Chapter-3
Review of Related Literature
CHAPTER-3

REVIEW OF RELATED LITERATURE

Review of related literature is very essential in a new research topic. The 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 individuals planned research projects. A literature review is a critical and in depth evaluation of previous research. It is a summary and synopsis of a particular area of research, allowing anybody reading the paper to establish why you are pursuing this particular research program. A good literature review expands upon the reasons behind selecting a particular research question.

Literature review is a body of text that aims to review the critical points of current knowledge including substantive findings as well as theoretical and methodological contributions to a particular topic. Literature reviews are secondary sources, and as such, do not report any new or original experimental work. 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 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 user satisfaction. Investigator reviewed only those studies which were similar to the present study or indirectly related to the present study.

OBJECTIVES OF THE REVIEW

The review of the related literature allows the researcher to acquaint himself with current knowledge in the field or area in which he/she is going to conduct his/her research. It serves the following specific objectives:

1. To enable the researcher to define the limits of his field.
2. To avoid unfruitful and useless problem areas.
3. To avoid unintentional duplication of well established findings.
4. To give an understanding of the research methodology.
5. To know previous recommendations.
Bhusan, Ved (1972) conducted a study under the title “User 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 improve its services and reservation of the books should be made simple. Some users suggested that the most used books should not be issued for more than 7 days and reference service should be improved. The Loose sheets of papers were kept at the reference desk near the entrance of the library and every member entering the library was required to enter his name and status in different columns and put his signature against them. The result obtained by the data reveal that 15% of members visit the library daily and maximum use of library was made by the postgraduate students including research scholars. Faculty members used the library in low percentage. It was suggested by the investigator that to attract the faculty member’s library should start current awareness service and selective dissemination of information.

Sharma, Savitri (1973) made a study on “Users Survey Of Delhi Public Library Karol Bagh Branch” to assist the library staff in solving unusual problems of immediate importance, formulation of modified policy in book selection and acquisition, suggest means for improving library collection and to consider the factors that will help the library staff in improving its services. The questionnaire and interview method were used to ascertain opinion of the users. The result of the study shows 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 open more counters.

Settee, K. Umapathy (1974) conducted a study on characteristics and attitudes of Library Patrons. The questionnaire method was used for primary data collection. The important findings were that 32% of the patron belongs to 16-20 years age group, while 42% to 21-30 year age group. Young people appear to use the library to a greater extent than any other age group. The 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 and Chandran, (1979) conducted a study on computer based Information Services in Food Science and Technology. The objectives of the study were to know the number and category of users who required the computer
based information services. The questionnaire survey was conducted to collect the data on random basis. The important finding reveals that Users were facing problem in using computer in creating database and providing other services. Most of the respondent's mention two important parameters, i.e., cost and usefulness which could decide either to subscribe or not to the services.

**Haravu and Nagaraja (1979)** made the study under the title “The Use and Impact of Information Services in An Individual R & D Environment”. The objectives of the study were to find out the extent of use of different services and its impact 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. The data was collected through questionnaire method. The important findings were. The result of the survey Shows that low percentage of users uses the SDI service regularly. A surprising result of the survey was that patents awareness service was regularly used only by the few respondents.

**Pangannaya and Poornachandra (1982)** made a study under the title “Study under Of The Use Of Library Catalogue At The Maysore University Library”. The primary objectives of this study were to ascertain. The frequency of use of library catalogue and the degree of dependence of library catalogue in information search. The information about the habits and needs of the catalogue users were collected by administering questionnaire to the onsite users near the catalogue cabinet. Observation of actual use standing in the vicinity of the catalogue. Informal interviews with the users as they leave the place after consulting the catalogue. The important findings reveal that faculty members and the research scholars use the catalogue more frequently than 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 prefer to go to stacks without consulting it. Users are not familiar with the scheme of classification or the way the books are organised in the shelves. They suggested is that the library should continuously be given proper guidance to readers to use the catalogue frequently and usefully.

