Chapter 2
Review of Related Literature
REVIEW OF RELATED LITERATURE

Review of related literature is very essential in a new research topic. Study of related literature implies locating, reading and evaluating reports of research as well as report of casual observation and opinion that are related to the individual’s planned research projects.

In any worthwhile study in a field of research, the researcher must have an adequate knowledge with the work that has already been done in the area of his/her research. Investigator must have up-to-date information about what has been thought and done in the area of his research.

In brief this chapter presents an overall review of studies conducted in abroad as well as in India in a chronological order regarding the topic of user satisfaction. Investigator reviewed only those studies which were similar to the present study or indirectly related to the present study.

Krishan Kumar (1968) made a survey under title “Users survey concerning teachers and research scholars in the department of Chemistry, University of Delhi”. The objectives of the study to know what are the information requirements of users. How does he obtain information and keep track of the latest ideas. What needs to be done to make effective use of the library resources/services? How the programme of training of librarians can be adapted to meet the requirements of the research scholars. Data used for analysis was collected through questionnaire.

Some research scholars demanded library should provided translation service of important research articles. Larger percentage
of research fellows than teachers felt the need for training in the use of chemical literature. It was suggested by the research scholars again and again that every book and periodical needed by them should be located at one place and most convenient place for them was the department itself. Some of them suggested that journals like the Chemical Abstract and Current Chemical Papers should be received by air mail. It was suggested that chemical abstract should not be issued to anyone. Research fellows mentioned that the teachers should be asked to return items on loan with them in time.

Amba, K.N. and Rav, M.V. (1969) made an analysis under the title “Leather information service- user reaction study”. Two leather information services entitled “Current leather literature (CLL) and Leather title service (LTS) were started by the central leather research institute. The survey was carried out to find out to what extent those two services fulfilled the information needs of the readers and to identify the areas in which improvement could be made. The data used for analysis was collected through questionnaire method. Most of the respondents reported that they are using current leather literature service regularly. Some respondents used CLL purely for scanning purpose, some used as a source for literature search and most of the respondents attached equal importance to both scanning and literature search. Most of the respondents used ‘Leather title service’ regularly. Most of the respondents used this service for current awareness purpose. Respondents demanded that “LTS” should include the announcements of new books.

Saha, Khurana (1972) made a study under the title” Use pattern of Indian Institute of Technology Delhi Library: A survey”. The objectives of this study were to know the quantum of library
use, pressure of demand from various category of users, peak hours of library usage, number and percentage of readers visiting the library on different week days. To collect the data following method was used:

Loose sheets of papers were kept at the reference desk near the entrance of the library. Every member entering the library was required to enter his/her name and status in different columns and put his signature against them. In view of the result obtained by data, the following observations regarding the working of the library were made: 15% of members were visiting the library daily. Maximum use of library was made by the post graduate students including research scholars. Faculty members used the library in low percentage. It was suggested by the investigator that to attract the faculty members library should start current awareness service and selective dissemination of information.

Bhushan, Ved (1972) conducted a study under the title “users survey of IIT Delhi Library” to ascertain the attitude of the users towards the library services and to improve the quality of library services. The questionnaire method was used to collect the data. In this study it was found that most of the respondents demanded that library should be made simple. Some users suggested that the most used books should not be issued more than 7 days and reference service should be improved.

Sharma, Savitri (1973) conducted a study under the title “Users survey of Delhi public Library Karol Bagh Branch” to assist the library staff in solving unusual problems of immediate importance, to formulation of modified policy in book selection and acquisition, to suggest means for improving library collection and to consider the factors that will help the library staff in improving its
services. Questionnaire and interview method were used to ascertain the users’ opinion. The result of the study shown that most of the users demanded that library should arrange the sitting facility, clock room, cooler, air conditioned and more staff. Some users suggested that library should be opened more counters.

**Settey, K. Umapathy (1974)** conducted a study under the title "Characteristics and attitudes of library patrons: A sample study". The objectives of the study were to know the characteristics of the patrons and attitudes of the patrons towards the services provided by the library. Questionnaire method was used for primary data collection. 32% of the patrons belong to 16-20 years age group, while 42% to 21-30 years age group. Young people appear to use the library to a greater extent than any other age group. This data shows that the library provided good services to young age group. Most of the users expressed that they are unable to see the librarian.

