Use of Library Services by Engineering Students of University of Engineering and Technology (UET) Lahore, A Survey

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ABSTRACT

The study attentive on use of library services by engineering students of University of Engineering and Technology, Lahore. The resolve was to find out use of library resources and services, availabilities, library situation, information sources and assist library staff. Using the descriptive assessment design the population for the study consisted of all library users in the main Library University of Engineering and Technology, Lahore. The study employed the probability simple method and stratified random sampling technique in selecting the sample size 10% for the study, and with a questionnaire data were collected. Use of library services was assessed through 5 points Likert Scale and in the analysis SPSS v.22.0.

1.   Introduction:

Academic libraries are libraries attached to academic institutions of learning to serve teaching and research needs of students and staff. These libraries serve two complementary purposes: to support the university curriculum, and to support research of the university faculty and students. In process, the library plays a key role in the nation building process. Cullen (2001) noted that academic libraries today are facing their greatest challenge since the explosion in tertiary education and academic publishing the world over. The author further argued that the global digital revolution is affecting both the traditional forms of the creation, organization, and dissemination of knowledge and the world of tertiary education itself. Academic libraries should strive to survive and grow their user base focusing on meeting their users" expectations. Jayasundara (2008) in his paper notes that user perceptions and expectation studies have become one of the most popular studies in the area of service quality in many academic libraries. The user expectations and satisfaction has been used to determine the service quality which is been seen as critical for service organizations to position themselves strongly in a competitive environment (Jayasundara, 2008).

Library is a depot for the existing knowledge and helps to develop a dynamic information society. Different resources and services are organized in libraries for satisfying and different information needs of the users. Maximum satisfaction of the users is the vital aim of service organization, and library is not an exception to this. University libraries are established to cater to the needs of students, researchers, teachers and other information seekers of the University. So ensuring and assessing of student's expectations became an essential part of quality management in libraries and it also seems imperative to analyze and disentangle the factors contributing to the user frustration if it exists. (Vijayakumar&Anie, 2014).

1.1.   University of Engineering and Technology (UET), Lahore

University of Engineering and Technology, Lahore was established in 1921 in Mughal Pura, a residential area of Lahore, as Mughal Pura Technical College. In 1923, the name was changed to Maclagan Engineering College to honor Sir Edward Maclagan, then Governor of the Punjab, who laid the foundation stone of the building. In 1932 the institution became affiliated with the University of the Punjab for award of bachelor's degree in Engineering. At the time of independence in 1947, it offered Bachelor of Engineering Sciences courses in electrical, mechanical and civil engineering. In 1954, bachelor's degree program in Mining Engineering was started. In 1961, it was again renamed as West Pakistan University of Engineering and Technology. During the 1960s, bachelor's degree courses were started in Chemical Engineering, Petroleum and Gas Engineering, Metallurgical Engineering, Architecture, and City and Regional Planning. By the 1970s it had established over a score of master's degree courses in engineering, architecture, planning and allied disciplines. Ph.D. degree programs were also started.

1.2.   National Library of Engineering Sciences (NLES)

The biggest Engineering Library in Pakistan. Established in 1978 as Faisal Shaheed Library, HEC in 2001 declared it as National Library of Engineering Sciences, with a purpose to create and distribute knowledge in different engineering disciplines. Under 23 departments, university offers different courses such as Integrated Ph.D. /M .Phil. Post-graduation, Under-graduation Degree and Diploma courses. NLES Library is functioning in a double storied building and is organized. Processing and Technical section, Circulation section, Reference section, Thesis section, Book bank, Binding section and serial section. University library has 18 professionally qualified staff and 09 ministerial staff. It caters to the needs of about 2000 users consisting of Teachers, Research Scholars and Students. To satisfy the information requirements of its clientele, NLES library has a balanced collection of materials. It includes 75,000 books, 600 rare manuscripts, 80 Indian journals, 300 Ph.D. thesis and more than 1500 other dissertations. It subscribes to 19 dailies and 60 popular magazines. Internet lab functioning within the library building provides internet services to the faculty, research scholars and students.

2.   Statement of Problems

Libraries are established to provide information resources and services to meet student's information needs. The purpose of a library is defeated if its students are not satisfied about the resources and services it provides. This study is set to find out if students of National library of engineering sciences, university of engineering and technology, Lahore (UET), main campus are being satisfied with the services the library renders.

National Library of Engineering Sciences (NLES) is the main library of university of engineering and technology Lahore main campus, it has a very vital role to play in meeting the multidimensional demands for information and knowledge of students, teachers and research scholars, university library invests huge amount of money every year's resources to serve its user. But changing information environment and availability of library collection. But no study is being done till date to know the use of library resources and services. It is the duty of the library users to know the student's needs expectations about the library available collections and services. Therefore, this study has been carried

3. Objectives of the study

1. To find out the levels of student's expectations on current library collections of NLES.
2. To evaluate the status of collection/arrangement of books & journals in the library.
3. To assess the expectations of student's with leading library services.
4. To assess the expected about view regarding the staff and library timing.

Research Questions

1. What are student's expectations on current library resources /collections of NLES?
2. What is student's opinion about collections/arrangement of books and journals in the library?
3. What are student's expectations on library customized services?
4. What is student's opinion about the performed library staff members?

4. Significance/ Rationale/ Practical Application

This study is the initial of its kind investigating student's expectations level about the Library collections and services of National Library of Engineering Sciences (NLES). The main objective of a library us to meet the information need of its students in the best potential approach and for this purpose, a library makes policies and strategies. A library should deliver an appropriate collection, services and facilities to customers to gain their satisfaction.