**Ramanna, and Sangameswaran (1985)** made a study entitled “Users evaluation of NICFOS’s services” to obtain fresh feedback toward the existing services and for possible initiation of new services. The questionnaire method was the tool to conduct the study. The study reveals that most of the users were satisfied with
the services provided by the library. Some users expressed that cumulative bibliographies on specific topics should be updated periodically.

Biswas, and others (1986) conducted a survey under the title “Central Library: Users and the Pattern of Use: A Survey”. The objectives of this study were 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. The major part of the data for this survey had been collected through questionnaire method and from the library records. The important findings were the photocopying services were generally utilized by research scholars and the location of library SCL was in the backyard of the Shastri Bhawan (G wing) users demanded that it should be located in the “A” wing of the Shastri Bhawan and facing the main road.

Bavakutty, M. (1988) conducted a study under the title “Use of Libraries by the Teachers”. The objectives of the study were to examine the utilisation of college library resources and facilities by teachers with regard to the frequency of library visits, the purpose of library use, the duration of the time spend in the libraries and the borrowing of the subject as well as general books. Questionnaire method was used to conduct the above study. The important findings were that the teachers were not fully utilizing the existing library resources and facilities. While frequency of library visits and degree of its use by teachers were somewhat satisfactory, the duration of the time spend by them in the college libraries and the number of subject borrowed by them leave much to be divided. The teacher used the college libraries mainly for curricular and instructional purpose.

Dixit, Ram Prakash (1988) 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 library, evaluation of library collection, organisation of materials, circulation services and reference service. A questionnaire method was used to conduct the survey. The major findings were that periodical section of this library used closed access system. Users were not satisfied with the system. Users wanted that Index to Indian Medical Periodicals should be brought out in more updated fashion. Users felt that the classification and catalogues system of the library should be done in timely manner. Charges of the photocopying services were high. Users demanded to open the library on Sunday also to open a canteen in NML building itself.
Tameem (1992) provides a model which can be used to measure user satisfaction of library services and also provides the instrument which could be used to evaluate any government library in Saudi Arabia in the form of a questionnaire. The questionnaire covers 14 areas of library activities. Some recommendations and considerations were suggested towards the improvement of government library services in Saudi Arabia.

Mallaih and Badami (1993) conducted a study under the title “Library and information services facilitates in Mangalore University Library from the researchers point of view: A survey”. The primary objective of the study was to investigate the existing library and information service facilities in the Mangalore University Library. The objectives of the study were to find out the types of information sources required by the research scholars, ascertain the opinion of the users regarding the adequacy of information resources and services available in the library, identify the problem faced by the users in using the library, help the administrator of the library in preparing an enrichment program for better use of the library. Questionnaire method was used to collect the information. The findings of an overview are half percentages of the respondents are facing problems in locating the documents/information in the library and most of the respondents approaching the documents through the author in the author catalogue. In the library collection, the study identified that books, encyclopaedias, 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 complained 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 reference service and circulation services offered by the university library. Quite a good number of respondents had suggested that the other kind of services such as CAS, interlibrary loan, reprographic services etc. were not satisfactory.

Dalai and Ramesh (1994) conducted a study under the title “User studies-A tool for evaluation of a special library”. 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 questionnaire, borrower card, circulation register, observations and visitors register for outsiders and internal staff.
Findings of an overview are overall collection to all types of literature was not adequate. Users demanded that new acquisition policy should be made to improve the collection. SDI services and CAS etc. should be further strengthened. Literature searches using on line and CD-ROM database should be provided. Library lacks current journals.

Singh (1994)\textsuperscript{14} conducted a study under the title “Evaluation of Collection and Services Provided by IIT Libraries: User Point of View”. The objectives of the study were to find out the types of 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 were used for the study. The findings reveal that 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. Organisation 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 volumes 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 source and use of bibliographical sources etc. Photocopying service provided by the library been found very popular by users.