**Sangameswaran, S.V. and Chandran, Ranjita (1978)** conducted a study under the title “Computer based information services in food and technology: A survey of users interest”. The objectives of the study were to know: The number and category of the users who required the computer based information services. This kind of information required by each category of users. This type of service required by each category of users. This nature of existing/alternative facilities which are already available to the users.

Questionnaire survey was conducted to collect data on random basis. Users were facing problems in using computers in creating database and providing other services. Most of the respondent mentioned two important parameters i.e., cost and usefulness which could decide either to subscribe or not to the services.
Haravu, L.J and Nagaraja G.R. (1979) made an analysis under the title “The use and impact of information services in an industrial R & D environment”. The objectives of the study were the extent of use of different services. The impact of these services directly or indirectly on R&D tasks. The attitude of users in general to information products and services and the attitudes of experimental and theoretical groups in particular. Changes, if any, library and information usage subsequent to receiving SDI. Problems faced in using information services.

The data was collected through questionnaire method. The result of the survey shows the low percentage of the users uses the SDI service regularly. A surprising result of the survey was that patents awareness service was regularly use only by the few respondents.

Pangnnaya, N. B. and Poornachandra, H.J. (1982) made a analysis under the title “study of the use of library catalogue at the Mysore university library “. The primary objectives of this study were to ascertain the frequency of library catalogue and the degree of dependence of library catalogue in information search. The purpose of which catalogue is put to use. The information about the habits and needs of the catalogue user were collected by Administrating questionnaire to the onsite users near the catalogue cabinet. Observation of actual use standing in the vicinity of the catalogue, Informal interviews with the user as they leave the place after consulting the catalogue.

The faculty members and the research scholars use the catalogue more frequently then the students. The reason for infrequent use by the student is that they were not very familiar with the tool and its use. Rather they choose to go to stacks without
consulting it. Users are not familiar with the scheme of classification or the way the books are organized in the shelves. Main suggestion is that the library should continuously give proper guidance to readers to use the catalogue frequently and usefully.

**Biswa, Subhas and others (1983)** conducted a survey under the title “central library: users and pattern of use: A survey”. The objectives of this study to identifying the library users by broader occupational categories and membership status. Assessing the frequency and purpose of library visits, use of collection by location within the library and broader subject areas of interest. Finding out the users approach to subjects / documents / information; whether the staff has been helpful; the real beneficiaries of the lending facilities, the suitability of library hours. Identifying the need of book reservation and extension of document supply through lending and photocopying. Major part of the data for this survey had been collected through questionnaire method and from the library records. The photocopying services provided by SCL were generally utilized by research scholars and the location of SCL was in the backyard of the Shastri Bhawan (G wing) users demanded than it should be located in the “A” wing of the shastri bhawan and facing the main road”.

**Ramanna Gopinath, M.V. and Sangmeswaran, S.V. (1984)** made a study entitled “User evolution of NICFOS’s services” to obtain fresh feedback toward the existing services and for possible initiation of new services. Questionnaire method was the tool to conduct the study. This study revealed the most of the users were satisfied to the services provided by the library. Some users expressed that cumulative bibliography on specific topic should be brought out and should be updated periodically. Ciliberti, Anne C.
and others made a study under the title “material availability: A study of academic library performance.” The objectives of the study were to determine what need to be done to improve library services. The cause of user failures to identify and locate library materials. Observation method was used for collecting data from the 600 card catalogue users. Some users do not want to take the help of library staff when they are unable to get their materials. Some were failed to understand the aims of reference and periodical section. Some users are not able to get the material from the shelves with the help of call number because the title and call number written on books were not clear.

**Bavakutty, M. (1987)** conducted a study under the title “Use of libraries by the teachers.” The objectives of the study were to examine the utilization of college library resources and facilities by teachers with regard to the frequency to the library use, the duration of the time spent in the libraries and borrowing of the subject as well as general books. Questionnaire method was used to conduct the above study. The teachers were not utilizing the existing library resources and facilities. While frequency of library visits and degree of its use by teachers was somewhat satisfactory, the duration of the time spent by them in the college libraries and the number of subject borrowed by them leave much to be desired. The teacher used the college libraries mainly for curricular and instructional purpose.

