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Exploring the Users' Satisfaction with Library Resources and ICT-Based Services: A Case Study of Magadh University, Bodh Gaya, Bihar, India

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ABSTRACT

This study investigates user satisfaction with library resources and Information and Communication Technology (ICT) based services at Magadh University, Bodh Gaya, Bihar, India. The research employs survey research method, combining structured questionnaire to assess the effectiveness of library services and resources. A sample of 500 students and faculty members participated in the study. Results indicate a moderate level of satisfaction with traditional library resources but highlight significant gaps in ICT-based services. The study recommends strategic improvements in digital resources, ICT infrastructure, and user training to enhance overall user satisfaction and library effectiveness.

Introduction

In the rapidly evolving landscape of higher education, academic libraries play a crucial role in supporting learning, teaching, and research activities. The integration of Information and Communication Technology (ICT) in library services has transformed the way users access and utilize information resources (Dadzie, 2005). As libraries continue to adapt to technological advancements, it becomes increasingly important to assess user satisfaction with both traditional resources and ICT-based services.

Magadh University, located in Bodh Gaya, Bihar, India, is a prominent institution of higher learning with a diverse student and faculty population. The university library serves as a central hub for academic resources and information services. However, little research has been conducted to evaluate user satisfaction with the library's resources and ICT-based services in this specific context.

This study aims to fill this gap by exploring user satisfaction levels, identifying areas of strength and weakness, and

providing recommendations for improvement. The research focuses on the following objectives:

1. To assess user satisfaction with traditional library resources at Magadh University.
2. To evaluate user satisfaction with ICT-based library services.
3. To identify factors influencing user satisfaction with library resources and services.
4. To propose recommendations for enhancing library services based on user feedback.

By addressing these objectives, this study contributes to the body of knowledge on library user satisfaction in the context of Indian higher education institutions. The findings will be valuable for library administrators, policymakers,

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and researchers interested in improving library services and resources in similar settings.

Literature Review

The assessment of user satisfaction with library resources and services has been a subject of extensive research in library and information science. Several studies have explored various aspects of user satisfaction in academic libraries, focusing on both traditional resources and ICT-based services.

User Satisfaction with Traditional Library Resources

Traditional library resources, including print books, journals, and reference materials, continue to play a significant role in academic libraries. Mohindra and Kumar (2015) conducted a study on user satisfaction at A.C. Joshi Library, Panjab University, Chandigarh, and found that the majority of users were satisfied with the library's collection and services. However, they also identified areas for improvement, such as the need for more current publications and extended library hours.

Similarly, Saikia and Gohain (2013) investigated user satisfaction in academic libraries in Assam, India. Their study revealed that while users were generally satisfied with the library collection, there were concerns regarding the availability of multiple copies of textbooks and the currency of reference materials.

User Satisfaction with ICT-Based Library Services

The integration of ICT in library services has significantly

impacted user expectations and satisfaction levels. Ankrah and Atuase (2018) examined the use of electronic resources and their impact on academic performance in some selected universities in Ghana. They found that while students recognized the importance of electronic resources, factors such as slow internet connectivity and lack of information literacy skills hindered their effective use.

In the Indian context, Rani (2018) studied user satisfaction with digital library services in Maharashtra. The research highlighted the need for improved ICT infrastructure, user training programs, and a wider range of digital resources to enhance user satisfaction.

