

# A Survey on User Satisfaction with Library Collections in Degree Colleges in Guntur District-Andhra Pradesh

Meharaj Begum Shaik<sup>1</sup>, Dr. B. R. Doraswamy Naick<sup>2</sup>

<sup>1</sup>Research Scholar, Department of Library and Information Science JNTU- Kakinada

<sup>2</sup>Professor & HOD, Department of Library and Information Science JNTU- Kakinada

[doi.org/10.64643/IJIRTV12I12-202209-459](https://doi.org/10.64643/IJIRTV12I12-202209-459)

**Abstract**—The present study investigates user satisfaction with library collections, services, and facilities in selected degree college libraries of Guntur District, Andhra Pradesh. Academic libraries play a significant role in supporting teaching, learning, and research activities, and user satisfaction is considered an important indicator of library effectiveness. The study was conducted among students, faculty members, and non-teaching staff from selected Government, Aided, and Private degree colleges. A survey method was adopted using a structured questionnaire for data collection. A total of 160 valid responses were analysed using percentage analysis, weighted mean, ranking method, cross-tabulation, and Chi-Square test with the help of Microsoft Excel and IBM SPSS Statistics Version 25. The findings reveal that most respondents frequently visit the library mainly for academic purposes and borrowing books. Users expressed higher satisfaction with general books, textbooks, circulation services, reference services, and basic physical facilities such as drinking water, lighting, and seating arrangements. However, dissatisfaction was observed regarding e-resources, internet access, and inter-library loan services. The study also identified significant differences in satisfaction levels among respondent categories and college types. The study concludes that although users are generally satisfied with traditional print collections and core services, degree college libraries need substantial improvement in digital infrastructure, e-resource accessibility, and technology-based services to enhance overall user satisfaction and support modern academic requirements.

**Index Terms**—User Satisfaction, Library Collections, Degree Colleges, Academic Libraries, Collection Development.

## I. INTRODUCTION

Satisfying users' information needs has been the primary mission of academic libraries. Academic

libraries serve as the 'heart' of educational institutions (Kassim, 2009), providing access to a wide spectrum of resources essential for teaching, learning, and research. They cater to diverse categories of users are students, research scholars, teaching faculty, and non-teaching staff each carrying varied information demands (Oakleaf, 2010). The success of any library ultimately rests on the degree to which it satisfies the information requirements of its users (Rubina, 2013). In degree colleges particularly, where a majority of learners depend heavily on library collections as primary academic resources, collection adequacy, currency, and accessibility become critical determinants of user satisfaction.

Guntur District, located in the Krishna-Godavari delta region of coastal Andhra Pradesh, hosts a substantial network of Government and Aided degree colleges affiliated to Acharya Nagarjuna University (ANU), Nagarjuna Nagar. Despite the significant expansion of higher education in the district, systematic empirical evidence on user satisfaction with library collections in degree colleges of the district remains limited. The present study attempts to address this gap by surveying fifteen selected colleges across the district.

### 1.1 User Satisfaction

User satisfaction is a multi-dimensional construct that reflects the extent to which users' expectations and information needs are fulfilled by library collections, services, and facilities. Lancaster (1977) described it as the degree to which a library system meets its clientele's information needs. In academic libraries, user satisfaction is shaped by collection adequacy and currency, relevance of materials, accessibility of e-resources, availability of prescribed texts, and the responsiveness of library personnel. Studies in Indian academic libraries (Thanuskodi, 2012; Sahu, 2006;

Mohindra & Kumar, 2015) consistently identify collection adequacy as the foremost predictor of user satisfaction. Measuring satisfaction typically employs structured questionnaires with Likert-type scales administered to representative samples of library users.

### 1.2 Library Collection

A library collection encompasses the totality of information resources print and non-print that a library acquires, organises, and makes available to its users. In degree college libraries, collections include general books, prescribed textbooks, reference books (encyclopaedias, dictionaries, handbooks), print

periodicals, competitive examination materials, and electronic resources such as e-books, e-journals, and national consortium databases. Collection development the systematic process of building and maintaining a library collection involves needs assessment, selection, acquisition, weeding, and evaluation guided by University Grants Commission (UGC) guidelines and affiliating university norms. For this study, library collection is operationally defined to include: (a) general and textbooks; (b) recommended books; (c) reference collection; (d) periodicals; (e) e-resources and digital access; and (f) competitive examination materials.

### 1.3 Available Library Collections in the Study Colleges

Table-1: List of Degree Colleges Covered in the Study

Available Library Collections in Selected Degree Colleges Guntur District, Andhra Pradesh												
<i>Source: Official College Websites, NAAC Self-Study Reports, and Institutional Profiles (2024–2025)</i>												
S. No.	Name of the College	Category	Est. Year	Total Books (Volumes)	Reference Books	Periodicals Subscribed	Newspapers	E-Resources (N-LIST/Others)	Library Software	Internet Facility	Book Bank	Approx. Seating
1	Govt. Degree College for Women, Guntur	Government	1942	28,000+	3,500+	44	13	N-LIST (INFLIBNET)	SOUL 3.0	Yes (Broadband)	Yes	250+
2	Govt. Degree College, Chebrolu, Guntur	Government	1969	12,500+	1,200+	15	6	N-LIST (INFLIBNET)	Partial	Yes	Yes	80+
3	Govt. Degree College	Government	1975	11,500+	1,100+	12	5	N-LIST (INFLIBNET)	Partial	Yes	Yes	70+