**Dixit, Ramprakash (1987)** made a study under the title “Users survey of national medical library: An overview.” The objectives of the study were to find the use of the library, evaluation of library collection, organization of materials, circulation service and reference service. A questionnaire method was used to conduct the
survey. Periodical section of this library used closed access system. Users were not satisfied to this system. Users wanted that Index to Indian medical periodicals should be brought out in more updated fashion. Users felt that the classification and catalogue system of the library should be done in timely manner. Charges of the photocopying service were high. Users demanded to open the library on Sunday also and to open a canteen in NML building itself.

Gupta, Auraadha (1989-90) conducted a survey under the title “The users of government of India libraries: A state of the art report” Identification of the characteristics of the users. Use –studies i.e. pattern of use, type information /reading material as library service used. User’s satisfaction i.e. assessment of the satisfaction of the reader with respect to the library, its collection and service. Users need to conduct the above survey data was collected through a questionnaire cum interview method on the random basis. Majority of government official used their departmental libraries and other libraries occasionally. The study indicated a large number of users were interested in social science discipline. The central secretariat library was found to be the most used library. Most of the user were satisfied by the collection and services provided by the libraries. Most of the respondents were not aware the services like CAS, SDI. Reference service etc.

Faries, Cindi (1990) conducted a study under the title “Users reaction to CD-ROM: The Penn state Experience” The objective of the study was to determine the reaction users towards the CD-ROM. To conduct above study the questionnaire method was used. The important finding was users interest towards the CD-ROM was very interesting with the help of this study library determined what type
of training should be provided to the users to drive the CD-ROM system

Korah, Accamma, C. Devrajan, (1990) conducted a study under the title “Information needs and use pattern of Rubber Scientists” to ascertain the user opinion about the adequacy of collection and library services, users approach to information services, nature of search for current information. Questionnaire was the tool to conduct the study. Most of users expressed that the collection of dissertations/thesis were in adequate according to their information need. Most of the users were not satisfied to the services provided by Rubber Research Institute of India (RRIT) Library. And the users demanded to introduce the information technologies in India.

Sanjeev kumar and Mishra, Sanjaya (1992) conducted a study under the title “Use of National Institute of Fashion Technology Library: A survey”. The objectives of the study were to know the suitability of the library opening hours. Frequency of library use by the members. Their information requirements. The most frequently used services. The helpfulness of the librarian and other staff.

The data used for this study has been collected through questionnaire. It was suggested by the respondents to increase the space of the library to provide better arrangements and more efficiency. It was desired by the respondents to increase the timing of library and suggested that the library should open at 8 am and close at 8 pm every day including holidays. The respondents visit the library to issue books and use reference materials. The most frequently used services are lending of books, photocopying.
Joshi, Manoj (1992) made a study under the title “Use of CDS/ISIS in the libraries of Delhi: An analysis”. The objectives of the study were to know library functional systems supported by CDS/ISIS. To identify various library services supported by CDS/ISIS. To access users reactions on various aspects of CDS/ISIS. Data collection was done by using Questionnaire method. Interview method. Observation method including collection of ephemeral material wherever available. Results of the study showed that many libraries had acquired CDS/ISIS only because it was being provided free of cost by NISSAT. Users were satisfied with the facilities available in CDS/ISIS.

Mallaih, T.Y. and Badami, K.K. (1993) conducted a study under the title “Library and Information services faculties in Mangalore University Library from the researcher’s point of view: A survey”. The primary objective if the study was to investigate the existing library and information service facilities in the Mangalore University Libraries. The specific objectives of the study as to find out the types of information sources required by the research scholars. To identify the methods that the readers of the library adopt to locate the required information sources. To ascertain the opinion of the users regarding the adequacy of information resources and services available in the library. To identify the problems faced by the users in using the library. To help the administrator of the library in preparing an enrichment programme for better use of the library.

Questionnaire method was used to collect the information. Half percentages of the respondents are facing problems in locating the documents/information in the library. Most of the respondents-
approaching the documents through the author in the author
catalogue. In the library collection, the study identified that books,
encyclopedia, dictionaries, newspapers and magazines sufficient to
meet the academic and research needs and that periodicals and report
literature were not adequate enough to meet their academic and
research needs. Majority of the respondents had complaint about the
non availability of current journals on time to meet their
requirements in the library. The majority of the respondents were
found to be aware of the services such as referenced service and
circulation services offered by the university library. But a good
number of respondents had suggested that the other kind of services
such as CAS, ILL, reprographic services etc. were not satisfactory.