This study explores to what extent users are satisfied with the services of National library of engineering sciences. It has not only offered and opportunity to improve the weak areas in which the users showed their concern, but also provided a chance to further strengthen the areas of service's in which the users are satisfied. The facilities and services of the library to be evaluates by User satisfaction. It assists to simplify the librarian's concept of the service as well as the guess about the user necessities. One of the parts of excellence service is when client's individual wants and hopes are included into the growth of programs and services of libraries (Millson-Martula, C and Menon, V, 1995). Efficiency should be evaluated in terms of how well a service satisfies the necessitate positioned ahead it by the users (Lancaster, 1993).

5. Satisfaction with Library

Olifer (1997). Satisfaction is the consumer's fulfillment response. It is a judgment that a product or a service feature, or the product or service itself, provided (or is providing) a pleasurable level of consumption-related fulfillment, including levels of under-or over fulfillment" (As cited in Grigoroudies, 2009, p.4).

In the library science field, researchers generally think traditionally about user satisfaction, they emphasize the searching of material requirements and satisfaction. They consider what users are requesting and in return what they are actually getting (Fei Yu, 2006). In 1980, Westbrook presented the view that the errors during measurement and by enhancing scale consistency together. As per Kotler (1996), satisfaction of a customer is " the level of a person's felt state resulting from comparing a product's perceived performance or outcome in violation to his/her own expectations".

Comparison of expectations and performance is known as "service quality". It is a measurement of how may goods and services delivered conform to the client's expectations. Business operators of services often assess the services quality being provided to their customers so that they can promptly identify and rectify deficiencies so to increase client's satisfaction. Parasuraman, Zeithaml and Berry in 1985, recommended the following, According to parasuraman, Zeithaml and Berry (1988) quality of service is "global judgment, or attitude, relating to the superiority of the service" (p.16).

6. Students Expectations on Library

Academic libraries are libraries attached to academic institutions of learning to serve teaching and research needs of students and staff. These libraries serve two complementary purposes: to support the university curriculum, and to support research of the university faculty and students. In process, the library plays a key role in the nation building process. Cullen (2001) noted that academic libraries today are facing their greatest challenge since the explosion in tertiary education and academic publishing the world over. The author further argued that the global digital revolution is affecting both the traditional forms of the creation, organization, and dissemination of knowledge and the world of tertiary education itself. Academic libraries should strive to survive and grow their user base focusing on meeting their users‟ expectations. Jayasundara (2008) in his paper notes that user perceptions and expectation studies have become one of the most popular studies in the area of service quality in many academic libraries. The user expectations and satisfaction has been used to determine the service quality which is been seen as critical for service organizations to position themselves strongly in a competitive environment (Jayasundara, 2008)..

Thus, Christopher Millson-Martula and Vanaja Menon (1995) assert that one element ofhigh-quality service is "the incorporation of users" personal needs and expectations into the development of programs and service. According to them, the continued success of a service

organization such as an academic library depends on the organization's ability to adjust its products and services to correspond to user needs. Similarly, Peter Hernon and Phillip Calvert (1997) suggest that only customers justify the existence of a library. While Danuta A. Nitecki (1996) also claims that the assessment of how well a library succeeds depends on the user as a judge of quality. As these views gain greater acceptance among academic librarians, librarians must orient themselves and their programs to become better customer advocates and address their problem-solving needs.

Libraries are service oriented organizations established for the provision of relevant information resources and quality services to meet their user's information needs. Sowole (1995) noted that users are described as the raison (reason for existence) of the library. Meeting the information needs of users requires the provision of the actual information resources and services that will satisfy the needs of users. Simmonds (2001) stated several factors that can influence user's satisfaction; these factors include responsiveness, competence and assurances, tangibles and resources. Sowole (1995) implored librarians to make maximum efforts to ensure that their library users derived the best possible benefits from the services they render. Materials are to be provided by libraries to support the learning, teaching and research processes and to provide assistance to users. Simmonds and Andaleeb (2001) argued that providing quality services in academic libraries is now a major issue among academic librarians; they see the library more in terms of the provision of and access to service quality than as just a physical place. Technology and automation have also changed the way people perceive libraries.

They emphasize the provision of good library service as more important to the users than the mere physical library building. This perspective as stated in Simmond's and Andaleeb's (2001) article titled: Usage of Academic Libraries. The role of service quality, resources, and user characteristics is evidence in several recent studies on user's satisfaction with library services with academic libraries services. The authors stressed that access to information provided by libraries is seen as more important than the materials physically available in a library. Quality service is a competitive necessity for businesses and service organizations. Assessing service quality is therefore the first step in retaining costumers in today's competitive environment.

7.   Library Services Quality
Simmonds and Andaleeb (2001) posited that by providing quality services and satisfaction to users, academic and research libraries can distinguish their services through friendly, helpful and knowledgeable advice and the best technological resources available. Because academic libraries users have varying needs and expectations, it is the responsibility of the library staff to know these needs and expectations and strive to meet them. Igben (1993) noted that for a library to be most functional, the services it renders should correspond closely with the needs of its users. Ensuring that relevant information resources are provided and made accessible to users goes a long way to encourage users to visit the library more often. Simmonds and Andaleeb (2001) stated that the effectiveness of libraries has often been measured by the volume of library materials available to clients, the amount of use of services and resources, and the apparent or quantified satisfaction of clients. Song (2009) writes on designing library services based on user needs. He notes that user needs change continuously and recognizes also the need to reach out to users with new services.