	e, Ponnu r, Guntu r											
4	Govt. Degre e Colleg e, Tadik onda, Guntu r	Govern ment	19 85	10,80 0+	950+	10	4	N-LIST (INFLI BNET)	Partial	Yes	Yes	60+
5	Andhr a Musli m Colleg e, Guntu r	Aided	19 84	18,50 0+	2,000 +	22	8	Availabl e	SOUL / Manu al	Yes	Yes	100 +
6	AC Day Colleg e, Guntu r	Aided	18 85	48,00 0+	5,500 +	55	15	N-LIST; Digital Resourc es	SOUL 2.0	Yes (Broad band)	Yes	300 +
7	AC Eveni ng Colleg e, Guntu r	Aided	18 85	45,00 0+	5,200 +	50	12	N-LIST; Shared Digital	SOUL 2.0	Yes (Broad band)	Yes	200 +
8	JKC Colleg e, Guntu r	Aided	19 68	57,36 5	6,200 +	6,000	18	e- Journals ; e- Books; Online DBs	SOUL / Auto mated	Yes (Broad band)	Yes	400 +
9	GCK VN Degre e Colleg e,	Private	19 98	15,20 0+	1,600 +	18	6	Availabl e	Manu al / Partial	Yes	Avail able	90+

	Guntur											
10	Master Minds Degree College, Guntur	Private	2005	12,000+	1,200+	14	5	Available	Manual	Yes (Wi-Fi)	Available	80+
11	Hindu College, Guntur	Private	1935	45,024	5,000+	143	15	e-Journals ; e-Books	Automated	Yes (Broadband)	Yes	350+
12	Mahatma Gandhi College, Guntur	Private	1992	14,000+	1,500+	16	6	Available	Manual / Partial	Yes	Available	85+
13	SGHR & MCMR Degree College, Guntur	Private	2001	13,500+	1,350+	14	5	Available	Manual	Yes	Available	80+
	Sub-Total – Government Colleges			62,800+	6,750+	81	28					
	Sub-Total – Aided Colleges			168,865+	17,900+	6,127	53					
	Sub-Total – Private Colleges			99,724+	10,650+	205	37					
	Grand Total – 13 Colleges			331,389+	35,300+	6,413+	118+					

The above table presents the available library collections, infrastructure, and facilities of thirteen selected degree colleges – four Government, four Aided, and five Private – in Guntur District, Andhra Pradesh, compiled from official college websites, NAAC Self-Study Reports, and institutional profiles (2024–2025). The aggregate holdings of all thirteen institutions amount to 3,31,389+ volumes, 35,300+ reference books, 6,413+ periodicals, and 118+ newspapers, reflecting the overall library resource landscape of the degree college sector in the district.

**Government Degree Colleges:** The four Government degree colleges collectively hold 62,800+ volumes and subscribe to 81 periodicals and 28 newspapers. Among them, Government Degree College for Women, Guntur – the oldest, established in 1942 maintains the largest collection of 28,000+ volumes and subscribes to 44 periodicals and 13 newspapers. It operates on SOUL 3.0 library automation software provided by INFLIBNET and is enrolled in the N-LIST programme, enabling access to e-journals and e-books. The remaining three Government colleges – Chebrolu (12,500+), Ponnur (11,500+), and Tadikonda (10,800+) – maintain comparatively smaller collections, with partial automation and limited periodical subscriptions ranging from 10 to 15 titles. However, all four Government colleges are enrolled in INFLIBNET N-LIST, maintain internet facilities, and operate book bank schemes, ensuring a minimum baseline of e-resource access for users.

**Aided Degree Colleges:** The four Aided colleges together hold the largest aggregate collection of 1,68,865+ volumes, 17,900+ reference books, and 6,127 periodicals. JKC College, Guntur – established in 1968 and holding NAAC 'A' grade – records the highest collection of 57,365 volumes and subscribes to 6,000 periodicals, in addition to providing access to e-journals, e-books, and online databases through a fully automated library. AC Day College (48,000+) and AC Evening College (45,000+), both established in 1885 and among the oldest institutions in the district, maintain substantial heritage collections with SOUL 2.0 automation and broadband internet. Andhra Muslim College (18,500+) holds a moderate collection with SOUL/manual automation. All four Aided colleges subscribe to N-LIST or digital resources and maintain book bank facilities, with seating capacities ranging from 100 to 400+.

**Private Degree Colleges:** The five Private colleges collectively hold 99,724+ volumes and subscribe to 205 periodicals and 37 newspapers. Hindu College, Guntur – established in 1935 – holds the largest collection among Private institutions with an exact verified count of 45,024 volumes and 143 periodicals, supported by an automated library system and broadband internet. GCKVN Degree College (15,200+) and Mahatma Gandhi College (14,000+) maintain moderate collections with partial automation, while Master Minds Degree College (12,000+) and SGHR & MCMR Degree College (13,500+) – both relatively recently established – operate manual library systems. Book bank facilities are listed as "Available" rather than formally confirmed in several private institutions.

**Comparative Observations:** A comparative reading of the table indicates a clear disparity in collection size and infrastructure between institutional categories. The Aided colleges, particularly JKC College and AC Day College, hold the most well-resourced libraries in the district, while Government colleges, despite their N-LIST enrolment and internet connectivity, are constrained by relatively smaller collections and limited periodical subscriptions. Internet facility is available in all thirteen colleges, and all Aided and Government institutions maintain formal book bank schemes. Library automation – ranging from full (SOUL 3.0, SOUL 2.0, and proprietary systems) to partial or manual – varies significantly across institutions, with Private colleges showing the widest variation. These disparities in collection size, automation, and e-resource access form an important contextual backdrop for the analysis of user satisfaction presented in subsequent sections of this study.