Raina, Roshan (1995)\textsuperscript{15} conducted 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 library Lucknow. The data used for this study had been collected through questionnaire. The findings reveals that the most of the users find the collection of the library is adequate. The reference collection of the library is satisfactory, but some user demanded some improvement. The behaviour of library staff is also good.
Martinez and Filiberto (1996) conducted a study under the title "User attitude and behaviour before and after the implementation of an on-line catalogue". The main objective of this study was to identify changes in user attitude and behaviour while dealing with a newly implemented on-line catalogue. Questionnaire methods was used to conduct the study. The important findings were that after introducing on-line catalogue the number of library user increased rapidly. An increase in successful searching was also noticed.

Devi (1997) conducted a study on attitude of end-users towards on-line information retrieval at NSDRC Library Vishakhapatnam. The objectives of the study were to know the attitude/behaviour of the end-users of the Technical Information Cell (TIC) of National Ship Design Research Institute (NSDRC) towards the on-line information search and retrieval. Questionnaire method was used to collect data. The important findings were that majority of the end-users preferred to search the information through on-line 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 on-line 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 on-line.

Jain and Upadhyay (1998) made a study under the title user satisfaction of internet service in Banaras Hindu University Library. Internet is very essential and useful tool to fulfill the information needs of users of university libraries in India. The paper describes users' views, satisfaction and their expectations and suggestions to improve the internet service in BHU library by adopting questionnaire method.

Clougherty and Forys (2000) assessment of the user needs of undergraduate university of IOWA libraries. The university community is not a static environment but, rather, one fraught with change and adjustment to change. One method that has received increasing attention is the development and implementation of internal instruments specifically designed to assess user satisfaction resource and services needs, identifies library wide unmet need and gives both library user and librarian an opportunity to engage in proactive dialogue.

Mahawar (2001) conducted a study on library services vis-à-vis satisfaction among student of Tagore Library at University of Lucknow. This covers the satisfaction level of P.G. level students in University of Lucknow Library with the
services provided by the library. The study is 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.

Cullen (2001) explores the relationship between service quality and user satisfaction and examined how user surveys has been employed in a number of previously published data sets. A model which demonstrates how satisfaction can be seen as both a micro level response to individual transactions and at the macro-level as an outcome of service quality is proposed. Using an evidence-based approach, gaps between user expectations and perceptions are explored as well as the gap between user expectations and managers' perceptions of these. Studies that include user surveys of electronic library services are also analyzed in terms of customer expectations. Suggestions are offered about ways in which library and information service providers could make more use of the information derived from their own and other organizations' user surveys to improve their services. According to him Quality service is a competitive necessity for businesses and service organizations. Assessing service quality is the first step in retaining customers in today's competitive environment. Libraries need to re-examine the range and quality of services they provide and develop systems for consultation and cooperation with their user. They need to ensure that their services both meet customer needs and customer expectations to the highest degree. i.e., That is, they need to compete both in terms of service quality and customer satisfaction. Although, Satisfaction may involve long-term, as well as short-term perceptions, and a personal reaction to service built up over a number of transactions of varying quality. In addition, it would seem that, in the complex inter change of customer- expectations and perception across the services delivered by an organization, customer satisfaction at the micro level concerning an individual service will contribute to the dimensions of service quality (tangibles, reliability, responsiveness, assurance, empathy) and that a global or macro view of quality of service derived from all the services with which the customer has interacted, and integrating the five dimensions of service quality; will contribute to their overall satisfaction with the organization.

Mundt (2003) studied on benchmarking user satisfaction in academic libraries. Customer satisfaction and service quality have so far been 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 practices” 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 analysis may not be underestimated. According to him all efforts were put into satisfying library customers are based on the insight that services are not primarily chosen for their objective properties but first of all for their perceived fitness for purpose in the customers’ eyes.

Henry and others (2005) conducted study on Visual Image User Study at Penn States Visual Image. 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.

