

NEED OF HOLISTIC REVIEW OF INFORMATION ACCESS AND RESEARCHERS' SATISFACTION BY LIBRARY SERVICES

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Paper Received: 26.04.2022 / **Paper Accepted:** 25.06.2022 / **Paper Published:** 01.07.2022

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Abstract

The purpose of this research is to provide a comprehensive evaluation of library services in terms of meeting the information needs of researchers. This evaluation will be accomplished by examining a variety of factors, including the accessibility of resources, the effectiveness of information retrieval systems, the quality of research assistance, and overall levels of satisfaction.

Keywords: Information, Technological, Services, Satisfaction, Digital Resources.

Introduction

The accessibility and utilisation of information has been completely transformed as a result of the expansion of digital resources and the nature of research approaches that are always evolving. Libraries have evolved in order to maintain their relevance by providing a wide variety of services. These services include classic book collections, cutting-edge digital archives, interlibrary loan services, and research aid ranging from traditional to digital. Nevertheless, in the middle of this evolution, it is absolutely necessary to have a thorough awareness of the specific requirements and experiences of researchers who access these services.

It will not only be beneficial to the academic community to gain an understanding of the intricacies of the experiences of researchers and their levels of satisfaction with library services, but it will also assist libraries in fine-tuning their offerings to better meet the ever-changing requirements of scholarly pursuits. In a time when the rate of research and invention is quickening, the function of libraries goes beyond that of simple information storage facilities; they also play a role in facilitating the diffusion of knowledge and acting as a catalyst for academic success. In light of the fact that libraries play a vital role in determining the outcomes of research, it is of the utmost importance to determine whether or not the services provided are in line with the complex requirements of the researcher community.

Literature Surveyed

Razika (2019) [1] The study looked at how satisfied users were with the information resources available

in the libraries of Nigerian agricultural research organisations. The goals were to: identify the information resources available in agricultural research institute libraries; assess user satisfaction with the resources; and ascertain the difficulties that users encounter. Cross-sectional survey research design with quantitative research methodology was employed. A questionnaire was used as the study's data gathering tool. The 2,325 Research Scientists (users) from the nineteen (19) National Agricultural Research Institutes in Nigeria made up the study's population, from which a sample was taken. A straightforward random selection method was employed to choose six (6) libraries. There are 946 users in the study's sample (researchers). The main conclusions were that consumers found information resources to be accurate, relevant, and well-written. However, users expressed dissatisfaction with the way information resources were arranged, how easily accessible print and electronic materials were, and how awareness-raising tools were provided. The study suggested that the libraries under investigation could, among other things, offer better power supplies by utilising solar energy and/or inverters, routinely give up-to-date print and e-resources, and raise awareness of their availability in the library.

Sinha (2016) [3] A career in libraries encompasses a variety of areas, such as information systems and library management, bibliography management, classification/cataloguing systems, research methodology, computer applications, preservation and conservation of manuscripts, collection management, information systems and technology, statistics and management, information processing, archives management, indexing, and library planning. There are several employment opportunities in library and information science

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these days. Many libraries and information centres employ these skilled and experienced individuals. The current study intends to determine and evaluate the employment prospects in the field of library and information science for LIS professionals with professional qualifications. The printed weekly editions of "Employment News" and "LIS Link: a LIS Job Portal" provided the data needed to complete the study. Tables and figures have been used to display the data that was gathered. The information gathered has been examined to represent the various facets of the LIS profession, including distribution of advertisements month-by-month, state-by-state, category-wise (reserved or unreserved; teaching or non-teaching position), nature-wise (permanent or temporary), source-wise, and level-wise. Additionally, preliminary statistics regarding the number of library science graduates generated annually and their employability were gathered after a review of the literature that was available.

Analysis

The purpose of conducting a holistic review of information access and satisfaction is to ensure that a thorough understanding of user experiences and resource utilisation is achieved. This is accomplished by conducting a comprehensive examination of many aspects inside library systems. This review includes the following:

1. Resource Accessibility

The evaluation of the accessibility and availability of a wide variety of resources, such as physical collections, digital archives, specialised databases, and interlibrary loan services, is referred to as resource accessibility. The term "physical resources" refers to the actual materials that are available within the library premises, including books, journals, magazines, and other printed materials. It also refers to the ease with which visitors can access these materials. A few examples of accessibility are the organisation of shelving, lending rules, and the simplicity with which items can be located.