A library is an important part of an academic and research organization, and user is the key patrons who require information. The basic objective of a library or information resource center is to fulfil user's information needs. A number of terms like patron client customer etc. are used as a synonym to user. However user is a preferred term. (Mairaj&Mairza, 2013)

Improving the quality of user services is a matter of deep concern for the libraries of the modern age. Traditionally, the term user's service refers to the functions of and interaction within, library academic services. Finding of the study showed that the library was mostly used for reading textbooks, newspapers, magazines and journals. The users were satisfied with the library collection, collection, circulation services, reference services, opening hours, books organization and physical arrangement the study recommended promoting self-directed learning of students for better use of the library. (Mairaj&Mairza, 2013)

Ivey (1994), who surveyed faculty members' perceptions of academic librarians, found that 70 per cent of the faculty considered the assistance rendered to them by librarians positively. Julien and Given (2002) investigated librarians' attitudes towards faculty-librarian relationships regarding information literacy by conducting content analysis of the related postings on the ILI-L list serve covering the period from September 1995 to December 2002. They discovered that librarians felt that there were communication problems between the faculty and librarians, had a negative assessment of faculty members' attitudes, and believed that faculty did not understand librarians.

8.   Standards for Satisfaction about Library
Library standards have in the past been primarily based on inputs, (financial, staffing resources, and collection size) and to some extent on throughputs, or

process/ efficiency measures. Consensus on these, to the extent that it exists, (Moorman, 1996) has been based on comparisons of national and local statistics. Manuals of evaluation have recommended the use of outputs to evaluate library performance but output measures are rarely included in sets of standards. As the focus of research on the evaluation of library and information services shifts to impacts and outcomes of library services, and to satisfaction and service quality, the question arises of whether it is feasible, and indeed desirable to set standards in these areas as well.

The difference between the outputs and outcomes of information services, and user satisfaction and service quality is based on the nature of their relationships to information transactions. Outputs are the direct result of the interaction between inputs and process, that is, the transformation of inputs such as books, staff, and facilities into outputs such as loans, enquiries answered, reader education programmers attended. Outcomes are a result of these interactions, events and services. Outcomes are defined by ACRL as "ways in which library users are changed as a result of their contact with the libraries resources and programs" (ACRL College Libraries Standards Committee, 2000, p.175). Satisfaction and service quality also result from interactions, events and services provided by the library.

9. Standards in Service Quality/ Satisfaction with Library

Hernon's approach to the question of standards in the field of satisfaction and service is based on his understanding of service quality as a multidimensional construct, which encompasses the content of the service (the materials, information or study space sought by the customer), the context (the experience of the user, interactions with staff, comfort of facilities etc.), and other dimensions such as the customer's expectations of service on that occasion, and any gap between those expectations and their perceptions of service, again on that occasion. However, as we noted above, satisfaction with individual encounters contributes to overall perceptions of service quality. It is also a result of the combined impact of these encounters that contribute to an overall level of satisfaction with the service in its entirety. Similarly, perceptions of service quality and satisfaction may be individual and collective leading to the overall reputation of the institution (Hernon and Altman, 1998: pp.8-9).

10. Current Status with Outlooks for Library

The majority of research and academic libraries moved towards automating access to their collections, alas not in a homogeneous manner. However, the evolution of Web 2.0, the convenience of the relevancy ranked search results promulgated by Google, and the convergence of

media industries has pushed libraries and LMS vendors to redesign the LMS. Library websites now offer access to unconnected silos: e-journals, the catalog, databases, subject guides, ambiguous discovery services, all accessed separately. Moreover, e-books have entered the library stream, while the dominance of print collections is gradually receding without, of course, having their importance diminished, especially for research/academic libraries. Library work flows have also been modified to accommodate these changes. In the IAEA Library alone, information services continuously expand to incorporate closed and open access digital resources while simultaneously, the number of library staff is steadily decreasing. Libraries, in general, have prepared specifications for new library management systems which are long, detailed documents with necessary or desired characteristics. However, what libraries have really been seeking is a new model of library management. Until now, new systems only promised to offer such a model.

11. RESEARCH METHODOLOGY

Keeping in view the objectives of the study, a structured questionnaire was designed and distributed to collect the necessary primary data among the users who visited the library. The population for this study consists of M.S./M.Phil. MSc. /MBA and BSc. /B.Tech. / BBA. The students of university who frequently visited the library. The cause study was conducted during August, 2016.

11.1. Data Collection Techniques

Structured questionnaire will be used for data collection. A comprehensive questionnaire which had already been designed by a researcher was adapted and changes were made accordingly. Proper permission for the use of the questionnaire was obtained. Probability sampling method used for this data collection and stratified random sampling used for data collection techniques.

11.2. Sampling Frame

Data will be gathered from National Library of Engineering Sciences (NLES), which under the supervision of University of Engineering and Technology, Lahore (UET Main Campus).

11.3. Population

The total population of the study was 2250 registered members (included UET & IBM) of National Library of Engineering Sciences (NLES), University of Engineering and Technology, Lahore main campus under MS/M.Phil., M.Sc., B.Sc., B. Tech. M.B.A and B.B.A. Students were selected as sample which was 10 percentages

from each strata of population. In this study a questionnaire was used as a tool for data collection.

11.4. Population Sample Size (10%)

			10 Percentages	
1.	MS/M.Phil.	200		20
2.	M.Sc.	680	//	68
3.	B.Sc.	1100	//	110
4.	B. Tech.	90	//	9
5.	M.B.A	80	//	8
6.	B.B.A	100	//	10
	Total	**2250**	**Total**	**225**

11.5. Sampling Techniques

Stratified random sampling techniques will be used. The students of National Library of Engineering Sciences, University of Engineering and Technology, Lahore and distributed structured questionnaire are used for data collection.

11.6. Sample Size

From total population, 2250 registered members of National Library of Engineering sciences (NLES), 225 students were selected as sample which was 10 percentages from each strata of population

12. Statistics Used

The data was nominal, ordinal and scale type and statistical package for social sciences (SPSS) version 22.0 was used for collected data analysis. Descriptive statistics were used for frequency, percentage, mean, and standard deviation calculations. Cheeked difference among more than groups, among age groups, degree level and ability on 5 point scale with relationship to students expectation about the library services.