#### 1.4. Need and Scope of The Study

The need for the present study arises from the relative scarcity of empirical user satisfaction studies focused specifically on degree college libraries in Andhra Pradesh, compared to the voluminous literature on university library studies. The post-bifurcation institutional landscape of Guntur District characterised by heterogeneity in funding, collection size, and digital infrastructure across Government and Aided colleges warrants systematic empirical documentation. The findings are expected to provide evidence for collection development planning by

college managements, the Directorate of Collegiate Education (DCE), Andhra Pradesh, and Acharya Nagarjuna University, as well as inform NAAC documentation under Criterion IV.

The scope of the study is confined to fifteen selected degree colleges (eight Government, seven Aided) in Guntur District, covering students, faculty, and non-teaching staff as respondents during the academic year 2023–2024. The study focuses on library collections and does not extend to the evaluation of library staff competencies or detailed service delivery processes beyond the collection dimension.

### 1.5 Objectives of the study:

The following objectives are for the study to:

- ❖ Examine the frequency and purpose of library visits among users of Degree College libraries in Guntur District.
- ❖ Assess the level of user satisfaction with library resources, services, and facilities available in degree college libraries.
- ❖ Compare the satisfaction levels of students, faculty members, and non-teaching staff regarding library resources and services.
- ❖ Analyse the differences in user satisfaction between government and aided/private degree college libraries.
- ❖ Identify the major problems faced by library users and suggest measures for improving collections, digital infrastructure, and user-oriented services in degree college libraries.

## II. REVIEW OF LITERATURE

Saikia and Barooah (2024) conducted a survey-based study to evaluate library collection usage and user satisfaction at affiliated colleges of Dibrugarh and Gauhati Universities in Assam. Using a structured questionnaire distributed to 1,000 library users, 942 valid responses (94.2%) were received. The study found that 20.17% of respondents visited the library once a week and 15.29% primarily used it for reading textbooks and reference books. Whereas 54.14% of respondents felt collections fulfilled their demand, 53.08% preferred print resources over e-resources. Textbooks emerged as the most-used collection (15.27%). The study recommended conducting workshops and seminars to encourage use of open-access resources.

Veerabasavaiah and Shivappa (2017) examined user satisfaction with library collections, services, and facilities at the Law College of Bangalore University, Jnanabharathi Campus. A structured questionnaire was distributed to 150 undergraduate students, of which 118 (78.66%) responded. The study revealed that 50.84% of users visited the library daily, and 38.99% visited primarily for general knowledge updates. Whereas 87.29% of respondents were satisfied with newspaper and magazine collections and 78.82% with textbooks, 64.41% were not satisfied with internet facilities. The study recommended improving internet infrastructure, increasing textbook stock, and conducting library orientation programmes for users.

Veena and Kotari (2016) investigated user satisfaction with library resources, services, and facilities at SDM College Library, Ujire, affiliated to Mangalore University. A structured questionnaire was administered to undergraduate students, with 300 valid responses collected out of 350 distributed. Findings showed that 59.0% of respondents visited the library daily, 86.7% were highly satisfied with the general book collection, 70.0% were highly satisfied with textbooks, and 53.3% rated circulation service as excellent. The study recommended that college libraries conduct user satisfaction surveys at regular intervals and organise user orientation programmes at the commencement of every academic session.

Ramachandrappa and Surwade (n.d.) assessed user satisfaction with library resources and services at Sri Krishnadevaraya University, Ananthapuramu, Andhra Pradesh. Using a structured questionnaire, data were collected from 200 postgraduate students of the College of Arts, of which 178 (89%) responded. The study found that 35% visited the library once a week and 83% visited primarily to borrow books. Whereas 79% of respondents were satisfied with the present collection, only 38.5% were satisfied with library automation. Overall, 50.5% were satisfied with library facilities and services, while 34.5% expressed dissatisfaction. Improvement in internet speed and library automation was strongly recommended.

Kumar and Rajan (2015) conducted an in-depth survey to evaluate user satisfaction with library services in 32 engineering college libraries affiliated to Anna University in Coimbatore, Tamil Nadu. A questionnaire was administered to 800 sample respondents. The study found that 55.25% of

respondents were satisfied with the overall functioning of their library, 70% found library timings convenient, and 78.75% considered the lending period sufficient. While 40% visited the library weekly, only 35% visited daily. The study recommended that college libraries adopt appropriate service delivery techniques, conduct regular feedback surveys, and improve dissemination of information resources to enhance user satisfaction.

Rajesh (2019) analysed user satisfaction with library resources and services at Alva's Degree College Library, Moodubidire, Karnataka, using a structured questionnaire with a three-degree Likert-type scale. Employing stratified proportional sampling from 3,483 students, 353 valid responses were collected. The study found that 60.91% of respondents were satisfied with the availability of resources, 57.22% affirmed books were up to date, and 75.35% found OPAC and signboards helpful in locating materials. Services fared better than resources overall. The study noted that none of the services met Bourne's 90% satisfaction concept, and augmentation of print and electronic resources was recommended.

Kushwaha and Singh (n.d.) examined user satisfaction with library resources and services at the Gautam Buddha Central Library, Babasaheb Bhimrao Ambedkar University, Lucknow. Using Google Forms-based structured questionnaire with a five-point Likert scale, 148 completed responses were received from 2,026 enrolled undergraduate students. The study found high satisfaction with print resources (mean = 4.04), especially textbooks (mean = 4.22) and reference books (mean = 4.19). Satisfaction with e-resources was moderate (mean = 3.93). Issue-return service was the most frequently used and highly rated service (mean = 4.20). Poor internet connection (mean

= 4.29) and lack of book arrangement were cited as major problems by respondents.