Sugianto and Tojib (2006) in Modeling User Satisfaction With an Employee Portal the User satisfaction with general information system (IS) and certain types of information technology (IT) applications has been thoroughly studied in IS research. With the widespread and increasing use of portal technology, there is a need to conduct a user satisfaction study on portal use -- in particular, the business-to-employee (b2e) portal. In this paper, the authors conceptual model for determining b2e portal user satisfaction, which has been derived from an extensive literature review of user satisfaction scales and the b2e portal. Nine dimensions of b2e portal
user satisfaction are identified and modeled: information content, ease of use, convenience of access, timeliness, efficiency, security, confidentiality, communication, and layout

Kwon (2006)\textsuperscript{25} studied on user satisfaction with referrals at a collaborative virtual reference service. 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 south eastern 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.

Sahu (2007)\textsuperscript{26} studied service quality in an academic Library. The research was carried out among the students and faculty members of the JNU. A questionnaire was used as the data gathering instrument. The instruments for data collection consisted of structured questions. All the closed ended questions were designed to elicit responses on a five point Liker 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.
Bamigboye (2007) evaluated the library services delivery in Olabisi Onabanjo University at Ago-Iwoye, Nigeria. The purpose of the study was to evaluate the users' satisfactions of library services in Olabisi Onabanjo University, Ago-Iwoye, Nigeria. A total of 400 questionnaires were administered to respondents, of which 387 (96.75 percent) were returned and used for this study. The results of the study indicated that the users' demands of library service represent a wide range of aspects, including the availability of conventional books and periodicals, a good reference function, and access to internet facilities, which are considered an important library function by many of the respondents.

Liu and Allmang (2008) examined the user satisfaction at the National Institute of Standards and Technology (NIST) research library. The methodology, survey instrument, data analysis, results, and actions taken in response to the survey are described. They concluded that as a tool for planning and to understand library's customers' base, the surveys are absolutely invaluable and well worth the time spent.

Yip Ping and Edzan (2008) made a study under a title Evaluate the users 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, undergraduates 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 were less satisfied with the collection and services compared with the undergraduates of year 1, faculty members and library professionals. The study provides a useful overview of UK academic library user survey.

Koovakki (2008) studied on "Measuring user satisfaction in academic libraries" emphasises that satisfying the users is the prime concern of every modern library. Hence it is mandatory on the part of the libraries to measure the satisfaction of the users in order to provide better services. To measure the user satisfaction, standardised and appropriate tools are necessary. The author is reporting the user satisfaction scale developed by him for measuring the user satisfaction of academic libraries. The scale can be adapted and used for measuring user satisfaction in other types of libraries as well.
Norliya (2009) evaluated the library's performance by measuring the users' satisfaction with a part of a quantitative study. The study aims to (a) library services, (b) infrastructure/place/space and (c) collection/information provided by an academic library in Malaysia. A self-developed questionnaire was used to gauge the respondents' opinions on their satisfaction level on the statements regarding the three dimensions. The instrument was distributed to a sample of 650 final year students from three faculties of the university. Descriptive and inferential statistics were used in the analysis of data using the Statistical Product and Service Solutions. A parametric test using the one-way analysis of variance (ANOVA) was used to compare the mean satisfaction scores among the respondents from the three faculties. The results of the study revealed that on the average, the respondents were only quite satisfied with the library services, infrastructure/place/space, collection/information of the library as a whole. The respondents were relatively most satisfied with infrastructure/place/space (M = 3.41), followed by collection/information (M = 3.27), and library services to users (M = 3.18) in that order. The results also showed significant differences on the satisfaction on services, infrastructure/place/space, and libraries' collection/information among the respondents of the three faculties.