Dalai, B.K. and Ramesh, D.B. (1993) conducted a study
under the title" Users studies- a tool for evaluation of a special
library: A case study" the objectives of the study were to know the
extent of library use, needs and requirements of various categories of
users, peak hours of highest usage, period of transactions of various
service points etc. the data used for this study had been collected
through the questionnaire, borrower card, circulation register,
observation and visitor's register for outsiders and internal staff.
Overall collection of all types of literature was not adequate. Users
demanded that new acquisition policy should be made to improve the
collection. SDI service and CAS etc should rapture be further
strengthened. Literature searches using online and CD-ROM
database should be provided. Library was in lack of current journals.

S.P. Singh (1994) conducted a study under the title
“Evaluation of collection and services provided by IIT libraries:
Users point of view” objectives of the study were: To find out the
documentary sources required by the users specially P.G students.
research scholars and faculty members. To identify the information needs of the users. To ascertain users opinion with regard to usefulness and adequacy of information sources. To access the awareness as well as usefulness of library services in carrying out teaching, learning and research programmes, to know the problems faced by the users in using the library, to suggest the solution to the library authorities to overcome the problems.

Questionnaire and interview methods used for the above study. Majority of users in order of priority visit the library to update their professional knowledge, consulting the documents for research use for borrowing/returning the documents. Library catalogue has been found to be most useful by most of the users. Organization of documents collection has also been found to be useful by majority of the respondents. Users are satisfied with circulation service except that research scholars have emphasized on the overnight issue of bound volume of periodicals. Users are satisfied with reference service as well as with the attitude of reference staff as majority of users have expressed about provision of help to search documents, use reference sources and use of bibliographical sources etc. Photocopying services provided by the library bee found very popular by users.

**Raina, Roshan (1993)** made a study under the title “Analysis of the student feedback on the library resources, facilities, services at a national level management institute: a case study”. The objective of this study was to know the attitude of the users towards the services provided by the Indian Institute of Management, Lucknow. The data used for this study had been collected through questionnaire. According to the most of the users, the collection of library is adequate. Reference collection of library is satisfactory.
but some users demanded for some improvement. The behavior of library staff is also good. The arrangement of library collection impressed by the students very much.

**Martinez Arellano, Filiberto F. (1994)** made a study under the title “Use attitudes and behavior before and after the implementation of an online catalogue”. The main objective of this study was to identify changes in users’ attitudes and behavior when dealing with a newly implemented online catalogue. Questionnaire method was used to conduct the study. After introducing online catalogue the number of library users increased rapidly. An increasesment in successful searching was also noticed.

**V. Chaya Devi (1996)** made a study under the title “Attitude of end-user towards online information retrieval- a case study of NSCRC Library Vishakhapatnam”. The objective of this study was to know the attitude/ behavior of the end users of the technical information cell (TIC) of National Ship Design Research Institute (NSDRC). towards the online information search and retrieval. To collect the data from the user’s survey was conducted and questionnaire distributed to the users. Majority of the end-users preferred to search the information through online than that of manual method due to the reasons of immediate and global accessibility of information. Further the survey revealed that the users had not experienced any difficulty with the online method. Most of the respondents opined that bibliographic database were most convenient source to access information. Most of the end-users agreed that the experience with the time made them expert in getting access to information through online.

**Jain, Vivekanand and Upadhyay V.V. (1998)** made a study under the title “User satisfaction of internet service in Banaras
Hindu University library: A study Internet is very essential and useful tool to fulfill the information needs of users of university libraries in India. In present paper we describe users' views, satisfaction and their expectations and suggestions to improve the Internet service in BHU library by adopting questionnaire method.

Sinha, S, (1999) made a study under the title “Performance Measurement of U.K. University Libraries” total library expenditure per FTE user (i.e., full-time equivalent target user group of students and academic staff). The findings are:- expenditure on information provision per FTE user. Expenditure on staffing per FTE user. Seat hours available per week per FTE user. Loans per year per FTE user. Interlibrary loans as a percentage of all loans.

Leo Clougherty, John Forys,(2000) made the study under the title “The University of Iowa Libraries: Undergraduate User Needs Assessment” The university community is not a static environment but, rather, one fraught with change and adjustment to change. How do academic libraries within a university setting effectively address the evolving service and resource needs of a diverse patron community? One method that has received increasing attention is the development and implementation of internal instruments specifically designed to assess user satisfaction with services and resources. This study assesses undergraduate resource and service needs, identifies library wide unmet needs, and gives both library user and librarian an opportunity to engage in proactive dialogue.