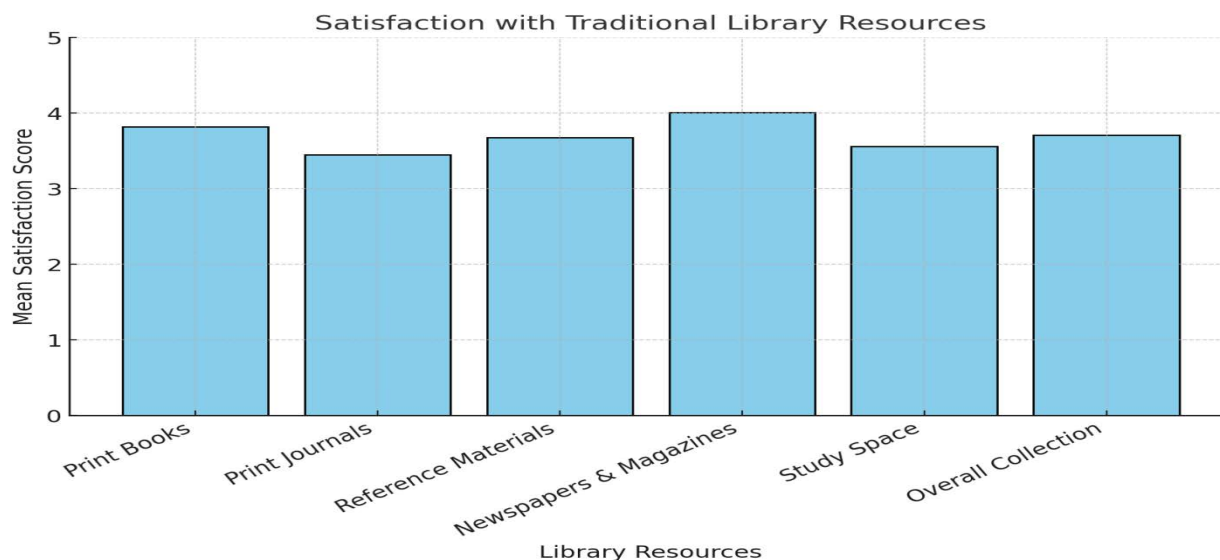
Factors Influencing User Satisfaction

Several factors have been identified as influencing user satisfaction with library resources and services. Kassim (2009) conducted a study on evaluating users' satisfaction with academic library performance and found that the quality of information resources, staff competence, and library environment were significant predictors of user satisfaction.

Adeniran (2011) investigated factors affecting user satisfaction at Redeemer's University Library in Nigeria. The study emphasized the importance of staff attitudes, currency of information resources, and the availability of ICT facilities in determining user satisfaction levels.

Gap in the Literature

While numerous studies have explored user satisfaction with library resources and services in various contexts, there is a notable gap in research specifically addressing the situation at Magadh University, Bodh Gaya. This study aims to bridge this gap by providing a comprehensive assessment of user satisfaction with both traditional resources and ICT-based services in this particular setting.



Methodology

This study employed survey research method, combining structured questionnaire research techniques to provide a comprehensive understanding of user satisfaction with library resources and ICT-based services at Magadh University.

Research Design

The research design incorporated a cross-sectional survey with a structured questionnaire. This approach allowed for the collection of broad quantitative data for this study.

Sample and Sampling Technique

The study population consisted of students and faculty members at Magadh University. A stratified random sampling technique was used to ensure representation from various departments and academic levels. The sample size was determined using Krejcie and Morgan's (1970) table, resulting in a total of 500 participants for the quantitative survey.

Data Collection Instruments

Quantitative Survey

A structured questionnaire was developed based on previous studies and adapted to the specific context of Magadh University. The questionnaire consisted of five sections:

1. Demographic information
2. Satisfaction with traditional library resources
3. Satisfaction with ICT-based library services
4. Factors influencing library usage
5. Open-ended questions for additional comments

The satisfaction items were measured using a 5-point Likert scale, ranging from 1 (Very Dissatisfied) to 5 (Very Satisfied).

Data Collection Procedure

The quantitative survey (structured questionnaire) was administered both online and in print format to maximize response rates. Online surveys were distributed via university email lists, Whatsapp group while print surveys were distributed in the library and various academic departments.

Data Analysis

Quantitative data were analyzed using SPSS (Statistical Package for Social Sciences) version 26. Descriptive statistics, including frequencies, percentages, means, and standard deviations, were calculated to summarize the data. Inferential statistics, such as t-tests and ANOVA, were used to examine relationships between variables.

Results and Discussion

Demographic Profile of Respondents

A total of 478 valid responses were received from the quantitative survey, representing a response rate of 95.6%. Table 1 presents the demographic profile of the survey respondents.

Table 1: Demographic Profile of Survey Respondents

Characteristic	Category	Frequency	Percentage
Gender	Male	263	55.0%
	Female	215	45.0%
Age	18-24	298	62.3%
	25-34	132	27.6%
	35-44	35	7.3%
	45 and above	13	2.7%
Academic Status	Undergraduate	285	59.6%
	Postgraduate	143	29.9%
	Research Scholar	32	6.7%
	Faculty	18	3.8%
Frequency of Library Visits	Daily	87	18.2%
	2-3 times a week	196	41.0%
	Once a week	132	27.6%
	2-3 times a month	45	9.4%
	Less than once a month	18	3.8%

The sample comprised a balanced representation of male (55.0%) and female (45.0%) respondents. The majority of participants were undergraduate students (59.6%), followed by postgraduate students (29.9%). Most respondents (59.2%) visited the library at least 2-3 times a week, indicating regular usage of library resources and services.

Satisfaction with Traditional Library Resources

Table 2 presents the mean satisfaction scores for traditional library resources.

Resource	Mean Satisfaction Score	Standard Deviation
Print Books	3.82	0.94
Print Journals	3.45	1.06
Reference Materials	3.68	0.88
Newspapers and Magazines	4.01	0.79
Study Space	3.56	1.12
Overall Collection	3.71	0.91

The results indicate a moderate to high level of satisfaction with traditional library resources. Newspapers and magazines received the highest satisfaction score ($M = 4.01$, $SD = 0.79$), followed by print books ($M = 3.82$, $SD = 0.94$). Print journals received the lowest satisfaction score ($M = 3.45$, $SD = 1.06$), suggesting an area for potential improvement.

Many participants expressed appreciation for the library's extensive book collection but noted concerns about the availability of multiple copies of popular textbooks. For example, one postgraduate student stated:

"The library has a good collection of books, but sometimes it's hard to find the specific textbook I need because all copies are already borrowed."