- **Accessibility:** Access to digital resources, such as digital collections, databases, electronic books, online journals, and other electronic resources, is an essential component of resource accessibility. It is necessary to have user-friendly interfaces, smooth access from a variety of devices, and adequate licences for user access in order to do this.
- **Digital Resources:** It is necessary for researchers who may not always be present at the location where the digital resources are being used to enable remote access to those resources. The provision of safe and user-friendly remote access to digital

collections and databases ensures that a greater number of people can enjoy their resources.

- **Collections That Are Diverse:** It is of the utmost importance to make sure that the collection is both diverse and inclusive, and that it appeals to a wide range of academic levels, research interests, and disciplines. Increasing the accessibility of materials for a wider variety of academics is the result of a collection that has been carefully curated and that reflects a variety of perspectives.
- **Interlibrary Loan Services:** By facilitating access to resources that are not available inside the library's collection, interlibrary loan services widen the access that researchers have to materials that are not available within the institution.
- **Initiatives for Open Access:** The promotion of open access resources and materials, such as open-access journals, repositories, and educational resources, increases accessibility by removing barriers to access and financial support.
- **Assistive Technologies:** Ensuring that individuals with disabilities have access to accommodations and assistive technologies guarantees that all researchers have equal access to resources.

For the purpose of catering to the varied research requirements of the academic community, it is of utmost importance to guarantee the availability of all resources in libraries located within the Delhi National Capital Region (NCR). This will help to cultivate an atmosphere in which researchers may easily obtain the materials that are necessary for their academic endeavours.

2. User Experience

The term "user experience" refers to the process of analysing the user journey inside library interfaces, with a particular emphasis on the usability, functionality, and user-friendliness of search utilities, catalogues, and digital platforms. The term "user experience" is used in the context of library services to describe the overall impression and engagement that researchers have with the resources, facilities, and support systems located within the library. User experience comprises a number of essential components in the context of libraries in the Delhi National Capital Region (NCR):

- **User Friendly Platform:** It refers to the ease with which scholars can access and utilise

library resources, whether they are digital or physical. Accessibility and navigation are two aspects of this concept. Some examples of this are user-friendly web platforms, clear signage, and catalogue interfaces that are easy to understand.

- **Quality and Diversity of Resources:** User Experience evaluates the quality, relevance, and diversity of the resources that are available to researchers. The extent to which collections are comprehensive, the relevance of collections to research needs, and the availability of specialised materials are all included in this.
- **Support and Assistance:** The term "support and assistance" refers to the level of assistance and support services that are offered by the professional personnel of the library. The user experience is dramatically impacted when support is provided that is both responsive and competent in the process of exploring resources, conducting searches, and making use of specialised tools.
- **Physical Environment:** User experience takes into account the look and feel of physical library spaces as well as their usefulness. A great or unpleasant user experience can be attributed to a number of factors, including the degree of loudness, the accessibility of technology, the level of comfort in the seats, and study places.
- **Functionality of Digital Interfaces:** The evaluation of the usability and functionality of digital interfaces and platforms that are supplied by the library is referred to as technological interfaces examination. One of the factors that contributes to a pleasant user experience is the presence of user-friendly interfaces, excellent search features, and responsive design.
- **Response Time and Efficiency:** User experience takes into account the speed and efficiency with which researchers can access resources or receive support. There is a good correlation between a positive experience and a quick response time and minimum delays.
- **Improvement:** It is possible to improve the user experience by providing alternatives for personalised experiences, such as tailored recommendations, stored searches, or customisable preferences. Personalization and customization are two

aspects that contribute to this improvement.

In essence, the goal of user experience in libraries is to establish an atmosphere that encourages interactions between researchers and library materials and services that are smooth, effective, and gratifying. The contentment of users, their level of engagement, and their overall performance in academic endeavours are all greatly influenced by the quality of the user experience.

3. Service Efficacy

The evaluation of the efficiency and effectiveness of library services, including research aid, reference support, circulation systems, and technological infrastructure that supports information retrieval, is referred to as service efficacy. In the context of libraries, the term "service efficacy" refers to the effectiveness and efficiency of the services that are offered to users and researchers. Efficacy of service involves several crucial criteria in the context of libraries in the Delhi National Capital Region (NCR):

- **Accessibility of Resources:** The accessibility of resources is evaluated, which includes the ease of access and availability of a wide variety of materials, both digital and physical, that are provided by the library. This comprises the breadth and depth of the collections, the relevance of the collections to the required research, and the simplicity with which the relevant items may be obtained.
- **Service Effectiveness:** Service effectiveness comprises the quality of support services that are provided to researchers. These support services include the knowledge and responsiveness of library staff, assistance in accessing resources, and direction in utilising a variety of research tools and databases.
- **Technology and Infrastructure:** It evaluates the operation and usability of the technical infrastructure within the library, which includes digital platforms, search engines, and online catalogue systems, with the goal of ensuring that these systems effectively enable the retrieval and access of information.
- **Prompt Services:** The promptness and efficiency with which researchers can access materials, obtain assistance, or make use of library services is an essential component of service efficacy. This ensures that there are minimal delays or hurdles in the researchers' academic endeavours.