K.L. Mahawar(2001) made a study under the title “Library Services Vis-À-Vis Satisfaction among Student of Tagore Library, University of Lucknow : A Study” The paper covers the satisfaction level of P.G. level students in University of Lucknow Library with the services provided by the library. It studies about frequency of library
visit, satisfaction with opening hours of the library, library collection, and user satisfaction from library services. This study also covers the use of reference sources in the library. Some suggestions relating the satisfaction level of users are also provided on the basis of study.

Sebastian Mundt (2003) made the study under the title “Benchmarking user satisfaction in academic libraries – a case study.” Customer satisfaction and service quality have so far been evaluated mostly from a local perspective although the quality element has been firmly established in academic library management for at least a decade. Critics of inter-institutional comparisons often object that different preconditions are not considered adequately. Examples from a joint user satisfaction survey conducted by 15 German university libraries in 2001 suggest that comparative data are a suitable means to identify cases of “best practice” and can effectively initialize processes of customer-focused improvement. Furthermore, if compared with corresponding statistical data or performance measures, satisfaction ratings can reveal possible structural strengths and deficits relative to other libraries. On the other hand, follow-up telephone interviews with participating libraries showed that the survey results substantially challenged the institutions’ internal communication and public relations organisation, and underlined that even in a well-developed culture of assessment the need for professional mediation and coordination of comparative analyses may not be underestimated.

Devi, Purnima (2004) made a study under the title “Internet Users: A Study of Manipur University Library” the present study has been undertaken to assess the attitude of Internet users, taking into account the use of Internet by research scholars of Manipur University library, India. The major objectives were to identify
Internet is not a substitute for the library and to find out the use of internet resources by research scholars for their research work. For this purpose a well structured questionnaire was distributed among the research scholars of three schools of Manipur University, viz School of Science, School of Social Science and School of Humanities. Data were collected from 82 research scholars. The paper verified that research scholars were not fully satisfied with the Internet facilities provided by Manipur University library. The findings of the study also revealed useful facts about the use of Internet by research scholars. On the basis of findings, some suggestions have been made to improve the use of Internet among the Research Scholars. To utilize the resources of Internet to its maximum, it is necessary to make the Research Scholars well-versed in the surfing and browsing on the net.

Henry Pisciotta, Michael Dooris, James Frost, and Michael Halm (2005) made the study under the title “Penn State’s Visual Image User Study”. The Visual Image User Study (VIUS), an extensive needs assessment project at Penn State University, describes academic users of pictures and their perceptions. These findings outline the potential market for digital images and list the likely determinates of whether or not a system will be used. They also explain some key user requirements for teaching, independent learning, and collection management. The importance of picture collections maintained by individuals is underscored, as is the desire of users to easily mix pictures from their collections with those from databases and other sources. Two prototypical services were tested: an image database service and a more experimental peer-to-peer system named Lion Share.
Seissl, Maria (2006) made the study under the title “Benchmarking efforts in Austrian university libraries” In a time of great changes in university legislation it was felt that Austrian academic libraries should take performance measurement in their own hands. The fact that due to historical reasons there was a certain uniformity of library rules and standards was seen as major aspect in favour of developing a set of performance indicators to be used on a national scale for benchmarking reasons. Several initiatives are described covering both traditional and electronic library services. A new reporting system of Austrian universities is also outlined.

Ling-Feng Hsieh, Jiung-Bin Chin, Mu-Chen Wu (2006) made the study under the title “Performance Evaluation for University Electronic Libraries in Taiwan” This article reviewed the library performance evaluations found in the literature of the UK, Germany, USA and Taiwan and constructed primary performance evaluation indicators. The Delphi Method was then used to summarize the opinions of experts in completing the construction of a performance evaluation model for e-library. With all the factors of e-library, user satisfaction and input of libraries as the basis, Analytic Hierarchy Process is used to illustrate the problems and combine the two to establish the hierarchy structure for the performance evaluation of this research. The weights of all indicators within hierarchies are calculated and then the weight of the overall hierarchies is worked out.

The e-library plays two important roles: data searching and academic study. Using relevant e-business data collected from libraries in six universities, combining indicator weight and Technique for Order Preference by Similarity to Ideal Solution (TOPSIS), this paper considers the distance of the universities from positive and negative Ideal Solutions as the evidence for ranking and demonstrates the overall performance of e-
libraries in all universities – providing future improvement directions for university libraries. The research can also provide important future decision-making references for libraries and universities to enable better performances.