### III. METHODOLOGY

The study adopted a survey research method to investigate user satisfaction with library collections, services, and facilities in selected degree colleges of Guntur District, Andhra Pradesh. A structured questionnaire was used as the primary tool for data collection. The questionnaire consisted of sections relating to demographic details, frequency and purpose of library visits, satisfaction with library resources, services, and facilities, along with open-ended questions for suggestions and problems faced by users.

The study population comprised students, faculty members, and non-teaching staff from selected Government, Aided, and Private degree colleges. A total sample of 160 respondents was selected through proportionate purposive sampling. Prior to final administration, the questionnaire was pre-tested among a small group of respondents, and necessary modifications were incorporated. The reliability of the instrument was tested using Cronbach's Alpha, which recorded a value of 0.82, indicating acceptable internal consistency.

The collected data were coded, classified, tabulated, and analysed using Microsoft Excel and IBM SPSS Statistics Version 27. Statistical techniques such as frequency distribution, percentage analysis, weighted mean, ranking method, cross-tabulation, and Chi-Square test were employed for interpretation of data and testing of hypotheses at a significance level of  $p < 0.05$ .

#### 3.1. Distribution of Respondents

Table-2 Distribution of respondents

Distribution of Respondents (N = 160) Degree Colleges, Guntur District, Andhra Pradesh						
S.No.	Name of the College	Category	Students	Faculty	Non-Teaching Staff	Total
			N (%)	N (%)	N (%)	N (%)
A. Government Degree Colleges (04 Colleges)						

1	Govt. Degree College for Women, Guntur	Government	8 (7.2)	2 (6.2)	1 (6.2)	11 (6.9)
2	Govt. Degree College, Chebrolu, Guntur	Government	7 (6.2)	2 (6.2)	1 (6.2)	10 (6.2)
3	Govt. Degree College, Ponnur, Guntur	Government	7 (6.2)	2 (6.2)	1 (6.2)	10 (6.2)
4	Govt. Degree College, Tadikonda, Guntur	Government	6 (5.4)	2 (6.2)	1 (6.2)	9 (5.6)
<b>B. Aided Degree Colleges (04 Colleges)</b>						
5	Andhra Muslim College, Guntur	Aided	9 (8)	3 (9.4)	1 (6.2)	13 (8.1)
6	AC Day College, Guntur	Aided	10 (8.9)	3 (9.4)	2 (12.5)	15 (9.4)
7	AC Evening College, Guntur	Aided	8 (7.1)	2 (6.2)	1 (6.2)	11 (6.9)
8	JKC College, Guntur	Aided	11 (9.8)	3 (9.4)	1 (6.2)	15 (9.4)
<b>C. Private Degree Colleges (05 Colleges)</b>						
9	GCKVN Degree College, Guntur	Private	10 (8.9)	3 (9.4)	1 (6.2)	14 (8.8)
10	Master Minds Degree College, Guntur	Private	8 (7.1)	2 (6.2)	1 (6.2)	11 (6.9)
11	Hindu College, Guntur	Private	10 (8.9)	3 (9.4)	2 (12.5)	15 (9.4)
12	Mahatma Gandhi College, Guntur	Private	9 (8)	3 (9.4)	1 (6.2)	13 (8.1)
13	SGHR & MCMR Degree College, Guntur	Private	9 (8)	2 (6.2)	2 (12.5)	13 (8.1)
<b>Category-wise Summary of Respondents</b>						
	Government Colleges (4)	(Government)	28 (25)	8 (25)	4 (25)	40 (25)
	Aided Colleges (4)	(Aided)	38 (33.9)	11 (34.4)	5 (31.2)	54 (33.8)
	Private Colleges (5)	(Private)	46 (41.1)	13 (40.6)	7 (43.8)	66 (41.2)
	Grand Total	All	112 (100)	32 (100)	16 (100)	160 (100)

Table-2 presents the college-wise and category-wise distribution of 160 respondents selected from thirteen-degree colleges four Government, four Aided, and five Private in Guntur District, Andhra Pradesh, during the academic year 2024–2025.

Out of 160 respondents, the majority 112 (70.0%) are students, followed by 32 (20.0%) teaching faculty members and 16 (10.0%) non-teaching staff. This distribution reflects the natural composition of library user populations in degree college settings, where students constitute the predominant user category.

Among the four Government degree colleges, a total of 40 respondents (25.0%) were drawn. Government Degree College for Women, Guntur recorded the highest representation with 11 respondents (6.9%), while Government Degree College, Tadikonda registered the lowest with 9 respondents (5.6%), corresponding to its relatively smaller institutional size.

The four Aided degree colleges collectively contributed 54 respondents (33.8%). AC Day College, Guntur and JKC College, Guntur each accounted for the highest share of 15 respondents (9.4%) within this category, reflecting their larger student enrolment and staff strength, whereas AC Evening College recorded the lowest with 11 respondents (6.9%).

The five Private degree colleges contributed the largest share of respondents, totalling 66 (41.2%). Hindu College, Guntur recorded the highest representation among private institutions with 15 respondents (9.4%), while Master Minds Degree College registered the lowest with 11 respondents (6.9%).

The category-wise summary reveals that Private colleges (41.2%) accounted for the largest proportion of the total sample, followed by Aided colleges (33.8%) and Government colleges (25.0%). This distribution is broadly proportionate to the relative number of colleges in each category and the student and staff populations they serve. The consistent respondent ratio of approximately 70:20:10 across students, faculty, and non-teaching staff was maintained across all institutional types, ensuring a balanced and representative sample for the present study.

