Chapter 5
Conclusion
CONCLUSION

This study was intended to assess the User satisfaction in Maulana Azad Library Aligarh Muslim University, Aligarh by taking sample) the users. It is not possible, from the small quantity of sample, to find out the satisfactory level of everything correctly.

Library is the centre where ideas of the scholar and scientist are collected, organised and maintained for use. For the proper utilisation of these ideas it is obligation on the part of the library professionals to interpret them to the users and suggest the ways and means of utilising the same.

Mutual understanding between Librarian, Library staff and academicians will help a lot in the sound collection development.

Providing personalised information services, encouraging extension of Library orientation programmes, organising occasional seminars and workshops for users and as well as library staff will play a vital role in understanding the exact information requirement of the users. This will help the library to generate interest among Library Staff and bring closer relation with academics as well as other users. This kind of encouragement will thus help in better utilisation of Library resources.

FINDINGS

The following are major findings that are generated from this Study:

i) Low percentage of the Faculty Members visits the library regularly.
ii) Satisfactory percentage of Research Scholar and Students visit the Library regularly.

iii) Most of the Faculty Members visit the library to collect the teaching material and borrow books while Research Scholars visit the library for research purpose and study purpose. In the case of students most them visit the library for study purpose and borrow books.

iv) Majority of the respondents are aware with reference service, circulation service and newspapers/periodical service.

v) Most of the respondents are not aware with Inter Library Loan Service.

vi) Majority of the respondents are not satisfied with the opening hours of the circulation and periodical section.

vii) Most of the users are satisfied with the opening hours of the textual studies division and reference section.

viii) Collection of reference section is adequate towards the needs of all the respondents.

ix) Collection of reference section and textual studies division is adequate towards the information needs of that. Most of the respondents expressed that the collection circulation section is not adequate.

x) Collection of periodical section is not adequate towards the needs of the Faculty Members and Research Scholars while it is adequate towards the needs of the students.
xi) Majority of the respondent consult the catalogue for locating their material.

xii) Most of the students are satisfied with the arrangement of text books.

xiii) Majority of the Faculty Members are not satisfied with the arrangement of reference books.

xiv) Majority of the Faculty Members and Research Scholars are satisfied with the arrangement of books in stack, reports, theses and dissertations.

xv) A large number of respondents are satisfied with photocopying service.

xvi) Majority of the Faculty Members and Research Scholars are not satisfied with the space for reading and furniture in the library.

xvii) Majority of the users demanded E-mail and Internet facility in the library.

xviii) Majority of user expressed that the library staff is helpful.

xix) No user education is provided in M.A. Library.

xx) Textual service gets an average response from the students. Majority of the respondents are not aware to Inter Library Loan Service.

xxi) Most of the Faculty Members and Research Scholars expressed that periodical service is most helpful.
xxii) Majority Teacher and students are satisfied for accessing resources in digital resource center. Research scholars are not much satisfied.

xxiii) Majority of Research Scholars and students are not satisfied of number of OPAC terminals in library.

xxiv) A large number of Faculty Members and Research Scholars are satisfied with the e-journal resource service.

xxv) Majority of the Faculty Members are not satisfied with overall function of Maulana Azad Library.

xxvi) Majority of the Research Scholars and students are satisfied with overall functions of Maulana Azad Library.

**TENABILITY OF HYPOTHESIS**

The tenability of hypothesis can be checked in the light of above findings.

**Hypothesis - I**

Most of the users are not satisfied with the service and facility provided by M.A. Library. It is clear from the result of the study that most of the Faculty Members are not satisfied with the services and facilities but it is also clear that most of the Research Scholars and students are satisfied with the services and facilities. So the hypothesis is not fully true.

**Hypothesis – II**

Most of the users are satisfied with the behavior of library staff. It is clear that the result of the study most of the users are satisfied with the behavior of library staff so the hypothesis is true.
Hypothesis – III

Most of the user are not faced any problem in using library services. It is clear that the result of the study most of the user are not faced any problem using library services so the hypothesis is true.

SUGGESTIONS

The present study puts forwards the following suggestions to be implemented for the improvement of services and facilities of M.A. Library.

i) User education programmes should be started in order to familiarize the library services.

ii) Working hours of periodical section and circulation section should be extended till 8.00 p.m. including Sunday.

iii) Circulation Section and Textual studies division must be strengthened by additional copies of books.

iv) In the Reference section there are a large number of outdated books which hindered the use of collection, so to maintain currency in the collection weeding out of documents should be undertaken at regular intervals and it is to be replaced -by latest editions.

v) Quality and number of machines should be increased 10 photocopying service.

vi) Reading space provided to the Faculty Members is very congested so it should be spacious.
vii) Separate reading room should be provided to the Research Scholars.

viii) For selecting books and periodicals the requirements of the users should be properly analysed.

ix) Library should conduct the user study to find out the need of the user.

x) In order to make the service useful to the users, inservice training to the staff must be introduced.

RECOMMENDATIONS FOR FURTHER RESEARCH

i) The same study can be conducted to find out the level of satisfaction between the University libraries.

ii) A study can be conducted to find out the satisfactory level of male and female users.

iii) The study can also conduct to find out the satisfactory level of users from different Faculties.

iv) The study may extended to non-teaching also.