Nahyun kwon (2006) made a study under the title “User satisfaction with referrals at a collaborative virtual reference service” Introduction. This study investigated unmonitored referrals in a nationwide, collaborative chat reference service. Specifically, it examined the extent to which questions are referred, the types of questions that are more likely to be referred than others, and the level of user satisfaction with the referrals in the collaborative chat reference service. The data analysed for this study were 420 chat reference transaction transcripts along with corresponding online survey questionnaires submitted by the service users. Both sets of data were collected from an electronic archive of a southeastern state public library system that has participated in 24/7 Reference of the Metropolitan Cooperative Library System (MCLS). Referrals in the collaborative chat reference service comprised approximately 30% of the total transactions. Circulation-related questions were the most often referred among all question types, possibly because of the inability of 'outside' librarians to access patron accounts. Most importantly, user satisfaction with referrals was found to be significantly lower than that of completed answers.

Ashok Kumar Sahu (2007) made the study under the title “Measuring Service Quality in an Academic Library: An Indian Case Study” The research was carried out among the students and faculty members of the JNU. A questionnaire was used as the data gathering
The instruments for data collection consisted of structured questions. All the closed ended questions were designed to elicit responses on a five point Likert scale to measure both respondent satisfaction and perception of service quality. Analysis of the collected data made use of the chi-square method. The results would appear to indicate that the JNU library is not lacking in quality of service. However, we need to note that quality information service is about helping users to define and satisfy their information needs, building their confidence in using information retrieval systems, and making the whole activity of working with library staff a pleasurable experience. To achieve total quality in information service the JNU library should provide a comprehensive information programme that is predicated on the needs and activities of the users. This study may help those libraries, who are seriously interested to develop user satisfaction and provide better service to the user. This study also suggests some recommendations about increasing the user satisfaction in the library service.

_Cchia Yip Ping; Edzan; N.N (2008)_ made the study under the title “Evaluating User’s Level of Satisfaction with the Chinese Studies Collection Held at an Academic Library” A user assessment study was conducted to evaluate the users’ level of satisfaction with the Chinese studies collection at the University of Malaya Library. The respondents were library professionals, faculty members, undergraduate and postgraduate students at the Department of Chinese Studies, University of Malaya. A total of 135 responses were received with a response rate of 77.5%. The results indicated that the undergraduates of years 2 and 3 and the postgraduates were less satisfied with the collection and services compared with the undergraduates of year 1, faculty members and library professionals. Results showed that there between services, and to
investigate examples of good practice. The paper provides a useful overview of UK academic library user survey methods.

Richard Rogers, Hugh Preston (2009) made the study under the title “Usability Analysis for Redesign of a Caribbean Academic Library Web Site: A Case Study” This paper seeks to present a usability evaluation of the web site of the Main Library of the St Augustine Campus of the University of the West Indies (UWI) to get users and site visitors to identify the major strengths and weaknesses of the site and to incorporate the results and participant feedback into a redesign that reflects users' intuitions rather than those of the site developers and librarians. A combination of experimental and respondent research strategies was used to evaluate usability. These included survey questionnaires, focus groups, formal usability testing and card sort. In addition, both usability heuristics and ISO guidelines were used to assess effectiveness, learnability, usefulness and user satisfaction. Respondent strategies used a sample size of 529 participants for the self-completion questionnaires and 16 participants in the focus group sessions. Experimental strategies combined observation of 21 individual participants and three groups of participants in the usability tests. In the card sort protocol nine individual participants and three groups of participants were observed. The findings identified challenges in the site's information architecture (labeling and organization) and in the interface design. Research limitations/implications – More ethnographic approaches are needed to elicit distinctive Caribbean user behaviors. The paper presents issues of organizational change and the impact of technology on the relationship between systems and user services librarians.

Seok Lee, Hyung (2010) made a study under the title “student User Satisfaction with Web-based Information Systems in Korean
Despite of the rapid adoption of computer-based information systems in higher education in Korea and their increased importance both in education/research activities and administration, there have been few studies on whether these campus-wide information systems (CWIS) are being effectively used from the student user' point of view. This study tests a modified model developed for this study based on previous literatures to measure student user satisfaction of the information systems. It was found that information and system satisfaction significantly affected the overall user satisfaction with CWIS.
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