13. Limitations

At present, there 2250 registered library users. Out of these users are under MS/M.Phil. 200, M.Sc. 680, B.Sc. 1100, B.Tech.90, M.B.A. 80, B.B.A. 100. In order to make this study more accurate and specific, this survey was conducted among the MS/M.Phil., M.Sc., B.Sc., B. Tech. MBA and BBA, instead of covering all categories of students.

14. Delimitations

The study will be limited to MS/M.Phil., M.Sc., B.Sc., B.Tech. M.B.A and B.B.A, instead of covering all categories of students only. However, the present study does not cover;

1. Ph.D. Students
2. Teaching Staff.
3. Administrative staff.
4. Technical Staff.
5. Non-Technical Staff.

15. DATA ANALYSIS

15.1. Demographic Information

This section presents a general overview about the demographic information of respondents (like gender, age below, student level). Total N= 225 responded were collected (10 Percent each strata) from each sub group student who registered of National library of engineering sciences. There were 129 (57.3%) male and 96 (42.7%) female respondents. The data see in Table-15.1

Frequency Table-15.1.1

Respondent

Frequency Distribution of Respondents

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	129	57.3	57.3	57.3
	Female	96	42.7	42.7	100.0
	Total	225	100.0	100.0	

Frequency Table-15.1.1 shows gender wise response of respondents. The numbers of male respondents were about 129 (57.3%) than the female counterpart with 96 (42.7%) respondents. (See frequencies table-15.1.1

Frequency Pic Chart-15.1.1
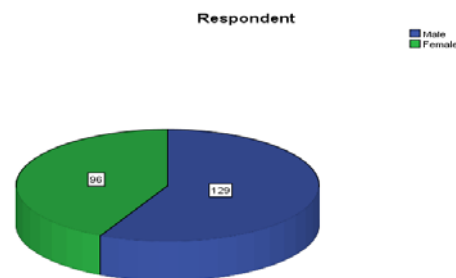
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Frequency Table-15.1.2

Age below

Frequency Distribution of Respondents' Age below

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20-25	149	66.2	66.2	66.2
	26-30	68	30.2	30.2	96.4
	31-35	6	2.7	2.7	99.1
	36-40	2	.9	.9	100.0
	Total	225	100.0	100.0	

Scale: Highly Satisfied= 5 Satisfied = 4 Un-Satisfied = 3Dissatisfied= 2 Highly Dissatisfied=1

Frequency Table-15.1.2 shows these table student's statistics of the national library of engineering sciences, university of engineering and technology Lahore main campus. It appears from the above age table that the students are in the age below 20-25, 149 (66.2%), age 26-30, 68 (30.2%), age 31-35, 6 (2.7%), and age 36-40, 2 (.9%). shows that majority of the respondents i.e.149 (66.2%) were from the age below of 20-25 years and 68 (30.2%) from 26-30 years, 6 (2.7%) were from 31-35years, 2 (.9%) were from 36-40 years. The frequency values of age below are shown in see the Frequency Table-15.1.2
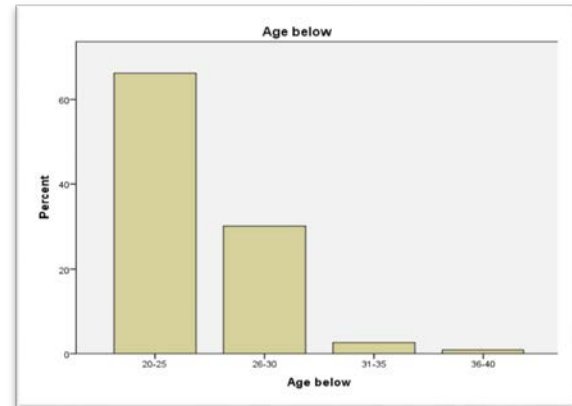
Frequency Pic Chart-15.1.2
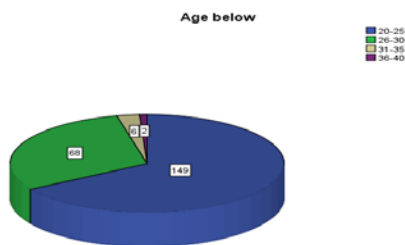
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Frequency Table-15.1.3

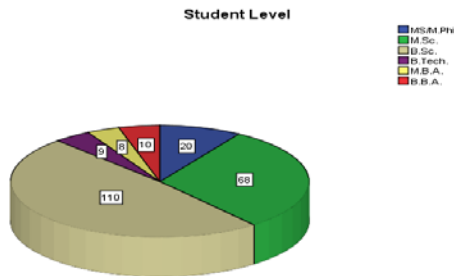**Student's Levels**

Frequency Distribution of respondents' student's levels

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	M.S/M.Phil.	20	8.9	8.9	8.9
	M.Sc.	68	30.2	30.2	39.1
	B.Sc.	110	48.9	48.9	88.0
	B.Tech.	9	4.0	4.0	92.0
	M.B.A.	8	3.6	3.6	95.6
	B.B.A.	10	4.4	4.4	100.0
	Total	225	100.0	100.0	

Scale: Highly Satisfied= 5 Satisfied = 4 Un-Satisfied = 3Dissatisfied= 2 Highly Dissatisfied=1