- The effectiveness of services has a direct bearing on the level of satisfaction experienced by users. This is because researchers are more likely to feel satisfied when they encounter support mechanisms within the library that are dependable and efficient.
- **Adaptability and Capacity for Continuous Improvement:** An effective service framework is one that is both malleable and open to ongoing improvement. It includes procedures for collecting input from users, monitoring the performance of the service, and implementing adjustments in order to continuously improve the quality of the service.

There are a variety of aspects that contribute to the seamless and efficient support that is provided to researchers in Delhi National Capital Region (NCR) libraries. In brief, service efficacy incorporates all of these factors. The ability of libraries to efficiently satisfy the varied and ever-changing demands of their user population, as well as to maintain high standards of academic support and resource accessibility, is of the utmost importance.

4. User Satisfaction

Collecting user input through means such as surveys, interviews, or other feedback methods in order to determine the level of satisfaction, comprehend preferences, and locate areas that could utilise improvement is referred to as user satisfaction. When it comes to library services, user satisfaction refers to the degree to which researchers have a sense of contentment, fulfilment, and support in their academic endeavours as a result of the library's offers and support. This is why it is so important in the context of libraries in the Delhi National Capital Region:

- The perceived quality of services supplied by the library is reflected in the level of user satisfaction. This includes the accessibility of materials, the assistance provided by library staff, the simplicity with which digital platforms may be navigated, and the general support that is delivered.
- **Supporting User Needs:** This metric evaluates the extent to which library services are able to cater to the varied and ever-changing requirements of researchers working in a variety of fields. It ensures that the resources, facilities, and support provided are in accordance with the academic requirements of the researchers.

- **User Experience:** User satisfaction is a comprehensive term that describes the overall experience that researchers have when interacting with the materials and services offered by the library. Among the components that are included are the convenience of access, the usability, and the perceived value that is obtained by making use of the library's products.
- **Feedback and Improvement:** Libraries are able to collect vital feedback by evaluating the level of satisfaction received by their patrons. While identifying areas of dissatisfaction assists in outlining areas that require development for a more responsive service delivery, positive satisfaction reveals areas of success that have been taken into consideration.
- **Continuous Improvement:** Libraries can cultivate a culture of continuous improvement by placing a high priority on the satisfaction of its patrons. This culture will have the goal of enhancing services, making any required modifications, and implementing improvements that will have a beneficial impact on the user experience.
- **Impact on Research:** There is a correlation between increasing levels of user happiness and increased levels of productivity and success across the research community. When users are content with the library's resources, they are more inclined to interact with them, which ultimately results in more significant research findings.

It is essential for libraries in the Delhi National Capital Region to comprehend and actively address the happiness of their patrons. It contributes to the advancement of strategic decisions, the enhancement of services, and the distribution of resources, which finally results in an atmosphere that is more enriching and supportive of academic endeavours.

5. Qualitative Insights

The incorporation of qualitative components, such as user narratives and experiences, in order to gain an understanding of the nuances and feelings connected with the process of information searching and utilisation is referred to as qualitative insights. In the context of library services and researcher satisfaction, qualitative insights involve the collection of rich, in-depth viewpoints and experiences through the use of qualitative research methods. To better understand and improve library

services in Delhi National Capital Region, they contribute in the following ways:

- **Experience:** In order to gain a better understanding of user experiences, qualitative research methods like as interviews, focus groups, and open-ended surveys are utilised. These approaches dive into the complexities of the experiences of researchers, revealing the specific narratives, feelings, and emotions that are linked with the utilisation of library services.
- **Identify:** The identification of pain points is accomplished through the use of qualitative insights, which emphasise unique issues, frustrations, or hurdles that researchers have when attempting to access resources or make use of library services. This provides a deeper understanding outside of quantitative measures.
- **Contextual Understanding:** They provide contextual insights into how researchers engage with resources, libraries, and support systems, taking into consideration elements such as the special needs of a discipline, the cultural contexts in which the research is conducted, or individual research approaches.
- **Perspectives:** These are more nuanced. Qualitative data captures a variety of perspectives, which enables researchers to express preferences, wishes, and suggestions that may not be caught by quantitative surveys. This enriches the understanding of user needs.
- **Complementing Quantitative Data:** Qualitative insights are complementary to quantitative data, since they provide a more holistic perspective by enhancing the depth, context, and explanatory value of quantitative discoveries.
- **Informing Service Changes:** Insights generated from qualitative data guide targeted service changes, which assist libraries in addressing specific pain spots, improving user experiences, and tailoring services to effectively suit the demands of a varied range of researchers.
- **Policy and Strategy Development:** Qualitative insights provide a human-centered viewpoint that fosters more user-centric approaches inside libraries. These

insights are used to inspire policy changes, strategy planning, and service design.

- Through the incorporation of qualitative insights into the evaluation of library services, institutions in Delhi National Capital Region (NCR) are able to acquire a more comprehensive understanding of the experiences of researchers. This, in turn, leads to improvements that are more nuanced and personalised, which are in close alignment with the requirements and expectations of the academic community.

Conclusion

Through the process of mapping researcher expectations, libraries are able to better align their services, resources, and support mechanisms with the specific requirements of the local academic community. Through this information, libraries are able to more effectively personalise their offerings, thereby guaranteeing that they not only meet but also surpass the expectations of scholars in the Delhi National Capital Region. There are many advantages to mapping researcher expectations within libraries, including the following:

1. **Personalised Services:** When libraries have a clear understanding of the expectations of their patrons, they are able to tailor their services, resources, and support systems to precisely meet the requirements of researchers. Personalised services in libraries located inside the Delhi National Capital Region (NCR) respond to the specific requirements of individual researchers by providing individualised assistance, recommendations for resources, and specialised guidance. Librarians are able to provide focused support by understanding the specific research objectives of their clients, which optimises the finding and utilisation of resources. User experiences can be improved by the use of customised training, curated collections, and personalised consultations, which in turn allows for a more productive and interesting academic journey. Personalization guarantees that researchers have access to exactly what they require, which in turn fosters a better connection between users and the library's products. This, in turn, ultimately improves the quality of academic research and strengthens the efficiency of library services within the region.
2. **Enhancement of User Satisfaction:** Successfully meeting the expectations of researchers leads to a rise in user

satisfaction, which in turn leads to improved utilisation of library resources and services. There is a harmonious connection between the expectations of researchers and the offers of libraries, as evidenced by the increased user satisfaction within Delhi National Capital Region libraries. Enhancing user experiences is accomplished by libraries through the active incorporation of input, the enhancement of resources, and the refinement of services. Because of this enhanced satisfaction, a good environment is fostered, which in turn encourages a greater utilisation of library resources, more involvement, and a sense of cooperation among the academic community. The library's flexibility, adaptability, and commitment to fulfilling the various and developing requirements of researchers, advancing their scholarly pursuits, and contributing to academic success within the region are ultimately demonstrated by the increased user satisfaction that the library has achieved.

3. **Optimisation of Resources:** Mapping expectations to guide resource allocation, ensuring that investments fit with the goals of researchers, and improving resource relevance and accessibility are all aspects of resource optimisation. When it comes to libraries in the Delhi National Capital Region (NCR), resource optimisation refers to the strategic management of available resources in order to maximise their efficiency and effectiveness. This includes the following:

- A strategic approach to purchasing materials that takes into account research trends, user requests, and budgetary limits in order to guarantee a collection that is both relevant and diversified is known as acquisitions planning.
- Utilisation analysis is the process of analysing data on resource utilisation in order to determine which materials are most frequently used. This enables libraries to prioritise and devote resources to items that are in high demand.
- Through the creation of functional study areas, collaborative spaces, and resource hubs, space utilisation refers to the process of optimising physical space by aligning it with the needs of users.
- The process of ensuring that digital resources are properly licenced, catalogued, and organised in order to promote quick access and maximise their utilisation is often referred to as digital resource management.
- The term "collaborative partnerships" refers to the process of forming partnerships with other libraries or institutions in order to share resources, reduce instances of duplication, and increase access to different types of publications.
- Periodic evaluation entails continually evaluating the usefulness and relevance of resources, getting rid of materials that are no longer relevant, and investing in new study topics in order to keep a collection that is constantly evolving.

Conflict of Interest

There is no conflict of interest in this manuscript by the authors.

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