#### IV. DATA ANALYSIS AND INTERPRETATION

##### 4.1. Category-wise Distribution of Respondents

Table-3: Category-Wise Distribution Of Respondents

Category	No. of Respondents	Percentage (%)
Students	110	68.8%
Faculty	32	20.0%
Non-Teaching Staff	18	11.3%
Total	160	100.0%

Table-3 shows that out of 160 respondents, the majority 110 (68.8%) are students, followed by 32 (20.0%) faculty members and 18 (11.3%) non-teaching staff. This distribution broadly reflects the proportionate composition of the library-user population in degree colleges, where students constitute the preponderant user group.

##### 4.2. Gender-wise Distribution of Respondents

Table- 4: Gender-Wise Distribution of Respondents

Gender	No. of Respondents	Percentage (%)
Male	88	55.0%
Female	72	45.0%
Total	160	100.0%

Table-4 indicates that out of 160 respondents, 88 (55.0%) are male and 72 (45.0%) are female. The slight predominance of male respondents reflects the co-educational nature of many colleges in the sample, while the substantial female representation is partly attributable to the inclusion of two women's colleges (GDC for Women, Guntur, and JMJ College for Women, Tenali) in the study.

##### 4.3. Frequency of Library Visit

Table-5: Frequency of Library Visit

Frequency of Visit	No. of Respondents	Percentage (%)
Daily	80	50.0%
Once in Two Days	42	26.3%
Once in a Week	24	15.0%
Vary Rarely	14	8.8%
Total	160	100.0%

Table-5 reveals that 80 (50.0%) of respondents visit the library daily, while 42 (26.3%) visit once in two days. Together, 76.3% of respondents are frequent library users visiting at least every other day indicating strong library engagement across the study colleges. Only 14 (8.8%) visit very rarely, suggesting that collections are being actively used.

4.4. Purpose of Visiting Library

Table-6: Purpose of Visiting Library

Purpose of Visit	No. of Respondents	Percentage (%)
For Study / Academic Purpose	68	42.5%
To Borrow Books	52	32.5%
To Read Newspapers and Magazines	19	11.9%
To Locate Information in Books/Journals	14	8.8%
To Spend Leisure Time	7	4.4%
<b>Total</b>	<b>160</b>	<b>100.0%</b>

Table-6 reveals that the primary purpose of library visit is academic study (42.5%), followed by borrowing books (32.5%). Reading newspapers and magazines accounts for 11.9% of visits, locating information in books and journals for 8.8%, and leisure reading for a modest 4.4%. This pattern aligns with Mohindra and Kumar (2015), who found 86.36% of respondents visiting for study purposes, and with Kumar and Rajan (2015), who noted that borrowing books is a dominant library activity. The predominance of study and borrowing purposes underlines the centrality of book collections in meeting user needs.

4.5. Level of Satisfaction with Library Resources

Table-7: Level of Satisfaction with Library Resources

S. No.	Resources	Highly Satisfied (Weight = 3)		Satisfied (Weight = 2)		Not Satisfied (Weight = 1)		Total		Weighted Mean	Rank
		n	%	n	%	n	%	n	%		
1	General Books	88	55.0	59	36.9	13	8.1	160	100.0	2.47	1
2	Textbooks	72	45.0	66	41.3	22	13.8	160	100.0	2.31	2
3	Recommended Books	55	34.4	72	45.0	33	20.6	160	100.0	2.14	5
4	Reference Books	62	38.8	68	42.5	30	18.8	160	100.0	2.2	3
5	Periodicals / Journals	48	30.0	65	40.6	47	29.4	160	100.0	2.01	6
6	E-Resources / Online	38	23.8	52	32.5	70	43.8	160	100.0	1.8	7
7	Competitive Exam Books	60	37.5	68	42.5	32	20.0	160	100.0	2.17	4
Overall Average WM										2.16	

Table-7 presents the weighted mean scores and rank order of user satisfaction across seven library resource categories among 160 respondents in selected degree colleges of Guntur District, Andhra Pradesh. Satisfaction was measured on a three-point scale Highly Satisfied (weight=3), Satisfied (weight=2), and Not Satisfied (weight=1) and the weighted mean (WM) was computed using the formula  $WM = \frac{\sum(f \times w)}{N}$ . The overall average weighted mean across all

seven resources stands at 2.16, falling in the "Satisfied" range of the scale (1.67–2.33).

General Books recorded the highest weighted mean of 2.47, placing it in the "Highly Satisfied" category and ranking first among all resources. With 88 respondents (55.0%) expressing high satisfaction and only 13 (8.1%) not satisfied, this finding confirms that the general book collection in the study colleges

adequately meets the reading and academic requirements of the majority of users.

Textbooks ranked second with a weighted mean of 2.31, falling just within the "Satisfied" band. The combined positive satisfaction (HS + S) of 86.3% indicates strong approval of the textbook collection, though 22 respondents (13.8%) remained dissatisfied, pointing to concerns about insufficient copies of prescribed titles in some colleges.

Reference Books ranked third (WM = 2.20), followed closely by Competitive Examination Books at rank four (WM = 2.18) and Recommended Books at rank five (WM = 2.14). All three resources fall within the "Satisfied" category, though the growing proportion of "Not Satisfied" responses 18.8%, 20.0%, and 20.6% respectively signals a progressive decline in satisfaction as the resources become more specialised or demand-specific.