Frequency Table-15.1.3 The results show that total N=225 respondents were from National Library of Engineering Sciences, University of Engineering and Technology Lahore and the students level total 20 (8.9%) MS/M.Phil., total 68 (30.2%) M.Sc. 110 (48.9%) B.Sc.
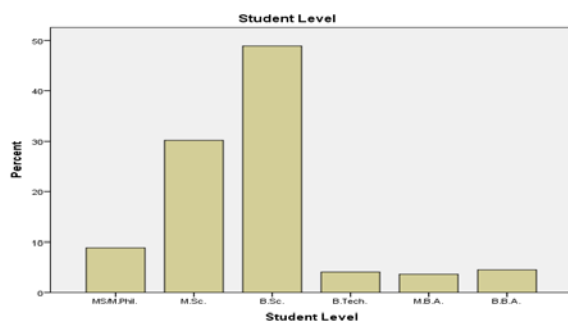
total 9 (4.0%) B.Tech. total 8 (3.6%) M.B.A, and total 10 (4.4%) B.B.A (For detail see Frequency Table-15.1.3)

Frequency Pic Chart-15.1.3

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Figure-15.1.2

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15.2 Student's Visit Library

The data analysis shows than total N=225 of respondents perceived their library visit of National library of engineering sciences, university of engineering and technology, lahore and showed total 65 (28.9%) respondent daily visit, total 67 (29.8%) respondent visit twice in week, and total 32 (14.2%) respondent visit occasionally. Majority of students visit once in week and second last of students visit nearby daily.

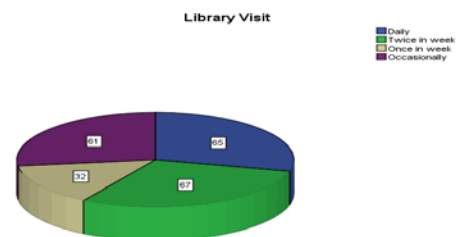**Frequency Table-15.2.1**
Library Visit
Frequency Distribution of Respondents' Library Visit

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Daily	65	28.9	28.9	28.9
	Twice in week	67	29.8	29.8	58.7
	Once in week	32	14.2	14.2	72.9
	Occasionally	61	27.1	27.1	100.0
	Total	225	100.0	100.0	

Scale: Highly Satisfied= 5 Satisfied = 4 Un-Satisfied = 3Dissatisfied= 2 Highly Dissatisfied=1

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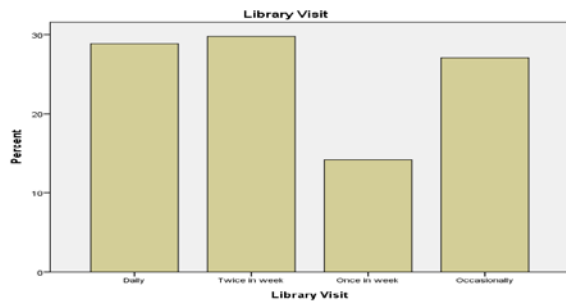
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Frequency Pic Chart-15.2.2

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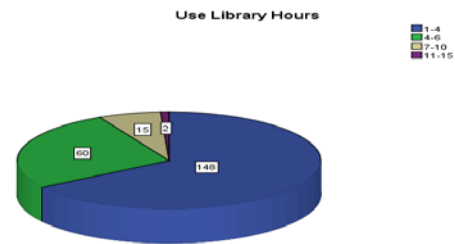
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Figure-15.2.2

Frequency Table-15.2.2
Use Library Hours
Frequency Distribution of Respondents' Use Library Hours

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1-4	148	65.8	65.8	65.8
	4-6	60	26.7	26.7	92.4
	7-10	15	6.7	6.7	99.1
	11-15	2	.9	.9	100.0
	Total	225	100.0	100.0	

Scale: Highly Satisfied= 5 Satisfied = 4 Un-Satisfied = 3Dissatisfied= 2 Highly Dissatisfied=1

Frequency table-15.2.2 The data analysis shows than total N=225 of respondents perceived their library visit of national library of engineering sciences, university of engineering and technology, lahore and showed total 65 (28.9%) respondent daily visit, total 67 (29.8%) respondent visit twice in week, and total 32 (14.2%) respondent visit occasionally. (See Frequency table-15.2.2)

Frequency Figure-15.2.2 The data analysis shows than total N= 225 of respondents perceived their library visit of national library of engineering sciences, university of engineering and technology, lahore and showed total 65 (28.9%) respondent daily visit, total 67 (29.8%) respondent visit twice in week, and total 32 (14.2%) respondent visit occasionally. (See Frequency Figure-15.2.2)

15.3   Student's Expectations with Current Library Resources / Collections of NLES

Shows different types of current library resources used by the students and research scholars. It is observed in the statistics table that maximum number of users with expatiation of national library of engineering sciences, university of engineering and technology Lahore, with Sequence Arrangement of books, expatiation about Arrangement Thesis/ Project, about arrangement of Journals, about the Arrangement of Technical Journals, about to Space in the Shelves, about to expectation Back

issue of Technical Journals, about to Back issue of Newspapers, and overall cleanliness.

Frequency Table-15.3.1

Statistics

Frequency Table 'Current Library Resources/Collections

Frequency Table-15.3.1 shows the different types of resources used by the students and research scholars. It is observed in the table that maximum number of students users with expatiation of national library of engineering and technology Lahore with Mean Value = 4.04 (SD=.743) used text book , total Mean Value = 3.96 (SD=.738) expatiation about text book for book bank, total Mean Value 4.06 (SD=.731) about Reference book collection, total Mean Value 4.04 (SD=.626) about encyclopedia, total Mean Value 3.91 (SD= .716) about district report (DCR), total Mean Value 3.92 (SD= .749) about expectation Atlas, total Mean Value 3.94 (SD= .743) about Year Book, total Mean Value 3.98 (SD= .752) BS Standers, total Mean Value 3.94 (SD= .781) ASTM Stander, total Mean Value 4.07 (SD= .830) Project/ Thesis, total Mean Value 4.14(SD= .796) Hand Book , total Mean Value 3.91 (SD= .683) for Technical Journal, total Mean Value 3.85 (SD= .762) Popular Magazines, total Mean Value 4.17(SD= .606) News Papers, total Mean Value 3.50 (SD= .889) E-Book, total Mean Value 3.35 (SD= .849) E-Sources, total Mean Value