Elaine and Irina (2010) studied on user satisfaction with electronic reference. The study aims to systematically review research that analyzes satisfaction with electronic reference services, paying particular attention to how user satisfaction is measured. The application and value of evidence-based methodologies for library and information science (LIS) research are explored. Database searches identified research concerned with electronic reference. Articles with a variable of user satisfaction were extracted and subjected to a critical appraisal. The research was analyzed for similarities, differences, and consistency. A wide variety of methods are used to measure user satisfaction. There was almost no overlap in specific questions considered although there were some similarities in methodologies used. The results of this analysis show a lack of standardization in LIS research on this topic. By synthesizing the research conducted on this topic, practicing librarians should be able to see patterns in user satisfaction with electronic reference, and become aware of common pitfalls in undertaking user satisfaction assessment. Those conducting or planning LIS research will be able to identify the characteristics of sound research and thorough reporting of results. Systematic review is an underutilized methodology in LIS research. As evidence-based librarianship gains traction, it will become a more
important tool for LIS researchers. The synthesis and analysis of previous research bring together disparate findings and show patterns and/or differences in providing these services, and brings into focus the lack of consistency in LIS research on this topic.

**Hyung (2010)**\(^3\) made the study on student user satisfaction with web-based information system in Korean universities. 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 system (CWIS) are being effectively used from the student user's point of view. The 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.

**Al-Maskari and Sanderson (2010)**\(^3\) the main aim of an information system is to satisfy the need of its users. Lancaster (1979, 1981) suggests that an information system can be evaluated according to three criteria's: i) the suitability of a system in terms of the specific information retrieval task for which it will be used. ii) the system task performance efficiency and iii) the extent to which the system satisfies the information needs of its users. Therefore user satisfaction is an important factor in evaluating information systems. User satisfaction in information system is generally considered a criteria of system success and effectiveness. While Gatian (1994) et al found that user satisfaction was significantly associate with system effectiveness. Thus, it can be said that user satisfaction and system effectiveness goes hand in hand.

**Andaleeb and Simmonds (1998)**\(^3\) stated that those libraries that are able to provide users with whatever they want will achieve higher levels of user satisfaction. Thus, the availability of resources can have a significant influence on user satisfaction. It is important to note, however, that the quality of the resources may be judged from an overall perception as to whether the library can provide access to materials when and where needed. It is this overall perception of a library’s resources that contributes to user satisfaction. Thus the authors propose that: a) the higher the perceived quality of the library’s resources, the greater the level of user satisfaction. b) the greater the responsiveness of the library staff, the greater the level of satisfaction among academic library users, c) the greater the perceived competence of the library staff, the greater the level of user satisfaction. d) the more positive the
demeanour of the library staff, the greater the level of user satisfaction. e) the better the perceived overall physical appearance of the library facilities, the greater the level of user satisfaction.

Stamatoplos and Mackoy (1998)\(^{36}\) stated that consideration of satisfaction should be an important part of the evaluation of library services. Satisfaction depends, to some extent, on patron expectations of services. Satisfaction appeared to be related to student perceptions of information accessibility, staff competence and helpfulness, computer usefulness and ease of use, and skill level for using libraries. Thus, libraries may be well served by measuring patron satisfaction and learning what variables drive satisfaction at particular libraries. Satisfaction is a reaction to a patron's subjective assessment of the degree to which the organization's performance met or exceeded some standard internalized by the patron.

Steve Hiller (2001)\(^{37}\) stated that library user surveys have become widespread in academic libraries during the past twenty years. Surveys have often been used as a tool to assess service quality and user satisfaction. Libraries develop and implement a study to identify user populations, their information needs and how well they are being met.

However, Miller, Lynette (2004)\(^{38}\) states that user satisfaction is a complex concept. It may simply be how good users feel after dealing with a library, it may include their likelihood to return to that library when next they need information. It may also include their perception of how well the experience answered their information problem, improved their productivity or the quality of their own output. User satisfaction may be affected by previous encounters with a library, current information use environment, the characteristics of the information product or service, or their current information gap. The characteristics of the products and services that may affect satisfaction are the level of customization, the subject matter, up to datedness, complexity, reliability, organization, language, and format.