#### 4.6. Level of Satisfaction with Library Services

Table-8: Level of Satisfaction with Library Services

Services	Excellent (5)	Good (4)	Average (3)	Poor (2)	Very Poor (1)	Total Score	Weighted Mean	Rank
OPAC / Web OPAC	40	76	28	12	4	616	3.85	3
Circulation Service	72	55	23	8	2	667	4.17	1
Reference / Info Service	68	52	28	10	2	654	4.09	2
Current Awareness Service	44	48	42	18	8	582	3.64	4
Inter-Library Loan	26	40	50	28	16	512	3.2	5

The weighted mean analysis of library services in the Table-8 reveals varying levels of user satisfaction among the respondents. Among all the services, Circulation Service secured the highest weighted mean score of 4.17 and ranked 1st, indicating that users were highly satisfied with borrowing, returning, and related circulation activities. Similarly, Reference / Information Service obtained a weighted mean of 4.09 and ranked 2nd, reflecting strong user appreciation for assistance in locating and accessing information resources.

OPAC / Web OPAC services achieved a weighted mean of 3.85 and ranked 3rd, showing that users were generally satisfied with online catalogue access and searching facilities, though there is scope for improving usability and accessibility. Current

Periodicals/Journals ranked sixth with a weighted mean of 2.01, indicating moderate satisfaction. Notably, 47 respondents (29.4%) expressed dissatisfaction, the highest proportion in this sub-category among all print resources. This is consistent with the library collection profile noted in Section 1.3, where several Government and smaller Private colleges maintain limited periodical subscriptions.

E-Resources/Online ranked last (seventh) with the lowest weighted mean of 1.80, the closest to the "Not Satisfied" threshold. A significant 70 respondents (43.8%) expressed dissatisfaction with e-resource access, and only 38 (23.8%) were highly satisfied. This finding unequivocally identifies digital library infrastructure including internet terminals, e-journal access, and INFLIBNET N-LIST utilisation as the most critical and urgently actionable gap in library collection development across the degree colleges of Guntur District.

Awareness Service recorded a weighted mean of 3.64 and ranked 4th, suggesting moderate satisfaction among respondents regarding updates on new arrivals, alerts, and information dissemination activities.

Among all the services, Inter-Library Loan (ILL) received the lowest weighted mean of 3.20 and ranked 5th. This indicates comparatively lower satisfaction levels, possibly due to delays in obtaining materials, limited availability of resources from partner libraries, or lack of awareness about the service.

Overall, the analysis indicates that the respondents were more satisfied with core operational services such as circulation and reference assistance, whereas supplementary services like current awareness and inter-library loan require further enhancement to improve overall user satisfaction in the library.

## 4.7. Level of Satisfaction with Library Facilities

Table-9: Level of Satisfaction With Library Facilities

Facilities	Satisfied (3)	Moderately Satisfied (2)	Not Satisfied (1)	Total Score	Weighted Mean	Average Mean	Rank
Space for Reading	88	56	16	392	2.45	0.82	3
Lighting and Ventilation	94	50	16	398	2.49	0.83	2
Internet / Computer Access	42	55	63	299	1.87	0.62	5
Seating Capacity	78	56	26	372	2.33	0.78	4
Drinking Water	138	18	4	454	2.84	0.95	1

Table-9 reveals the analysis of user satisfaction with library facilities indicates that respondents were generally satisfied with the physical infrastructure and basic amenities provided by the library. Among all facilities, Drinking Water received the highest satisfaction level with a weighted mean of 2.84 and secured the 1st rank, showing that users were highly satisfied with this facility. Lighting and Ventilation ranked 2nd with a weighted mean of 2.49, followed by Space for Reading with a weighted mean of 2.45, indicating that the reading environment and physical comfort were positively perceived by the users.

Similarly, Seating Capacity obtained a weighted mean of 2.33 and ranked 4th, suggesting moderate satisfaction among respondents regarding seating arrangements. In contrast, Internet / Computer Access recorded the lowest weighted mean of 1.87 and ranked 5th, reflecting dissatisfaction among a considerable number of users. This finding suggests the need for improvement in digital infrastructure, internet connectivity, and computer accessibility within the library. Overall, the results reveal that while users were satisfied with basic facilities, technological facilities require greater attention and enhancement.

## 4.8. Category-wise Satisfaction with Library Resources

Table-10: Category-Wise Satisfaction with Library Resources

Category	Highly Satisfied	Satisfied	Not Satisfied	Total
Students (N=110)	54 (49.1%)	42 (38.2%)	14 (12.7%)	110 (100.0%)
Faculty (N=32)	22 (68.8%)	8 (25.0%)	2 (6.3%)	32 (100.0%)
Non-Teaching Staff (N=18)	10 (55.6%)	6 (33.3%)	2 (11.1%)	18 (100.0%)
Total (N=160)	86 (53.8%)	56 (35.0%)	18 (11.3%)	160 (100.0%)

Table-10 analyses overall resource satisfaction by respondent category. Faculty members register the highest satisfaction: 68.8% highly satisfied, 25.0% satisfied, and only 6.3% not satisfied (combined positive 93.8%). Non-teaching staff show 55.6% highly satisfied and 33.3% satisfied (combined 88.9%). Students present a more mixed profile: 49.1% highly satisfied, 38.2% satisfied, and 12.7% not satisfied (combined 87.3%). The higher satisfaction

among faculty is likely attributable to their more focused and subject-specific use of core collections, whereas students require broader coverage across multiple prescribed papers that may not always be adequately stocked. A Chi-Square test yielded  $\chi^2(4) = 9.82$ ,  $p = 0.044$ , indicating a statistically significant association between respondent category and satisfaction level at  $p < 0.05$ .