3.06 (SD= .884) CD/DVD/VCD, total Mean Value 3.53 (SD= .794) Online Journals, total Mean Value 3.76 (SD= .789) University Library News, and Over all students expectations about current library collection total Mean Value 3.84 (SD= .689) Current library Collection. (See to Table-15.3.1)
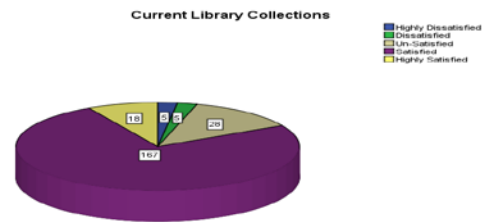
Frequency Table-15.3.2

Current Library Collections

Frequency Distribution of Respondents' Current Library Collections

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Highly Dissatisfied	5	2.2	2.2	2.2
	Dissatisfied	5	2.2	2.2	4.5
	Un-Satisfied	28	12.4	12.6	17.0
	Satisfied	167	74.2	74.9	91.9
	Highly Satisfied	18	8.0	8.1	100.0
	Total	223	99.1	100.0	
Missing	System	2	.9		
Total		225	100.0		

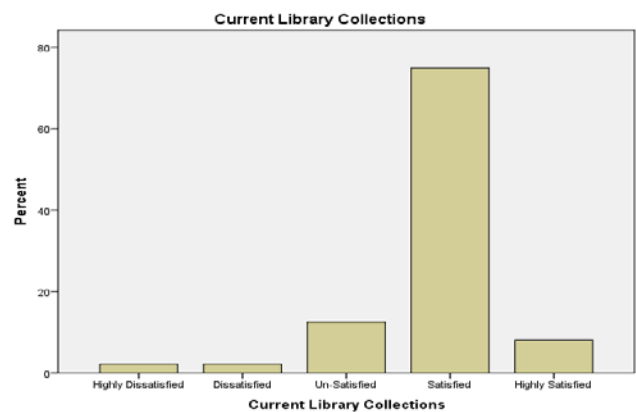Scale: Highly Satisfied= 5 Satisfied = 4 Un-Satisfied = 3 Dissatisfied= 2 Highly Dissatisfied=1

Frequency Table-15.3.2 Total N= 225 students of the national library of engineering sciences, university of engineering and technology Lahore for the students expectation about library collection in which respondents with 5 (2.2%) about highly dissatisfied collections, total 5 (2.2%) about to dissatisfied, 28 (12.4%) total about to un-satisfied, 167 (74.2%) about satisfied, and in which 18 (8.0%) about highly satisfied. From the table it is also observed that respondent's feel about fourth preference of satisfaction. (See to Table-15.3.2)

The Pic Chart-15.3.1

Frequency Table-15.3.1 Total N= 225 students of the national library of engineering sciences, university of engineering and technology Lahore for the students expectation about library collection in which respondents with 5 (2.2%) about highly dissatisfied collections, total 5 (2.2%) about to dissatisfied, 28 (12.4%) total about to un-satisfied, 167 (74.2%) about satisfied, and in which 18 (8.0%) about highly satisfied. From the table it is also observed that respondent's feel about fourth preference of satisfaction. (See to Table-15.3.1

Figure-15.3.1

Frequency Figure-15.3.1 Total= 225 students of the national library of engineering sciences, university of

engineering and technology Lahore for the students expectation about library collection in which respondents with 5 (2.2%) about highly dissatisfied collections, total 5 (2.2%) about to dissatisfied, 28 (12.4%) total about to un-satisfied, 167 (74.2%) about satisfied, and in which 18 (8.0%) about highly satisfied. From the table it is also observed that respondent's feel about fourth preference of satisfaction. (See to Figure-15.3.1

15.4 Opinion about Collections/Arrangement of Books and Journals in the Library

Shows different types of Library resources used by the students and research scholars. It is observed in the statistics table that maximum number of users with expatiation of national library of engineering sciences ,university of engineering and technology Lahore with Mean Value = 4.22 (SD=.743) Sequence Arrangement of books, total Mean Value = 4.14 (SD=.749) expatiation about Arrangement Thesis/ Project, total Mean Value 3.91 (SD=.717) about arrangement of Journals, total Mean Value 3.79 (SD=.735) about Arrangement of Technical Journals, total Mean Value 3.90 (SD= .771) about Space in the Shelves, total Mean Value 3.67 (SD= .732) about expectation Back issue of Technical Journals, total Mean Value 3.74 (SD= .709) about Back issue of Newspapers, and total Mean Value 3.95 (SD= .842) Over all Collections Cleanliness

Frequency Table-15.4.1
Statistics
Frequency table' Sequence arrangement library collection

		Seque nce Arrang ement of Books	Arrang ement Thesis / Project	Arrang ement of Journa ls	Arrang ement of Techni cal Journa ls	Spa ce in the She lve s	Back Issue of Tech nical Jour nals	Back Issue of News papers	Over All Colle ction Clean liness
N Val id		223	221	219	219	22 4	217	216	223
	Mis sin g	2	4	6	6	1	8	9	2
Mean		4.22	4.14	3.91	3.79	3.9 0	3.67	3.74	3.95
Std. Error of Mean		.049	.050	.048	.050	.05 2	.050	.048	.056
Std. Devia tion		.734	.749	.717	.735	.77 1	.732	.709	.842
Varia nce		.539	.561	.515	.540	.59 5	.536	.502	.709
Range		4	4	4	4	4	4	4	4
Mini mum		1	1	1	1	1	1	1	1
Maxi mum		5	5	5	5	5	5	5	5