Chavez and others (2005)\(^{39}\) conducted a user survey of PVCC Library students, faculty and staff to measure satisfaction with the library's collections, facilities, equipment, and the quality of service at the Circulation/Reserves Desk. The survey, which is part of the library, assessment plan was developed by a library intern from University of Arizona and PVCC library staff. Over a 3 week period, the survey was distributed in the library, in classrooms, and online through a link on the library's web page. 273 participants responded to the 9 item survey with representation
primarily from students. They found that that generally users of the Paradise Valley Community College Library were satisfied with the resources, facilities and circulation service and recommended to repeat survey in two years to compare satisfaction level of students.

Koovakki and Jaleja (2005) studied the satisfaction of the Carrier Seekers in the Resources and Services of Libraries in Kerala ascertained the level of satisfaction of career seekers in the resources and services of university, college and public libraries. Survey revealed that users using university libraries were most satisfied and using public libraries were least satisfied. A difference was also observed between the level of satisfaction of male and female users.

To ascertain the level of effectiveness of F.S. Idabacha Library, Uganneya and Idachaba (2005) conducted a survey of the students and teachers under name “Information System Effectiveness: A User’s Satisfaction Approach Study of Francis Sulemanu (F. S.) Idachaba Library, University of Agriculture, Makurdi, Benue State, Nigeria”. Circulation and Information Technology services were deficient. Frequency of use of library was low, which indicates that library did not meet information needs of users properly. Respondents suggested the introduction of new journals and the Internet service to improve the library system.

Wang Ming and Shieh-Chich-jen (2006) conducted a survey to reveal users’ perspectives on service quality. The results indicate that the overall service quality has a significantly positive effect on overall user satisfaction. The top five important service quality features ranked by users’ are: collection, loaning and returning services, overall atmosphere, electronic database system and online reservation and renewal. Su (2003) and Law et al. (2006) both concluded that user satisfaction is directly influenced by the amount of time required to find the information sought: the less time spent in searching, the greater the satisfaction.

Daisy (2006) stated the user community is the most important component of a library. Every information service exists for the sole aim of satisfying its users. How well this purpose is served is a measure of the effectiveness of that information service. To provide an efficient service, any library should identify the specific community which needs its services as different users need not only different services, but also services at different levels. This identification is essential for the systematic development of the collection and the planning of suitable services for the effective utilization of the collection.
Griffiths and Hartley (2007) surveyed the information retrieval and information system in an attempt to understand what constitutes user satisfaction and the factors that affect it. They found that user satisfaction is a measure that has been considered immensely in user-oriented system evaluation within both information retrieval and information system. According to their survey, they found that user satisfaction is influenced by factors including system output, user expectation and attitude, perceived ease of use and usefulness, system type and task difficulty.

While according to Maditinos and Theodoridis (2010) the customer satisfaction literature confirms that the most direct determinant of satisfaction is expectation, followed by perceived performance. The value percept theory views satisfaction as an emotional response triggered by a cognitive evaluative process. Satisfaction is a person's feelings of contentment or disappointment resulting from the comparison of a product's perceived performance in relation to his expectations.

Elaine and Irina (2010) stated that User satisfaction is one method of evaluating the effectiveness of library services. Receiving data from the user's point of view may provide insights for service providers and point to changes in the service to make it easier to use, more welcoming or otherwise enhance the user's experience. Thus, user satisfaction can be a key variable in assessing and evaluating library services.