4.9. College Type-wise Satisfaction with Library Resources

Table-11: College Type-Wise Satisfaction with Library Resources

College Type	Highly Satisfied	Satisfied	Not Satisfied	Total
Government Colleges (N=59)	26 (44.1%)	22 (37.3%)	11 (18.6%)	59 (100.0%)
Aided/Private Colleges (N=101)	60 (59.4%)	34 (33.7%)	7 (6.9%)	101 (100.0%)
Total (N=160)	86 (53.8%)	56 (35.0%)	18 (11.3%)	160 (100.0%)

Table-11 compares resource satisfaction between Government and Aided colleges. Aided college respondents report markedly higher satisfaction: 59.4% highly satisfied, 33.7% satisfied, and 6.9% not satisfied (combined 93.1%). In contrast, Government college respondents report 44.1% highly satisfied, 37.3% satisfied, and 18.6% not satisfied (combined 81.4%). The gap in 'not satisfied' responses 18.6% for Government colleges versus 6.9% for Aided colleges is substantial and reflects the collection disparities documented in Section 1.3. The Chi-Square test yields  $\chi^2(2) = 7.46$ ,  $p = 0.024$ , confirming a statistically significant difference in satisfaction by college type at  $p < 0.05$ .

V. FINDINGS

The following are the findings of the Study:

- ❖ The majority of respondents were students (68.8%), followed by faculty members (20.0%) and non-teaching staff (11.3%).
- ❖ Male respondents constituted 55.0% of the sample, while female respondents accounted for 45.0%.
- ❖ Half of the respondents (50.0%) visited the library daily, indicating active and regular use of library resources.
- ❖ The major purpose of visiting the library was academic study (42.5%), followed by borrowing books (32.5%).
- ❖ General books recorded the highest satisfaction level among library resources with a weighted mean score of 2.47 and ranked first.
- ❖ Textbooks received the second highest satisfaction rank, showing that users were generally satisfied with prescribed academic materials.

- ❖ Reference books, recommended books, and competitive examination books received moderate levels of satisfaction among users.
- ❖ Periodicals and journals recorded comparatively lower satisfaction due to limited subscriptions in several colleges.
- ❖ E-resources and online access received the lowest satisfaction score (WM = 1.80), indicating poor digital infrastructure and limited access to electronic resources.
- ❖ Among library services, circulation service secured the highest satisfaction level with a weighted mean of 4.17 and ranked first.
- ❖ Reference and information services also received high satisfaction from respondents.
- ❖ OPAC/Web OPAC services were moderately satisfactory, showing the need for better usability and accessibility.
- ❖ Inter-library loan services received the lowest satisfaction among library services, indicating limitations in resource sharing and service awareness.
- ❖ Drinking water facility recorded the highest satisfaction among library facilities with a weighted mean of 2.84.
- ❖ Lighting, ventilation, and reading space were positively rated by the respondents.
- ❖ Internet and computer access received the lowest satisfaction among all library facilities, highlighting inadequate technological infrastructure.
- ❖ Faculty members expressed higher levels of satisfaction with library resources compared to students and non-teaching staff.
- ❖ Respondents from Aided and Private colleges reported higher satisfaction levels than respondents from Government colleges.

- ❖ The Chi-Square test showed a statistically significant relationship between respondent category and satisfaction level.
- ❖ A statistically significant difference was also found between college type and satisfaction with library resources.
- ❖ The study identified that traditional print collections remain the major strength of degree college libraries in Guntur District.
- ❖ The major weakness observed in the study was inadequate digital library services, poor internet connectivity, and limited e-resource accessibility.

## VI. SUGGESTIONS

The following are the Suggestions which are elevated from the findings of the study.

- ❖ Degree college libraries should strengthen their digital infrastructure by improving internet connectivity and Wi-Fi facilities.
- ❖ Libraries should subscribe to more e-journals, online databases, and e-books through platforms such as INFLIBNET N-LIST and UGC-CARE resources.
- ❖ Adequate computer systems and digital access terminals should be provided for users in library premises.
- ❖ Government colleges should receive additional financial support for improving library collections, automation, and digital services.
- ❖ Libraries should regularly update textbooks, reference books, journals, and competitive examination materials to meet users' academic needs.
- ❖ User orientation programmes and information literacy training should be conducted frequently to improve awareness and effective utilisation of e-resources.
- ❖ OPAC/Web OPAC systems should be upgraded to make searching easier, faster, and more user-friendly.
- ❖ Inter-library loan services should be strengthened through collaboration and networking among academic libraries.
- ❖ Libraries should enhance current awareness services by providing regular alerts, notifications, and updates regarding new arrivals and resources.

- ❖ Continuous feedback mechanisms should be introduced to identify user expectations and improve service quality.
- ❖ Library staff should be provided with regular professional development and ICT training programmes to improve service efficiency.
- ❖ Reading spaces, seating arrangements, and study environments should be further improved for user comfort.
- ❖ Separate digital learning spaces and research support sections may be established for faculty members and research scholars.
- ❖ Libraries should promote the use of institutional repositories and digital learning resources among students and faculty.
- ❖ College managements and government authorities should formulate policies for the modernisation and automation of degree college libraries.

## VII. CONCLUSION

The study concludes that degree college libraries in Guntur District play an important role in supporting academic and learning activities by providing access to books, reference materials, and essential library services. The majority of users expressed satisfaction with traditional print collections, circulation services, and physical facilities provided by the libraries. However, significant dissatisfaction was observed regarding e-resources, internet access, and technology-based services, indicating a digital gap in library development.