Scale: Highly Satisfied= 5 Satisfied = 4 Un-Satisfied = 3Dissatisfied= 2 Highly Dissatisfied=1

Frequency Statistics Table-15.4.1 shows the different types of Library resources used by the students and research scholars. It is observed in the statistics table that maximum number of users with expatiation of national library of engineering sciences ,university of engineering and technology Lahore with Mean Value = 4.22 (SD=.743) Sequence Arrangement of books, total Mean Value = 4.14 (SD=.749) expatiation about Arrangement Thesis/ Project, total Mean Value 3.91 (SD=.717) about arrangement of Journals, total Mean Value 3.79 (SD=.735) about Arrangement of Technical Journals, total Mean Value 3.90 (SD= .771) about Space in the Shelves, total Mean Value 3.67 (SD= .732) about expectation Back issue of Technical Journals, total Mean Value 3.74 (SD= .709) about Back issue of Newspapers, and total Mean Value 3.95 (SD= .842) Over all Collections Cleanliness.(See to the Table-15.4.1)

Frequency Table-15.4.2
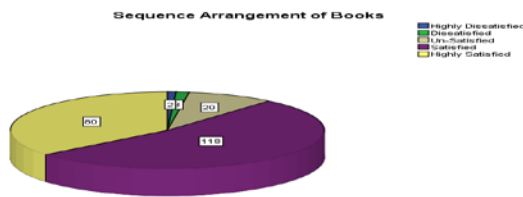**Sequence Arrangement of Books**
Frequency Distribution of Respondents' Sequence Arrangement of books

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Highly Dissatisfied	2	.9	.9	.9
	Dissatisfied	3	1.3	1.3	2.2
	Un-Satisfied	20	8.9	9.0	11.2
	Satisfied	118	52.4	52.9	64.1
	Highly Satisfied	80	35.6	35.9	100.0
	Total	223	99.1	100.0	
Missing	System	2	.9		
Total		225	100.0		

Scale: Highly Satisfied= 5 Satisfied = 4 Un-Satisfied = 3Dissatisfied= 2 Highly Dissatisfied=1

Frequency Table-15.4.2 The students observed expectations about library services in which sequence arrangement of books/ journals of the national library of engineering sciences, university of engineering and technology Lahore main campus, the respondents with expectation about arrangement of books and journals, total 2 (.9%) about highly dissatisfied collections arrangement, total 3 (1.3%) about to dissatisfied, 20 (8.9%) total about to un-satisfied, 118 (52.4%) about satisfied, and in which 80 (35.6%) about highly satisfied. From the table it is also observed that respondent's feel about fourth preference of satisfaction. (See to Table-15.4.2)

The Pic Chart-15.4.1

The Pic Chart.15.4.1   The students expectations about library services in which sequence arrangement of books/ journals of the national library of engineering sciences, university of engineering and technology Lahore main campus, the respondents with expectation about arrangement of books and journals, total 2 (.9%) about highly dissatisfied collections arrangement , total 3 (1.3%) about to dissatisfied, 20 (8.9%) total about to un-satisfied, 118 (52.4%) about satisfied, and in which 80 (35.6%) about highly satisfied. From the table it is also observed that respondent's feel about fourth preference of satisfaction. (See to Pic Chart-15.4.1)

15.5   Student's   Expectations   from   Library   Customized Services

The students observed expectations about over all library services in which of the national library of engineering sciences, university of engineering and technology Lahore, main campus, the respondents with expectation about over all library services, total 3 (1.3%) about highly dissatisfied over all library services, total 6 (2.7%) about to dissatisfied, 37 (16.4%) total about to un-satisfied, 161 (71.6%) about satisfied, and in which 14 (6.2%) about highly satisfied. From the table it is also observed that respondent's feel about fourth preference of satisfaction

Frequency Table-15.5.1

Over All Library Services

Frequency Table for "Over All Library Services"

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Highly Dissatisfied	3	1.3	1.4	1.4
	Dissatisfied	6	2.7	2.7	4.1
	Un-Satisfied	37	16.4	16.7	20.8
	Satisfied	161	71.6	72.9	93.7
	Highly Satisfied	14	6.2	6.3	100.0
	Total	221	98.2	100.0	
Missing	System	4	1.8		
Total		225	100.0		

Frequency Table-15.5.1 The students observed expectations about over all library services in which of the national library of engineering sciences, university of engineering and technology lahore main campus, the respondents with expectation about over all library services, total 3 (1.3%) about highly dissatisfied over all library services, total 6 (2.7%) about to dissatisfied, 37 (16.4%) total about to un-satisfied, 161 (71.6%) about satisfied, and in which 14 (6.2%) about highly satisfied. From the table it is also observed that respondent's feel about fourth preference of satisfaction. (See to Table-15.5.1)

Frequency Pic Chart-15.5.1
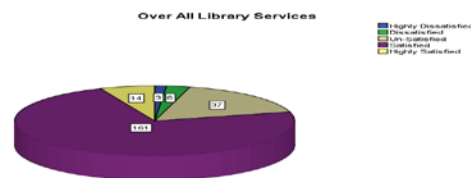
Frequency Pic Chart-15.5.1 The students observed expectations about over all library services in which of the national library of engineering sciences, university of engineering and technology lahore main campus, the respondents with expectation about over all library services, total 3 (1.3%) about highly dissatisfied over all library services, total 6 (2.7%) about to dissatisfied, 37 (16.4%) total about to un-satisfied, 161 (71.6%) about satisfied, and in which 14 (6.2%) about highly satisfied. From the table it is also observed that respondent's feel about fourth preference of satisfaction. (See to Pic Chart-15.5.1)