Satisfaction with ICT-Based Library Services

Table 3 presents the mean satisfaction scores for ICT-based library services.

Service	Mean Satisfaction Score	Standard Deviation
Online Catalog (OPAC)	3.12	1.18
E-books	2.87	1.24
E-journals	2.95	1.15
Online Databases	2.78	1.22
Library Website	3.23	1.09
Wi-Fi Access	2.56	1.31
Computer Workstations	2.89	1.20
Overall ICT-Based Services	2.91	1.14

The results reveal lower satisfaction levels with ICT-based services compared to traditional resources. Wi-Fi access received the lowest satisfaction score ($M = 2.56$, $SD = 1.31$), followed by online databases ($M = 2.78$, $SD = 1.22$). The library website received the highest satisfaction score among ICT-based services ($M = 3.23$, $SD = 1.09$), but this still indicates room for improvement.

Many participants reported issues with slow internet connectivity, limited access to online databases, and insufficient computer workstations. A research scholar commented:

"The library has some good online resources, but the slow internet makes it frustrating to use them effectively. We need better Wi-Fi and more computers."

Factors Influencing User Satisfaction

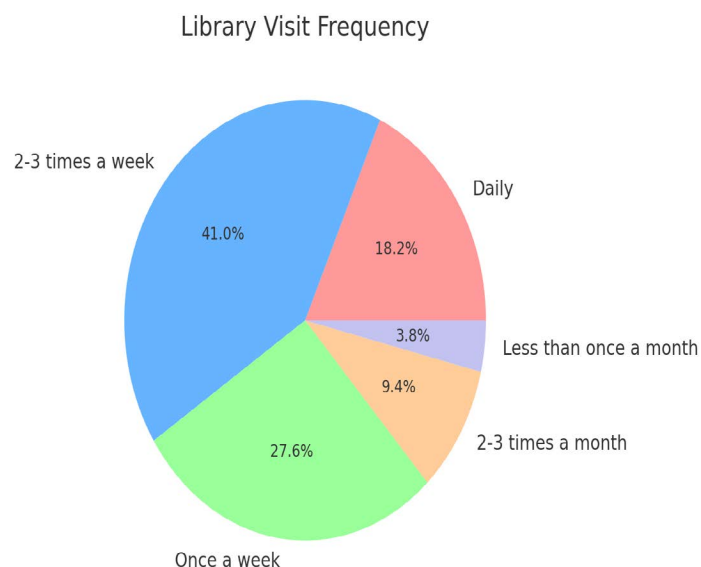
To identify factors influencing user satisfaction, a multiple regression analysis was conducted. The dependent variable was overall satisfaction with library services, while the independent variables included various aspects of library resources and services. Table 4 presents the results of the regression analysis.

Table 4: Multiple Regression Analysis of Factors Influencing User Satisfaction

Factor	Beta Coefficient	t-value	p-value
Quality of Print Collection	0.286	5.734	0.000
Availability of E-resources	0.241	4.892	0.000
ICT Infrastructure	0.195	3.876	0.000
Staff Competence and Support	0.178	3.542	0.001
Library Environment	0.152	3.104	0.002
User Training and Orientation	0.134	2.687	0.008

$R^2 = 0.583$, Adjusted $R^2 = 0.576$, $F = 78.924$, $p < 0.001$

The regression model explained 58.3% of the variance in overall user satisfaction ($R^2 = 0.583$, $F = 78.924$, $p < 0.001$). The quality of the print collection emerged as the strongest predictor of user satisfaction ($\beta = 0.286$, $p < 0.001$), followed by the availability of e-resources ($\beta = 0.241$, $p < 0.001$) and ICT infrastructure ($\beta = 0.195$, $p < 0.001$).



Conclusion and Recommendations

This study provides valuable insights into user satisfaction with library resources and ICT-based services at Magadh University, Bodh Gaya. The findings reveal moderate satisfaction with traditional library resources but highlight significant gaps in ICT-based services. Based on these results, the following recommendations are proposed:

1. **Enhance the digital collection:** Invest in expanding the e-book and e-journal collection, focusing on subject areas with high demand.
2. **Improve ICT infrastructure:** Upgrade Wi-Fi connectivity and increase the number of computer workstations to better support digital resource usage.
3. **Develop user training programs:** Implement regular information literacy workshops to enhance users' skills in accessing and utilizing both traditional and digital resources.
4. **Upgrade the library website:** Improve the user interface and functionality of the library website to facilitate easier access to online resources and services.
5. **Increase availability of print resources:** Address the shortage of multiple copies of popular textbooks by implementing a more efficient resource allocation

system.

6. **Enhance staff training:** Provide ongoing professional development opportunities for library staff to improve their ICT skills and ability to assist users with digital resources.
7. **Conduct regular user surveys:** Implement a system for ongoing assessment of user satisfaction to identify and address emerging needs and challenges.

These recommendations aim to address the identified gaps in user satisfaction and enhance the overall effectiveness of library resources and services at Magadh University. Future research could explore the impact of implementing these recommendations on user satisfaction and academic outcomes.

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