Ming-der Wu and Shih-chuan Chen (2011) investigates the graduate students' usage of and attitudes towards e-books at National Taiwan University. A total of 20 graduate students from the fields of humanities, social sciences, science and technology, and medicine were interviewed. The results indicated that graduate students used e-books mainly for the purposes of study and research. Monographs were the type of e-book that students used most often, followed by textbooks and reference tools. While they appreciated the convenience of using e-books, students mentioned several limitations. They liked the keyword search function of e-books. Most of the time, graduate students browsed a few paragraphs or pages online and then printed out copies for further reading. They also borrowed the corresponding paper versions of the e-books from the library. Students preferred that university libraries supply both the electronic and paper versions. In certain aspects, students' use behaviour was found to vary among disciplines. This study highlights multiple aspects of graduate students' use behaviour with respect to e-books. The findings could be used to enhance e-book collection development in university libraries.
Islam and Zabed Ahmed (2011) studied on perceptions of ease-of-use and their satisfaction with University Library's online public access catalogue of Dhaka University students. A survey questionnaire was developed and used to collect data on students' demographics, online catalogue use and their perceptions of ease-of-use and satisfaction with OPAC. In order to analyze the influence of students' demographic and individual characteristics on their perceptions and satisfaction, Mann-Whitney and Kruskal-Wallis tests were carried out. The results showed that students are overwhelmingly satisfied with the DUL OPAC. Although there are some differences in students' perceptions of and satisfaction with the university OPAC, a formal task-based usability testing and adopting a user-centered design can ensure the usability of the OPAC in the future. The paper suggested some heuristic guidelines for designing interfaces for online catalogues.

Maria (2011) conducted a study on measuring user satisfaction with a library system according to ISO/IEC TR 9126. The primary objectives of this paper were to find out how task effectiveness, completion, efficiency and task time affect the general user satisfaction with a specific software product, and which factors, mentioned above, have the biggest effect on user satisfaction. The secondary goal of this examination was to try out how the metrics of ISO/IEC TR 9126-4 standard can be applied for measuring quality in use of the software product in a real library environment. This study introduces the results of research which focused on the measurement of user satisfaction using ISO/IEC TR 9126-4. Data of the examination was gained from the logfiles of Web OPAC used at the University and National Library of University of Debrecen. Based on this data the study was seeking the relation between quality of task solution with the software product and user satisfaction. To carry out the examinations the University and National Library of University of Debrecen permitted access of its Web OPAC with four unique URL numbers. In this way it was possible to separate the logfiles of participants in the examination from those of other library users and analyse each separately. Measuring users' effectiveness, completion and efficiency was based on the relevant metrics of ISO/IEC TR 9126-4- Quality in use metrics standard. The study measured the satisfaction after using the software with the questionnaire. The study could not assess every potential user satisfaction influential factor, but focused on gaining data from log-files, and converted them into metrics according to the ISO/IEC TR 9126-4 standard. Of the examined factors, the effectiveness of task solution had the greatest
influence on user satisfaction: among the four detailed factors effectiveness-satisfaction variables, it possessed the highest calculated correlation coefficient value. Another important statement of this study was that during the satisfaction examinations it was necessary to be attentive to the satisfaction structure of well definable user groups, who used library information systems, and who showed special features. Measuring user's effectiveness, completion and efficiency was based on the relevant metrics of ISO/IEC TR 9126-4- Quality in use metrics standard. Although there is much research calling for the importance of user satisfaction as criteria of information system evaluation (e.g. Gatian; 1994; Gluck, 1996)

Conclusion
The large number of studies over the past few decades, as reviewed in this report, shows that user information satisfaction remains an important topic in research studies despite somewhat contradictory results. User satisfaction has been recognized as an important measure of library performance. While user satisfaction is defined, in general, as the degree to which the library is able to meet the demands of the user, this concept has been measured and used in a variety of ways. This diversity indicates both the complexity of the construct and the lack of consensus among librarians concerning its measurement and use. Consequently, interpretation of the literature is open to question. User satisfaction is considered as a reliable criterion for determining library effectiveness. Therefore, in order to improve user satisfaction and their overall perception of library effectiveness, libraries should make concerted efforts to consider all possible factors associated with user satisfaction. The present study is an attempt in this direction to analyse, identify the problems of the users and suggest the ways and means to resolve them.
REFERENCES