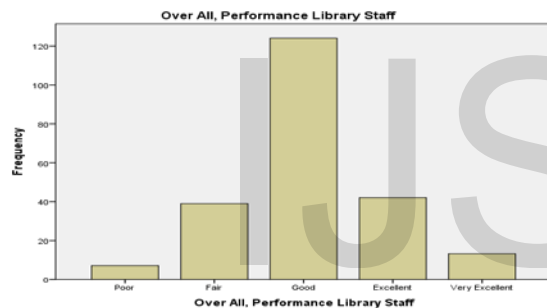## 15.6   Student's Opinion about the Performance   Library Staff

It is perceived that total student's for national library of engineering sciences with expectation about overall performance of library staff with total 7 (3.1%) respondents considered the performance of library staff as Poor, total 39 (17.3%) student's expectation about the performance library staff in which Fair, total 124 (55.1%) of library services Good, total 42 (18.7%) for Excellent, and total 13 (5.8%) for Very Excellent.

Frequency Pic Chart-15.6.1
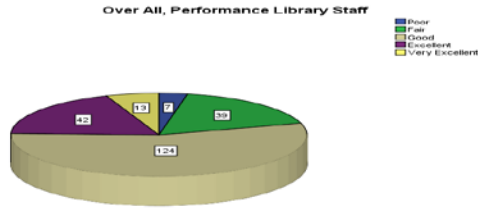
The Pic Chart-15.6.1 It is perceived that total student's for national library of engineering sciences with expectation about overall performance of library staff with total 7 (3.1%) respondents considered the performance of library staff as Poor, total 39 (17.3%) student's expectation about the performance library staff in which Fair, total 124 (55.1%) of library services Good, total 42 (18.7%) for Excellent, and total 13 (5.8%) for Very Excellent.(See to Pic Chart-15.6.1

Figure-15.6.1

The Figure-15.6.1 It is perceived that total student's for national library of engineering sciences with expectation about overall performance of library staff with total 7 (3.1%) respondents considered the performance of library staff as Poor, total 39 (17.3%) student's expectation about the performance library staff in which Fair, total 124 (55.1%) of library services Good, total 42 (18.7%) for Excellent, and total 13 (5.8%) for Very Excellent. (See to Figure-15.6.1)

16.   Finding

The study representations that although respondents have shown their overall satisfaction with the national library of engineering sciences, university of engineering and technology, Lahore. Overall satisfaction with the current library collection, collection/ Arrangement of books/ Journals, expectations on library services, and opinion about the performance library staff. Most respondents against additional comparable statements and delivered comments indicate that in some cases they gave their opinion about the overall library collection, customized services and performance of library staff.

17.   Conclusion

This study proved useful to investigate the levels of student's expectations with the library resources and serveries. We can expect the better utilization of available library resources, if users can make fully aware about these library services and motivate students to use it. A university library has a very dynamic part to play in meeting multidimensional demands. University library should build digital library of thesis/ dissertation to support research activities of the research scholars. They expected good corporal services, suitable collection, easy access and perfect learning space. Moreover, the minimum expectations were significantly different form desire expectations.

18.   Limitations and Future Research Tendency

The study though has few limitations. First of all, it has corporate method bias as registered student's expectations are achieved from national library of engineering sciences, university of engineering and technology Lahore from a questionnaire tool. So, future research can be conducted by using other sources. Secondly, data reported in this study were collected on national library of engineering sciences, university of engineering and technology Lahore. Thirdly, the study focused only main library (National library of engineering sciences), university of engineering and technology, Lahore main campus. The future research may be conducted in other departmental libraries and its other different sub campuses libraries. Finally, the study stratified sampling method used for data collections thus sample may be true representative of sampling method.

19.   Recommendations

This study investigated the overall user's satisfaction about current library collection, with library collection arrangement books/ Journals and other performance of library staff. This study result suggests that concerned authorities should pay attention for the improvement of present level of user satisfaction. Keeping this reality in view the survey was an initial step for finding of the study some recommendations are made, which are as followed:

➢   Libraries should pay superior attention on the facility of good collections, efficient library staff and services in their all sections.

➢   Improved internet services for searching data on digital library.

➢   Library environment is satisfied, but it requests to become excellent.

➢   Bracket fans are mostly out of odder.

- ➢ Proper drinking water not arranged.
- ➢ Poor internet services.
- ➢ Overall services are quick up to the match, but they are some problems, while using internet.
- ➢ There should be a separate position / room for private/ personal discussion. Moreover net facilities are very poor.
- ➢ Please digitalization the library services in proper of E- media, online books arranged.
- ➢ Especially in computer section, behavior of staff is not good with students. He should tolerate them as a child not to be stick with students after all we are mature.
- ➢ Overall performance of library is fair, but there is to improve, some services like photocopy endearment is not so good.
- ➢ National library has not good environment for study, because the staff members do not perform their job.
- ➢ Shortages of text books for courses.
- ➢ Missing books are not recovered.
- ➢ The first thing there must be air-conditioning in the library.
- ➢ The photocopy services in not appropriate.
- ➢ Library staff member's services improved.
- ➢ Library E- Collection improved.
- ➢ Overall students of national library not satisfied to proper Wi- Fi) internet facilities.
- ➢ Improved internet services.
- ➢ There should be need silence environment, internet facilities, e-books collections, and comfortable siting seats.
- ➢ OPAC system is not proper search.
- ➢ Reference librarian should be proficient.
- ➢ Library Professional staff should be well trained and answer all the queries of the users.
- ➢ Library material should be managed and arranged properly every section.
- ➢ Library Internet and other ICT services / need good, internet speed.
- ➢ Improvement of overall library services.

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