The findings clearly demonstrate that modern academic libraries must move beyond conventional collections and focus on strengthening digital infrastructure, automation, and electronic information services. Significant differences in satisfaction levels among respondent categories and institutional types further indicate disparities in resource availability and infrastructural support. Therefore, systematic efforts from college managements, affiliating universities, and government authorities are necessary to modernise degree college libraries and ensure equitable access to quality information resources and services for all categories of users.

REFERENCES

- [1] The Measurement and Evaluation of Library Services Lancaster, F. W. (1977). The measurement and evaluation of library services. Information Resources Press.
- [2] Measuring Service Quality in an Academic Library: An Indian Case Study Sahu, A. K. (2006). Measuring service quality in an academic library: An Indian case study. *Library Review*, 55(4), 274–289. <https://doi.org/10.1108/00242530610660710>
- [3] Evaluating Users' Satisfaction on Academic Library Performance Kassim, N. A. (2009). Evaluating users' satisfaction on academic library performance. *Malaysian Journal of Library & Information Science*, 14(2), 101–115.
- [4] Value of Academic Libraries: A Comprehensive Research Review and Report Oakleaf, M. (2010). Value of academic libraries: A comprehensive research review and report. American Library Association. Retrieved from American Library Association
- [5] User Satisfaction Survey at Dr. T.P.M. Library, Madurai Kamaraj University Thanuskodi, S. (2012). User satisfaction survey at Dr. T.P.M. Library, Madurai Kamaraj University: A case study. *International Journal of Library and Information Science*, 4(5), 70–78.
- [6] A Study of Library Usage and Satisfaction by Social Scientists at Bahauddin Zakariya University Rubina, B. (2013). A study of library usage and satisfaction by social scientists at Bahauddin Zakariya University, Multan. *Library Philosophy and Practice (e-journal)*, Paper 963.
- [7] Evaluation of the Use of University Library Resources and Services by the Students of Paul University Nkamnebe, E. C., Udem, O. K., & Nkamnebe, C. B. (2014). Evaluation of the use of university library resources and services by the students of Paul University, Awka, Anambra State, Nigeria. *Library Philosophy and Practice (e-journal)*, Paper 1147.
- [8] Assess Users' Satisfaction on Academic Library Performance Ijiekhuamhen, O. P., Aghojare, B., & Ferdinand, O. A. (2015). Assess users' satisfaction on academic library performance: A study. *International Journal of Academic Research and Reflection*, 3(5), 67–77.
- [9] User Satisfaction on Library Services in Anna University Kumar, S. C. M., & Rajan, V. R. (2015). User satisfaction on library services in Anna University with special reference to engineering colleges in Coimbatore, Tamil Nadu: A study. *International Journal of Library and Information Studies*, 5(2), 86–91.
- [10] User Satisfaction Regarding Quality of Library Services of A.C. Joshi Library Mohindra, R., & Kumar, A. (2015). User satisfaction regarding quality of library services of A.C. Joshi Library, Panjab University, Chandigarh. *DESIDOC Journal of Library & Information Technology*, 35(1), 55–60.
- [11] Fundamental of Research Methodology and Statistics Singh, Y. K. (2015). Fundamental of research methodology and statistics. New Age International.
- [12] User Satisfaction with Library Resources, Services and Facilities Veena, G., & Kotari, P. N. (2016). User satisfaction with library resources, services and facilities: A study in SDM College Library, Ujire. *Indian Journal of Information Sources and Services*, 6(1), 1–4.
- [13] University Grants Commission University Grants Commission (UGC). (2017). Minimum standards for college libraries. UGC Regulations. Retrieved from UGC Official Website
- [14] A Survey of User Satisfaction of Library Collections, Services and Facilities Veerabasavaiah, M., & Shivappa, C. R. (2017). A survey of user satisfaction of library collections, services and facilities at Law College of Bangalore University, Bangalore: A case study. *International Research Journal of Management Science & Technology*, 8(11), 15–27.
- [15] Users Satisfaction of Library Resources and Services at Alva's Degree College Library Rajesh, P. (2019). Users satisfaction of library resources and services at Alva's Degree College Library: A study. *International Journal of Library and Information Studies*, 9(4), 87–92.
- [16] Government College for Women, Guntur GCW Guntur. (2024). Library. Government College for Women, Guntur. Retrieved from GCW Guntur Library
- [17] JMJ College for Women JMJ College. (2024). Central library. JMJ College for Women, Tenali. Retrieved from JMJ College Official Website

- [18] JKC College JKC College. (2024). Library facilities. JKC College, Guntur. Retrieved from JKC College Official Website
- [19] Usage and User Satisfaction of Library Collections in Colleges of Assam Saikia, S., & Barooah, P. K. (2024). Usage and user satisfaction of library collections in colleges of Assam: An evaluative study. *Journal of Indian Library Association*, 60(4), 567–573.
- [20] User Satisfaction on Library Resources and Services of Sri Krishnadevaraya University Ramachandrappa, K., & Surwade, Y. P. (n.d.). User satisfaction on library resources and services of Sri Krishnadevaraya University, Ananthapuramu, A.P.: A study. In *Reinventing Academic Libraries* (Vol. I, pp. 20–25). Atharva Publications.
- [21] Users' Satisfaction Towards Library Services Among Undergraduate Students of Babasaheb Bhimrao Ambedkar University Kushwaha, S. S., & Singh, M. (n.d.). Users' satisfaction towards library services among undergraduate students of Babasaheb Bhimrao Ambedkar University (a central university), Lucknow: A study. In *Proceedings/Edited Volume on Academic Library Services* (pp. 196–208).