wi-Fi speed, indicate some unhappiness that may require adjustment.

Fig8: Overall Satisfaction

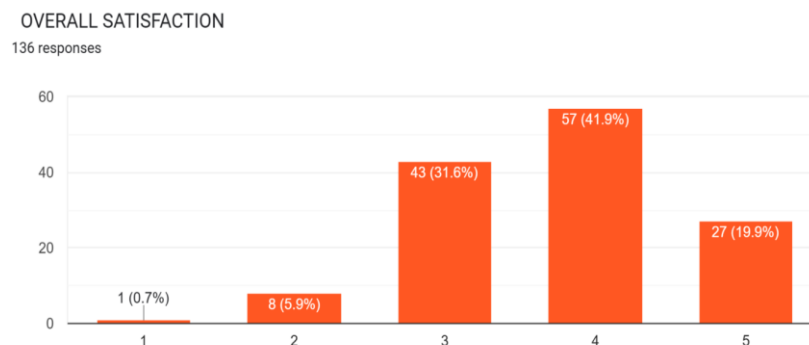


Table 9 Overall Satisfaction

S. No	Overall Satisfaction	No of Respondents	Percentage
01	1	1	0.7%
02	2	8	5.9%
03	3	43	31.6%
04	4	57	41.9%
05	5	27	19.9%
	Total	136	100%

Assessment of User Satisfaction with Library Resources and Services: A Study of Nursing and Allied Health Students at AIIMS Bhopal

The table displays the respondents' general satisfaction levels. Of the 136 respondents, 8 (5.9%) provided their satisfaction a rating of 2, while 1 (0.7%) gave the lowest rating of 1. A moderate satisfaction rating of 3 was reported by 43 respondents (31.6%). 57 respondents (41.9%) gave a satisfaction rating of 4, while 27 respondents (19.9%) gave a maximum rating of 5.

FINDINGS.

The examination of information gathered from 136 respondents produced a number of significant conclusions on how AIIMS Bhopal's library services and resources are used.

1. Overall, all those involved, undergraduate students made up 82.4% of the responders, while postgraduate students made up 17.6%.
2. In the responses received, female students constituted the majority at 89%, while male students represented 11%.
3. The majority of students reported visiting the library infrequently (33.8%), and every day (22.1%)
4. Library visits were comprised of 69.9% for studying, 19.1% for exam preparation, and 8.1% for research activities.
5. Among those, 47.1% of users preferred print materials, and 46.3% users preferred both print and electronic resources.
6. A significant portion of respondents expressed satisfaction with the library's print collection, 44.9% reported being satisfied, while 13.1% were very satisfied
7. Use of electronic resources, most of the users responded neutral; some users are satisfied regarding access to e-journals, OPAC searching, remote access facilities, and access to nursing-specific databases.
8. The majority of respondents rated infrastructure features such as seating configurations, reading areas, cleanliness, illumination, and security highly.
9. Improvements in access to specialist research databases, computer availability, and internet speed are necessary.
10. The satisfaction survey results indicated that most respondents rated the library services positively, with 19.9% giving the top score of 5 and 41.9% providing a score of 4.

SUGGESTIONS

The respondents provided several suggestions to enhance the library and study facilities. Some users suggested increasing books, particularly the latest editions in nursing, microbiology, and allied health sciences, as well as adding more fiction and non-fiction books. More responses suggested the need for additional seating capacity, group discussion rooms, improved ventilation, lighting, and temperature control. Additionally, they requested better wifi connectivity and access to research databases such as Scopus, Web of Science, Embase, and Cochrane.

Reintroduction of printing and photocopy services, more charging points, extended library hours. Overall, while some respondents appreciated existing services, the majority recommended enhancements to infrastructure, resources, and accessibility.

CONCLUSION

The current study evaluated how satisfied AIIMS Bhopal nursing and allied health students were with the library's resources and services. The findings show that the library's holdings, electronic resources, and infrastructure facilities successfully meet students' academic needs.

The majority of respondents said they were satisfied with the physical amenities of the library as well as its print and electronic contents. However, the quality of library services would be further improved by advancements in computer availability, internet connectivity, and research database access.

To determine customer requirements and enhance library services, regular user satisfaction surveys are crucial. The results of this study will assist library administrators in making well-informed decisions to improve library resources and offer better assistance for research, teaching, and learning.

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