Users' Satisfaction among the University Libraries and Special Libraries of Assam: A Comparative Study

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Abstract: The aim of this paper is to show the users' satisfaction in context of library collection in some selected university libraries and special libraries of Assam. The study also covers the purpose of visiting the library by the users. This study will be beneficial for library professionals and library authority of university and special library in Assam. Use of library collection and users' satisfaction is a multifaceted conceit. In the present study both the library collection and towards this, its user's satisfaction considered as independent and dependent to each other. Users' satisfaction has been the primary factor for all types of libraries and library professionals. So from this present study it has been trying to show that how the users of the Special libraries and University Libraries of Assam are satisfied with the present status, collections and services of the respected libraries.

Keywords: Users satisfaction, University libraries, Special libraries, Assam.

I.   INTRODUCTION

Users are the important part of any library. The description and achievement of their requirements and to meet up with their satisfaction level are the ambition of any library. Knowing about the users' requirement from library and to reach up to their satisfaction level is very essential to provide advance library services and resources. The development and growth of a library is basically depending upon the satisfaction level of users' towards its collections and services.To achieve this goal library authority should be aware about the needs and requirements of its users at first. Academic libraries must determine a focus on proper collection development to satisfy the users need. Library personal should identify the need of users and acquire the collection and improve the services accordingly. A university library is attached to its parent institute i.e. university to serve its teaching, research, publication and other educational needs. A library whether it is academic or special can stand on its own, but a university cannot stand on its own because the library represents the heart of the university. In a university, library is an important part which contains rich and balanced information resources consisting of the staffs which can support the teaching, learning and research work. It is a general purpose for the development of a library to conduct users' satisfaction survey to improve the status and quality of services provided to the users. The survey helps in evaluating the strengths and weakness of libraries and provides an opportunity to the library personnel to increase the users' satisfaction level. Satisfying users' requirements in the institution whether it is academic or special is crucial goal of a library.

Zeithman and Bitmar (2000) defined users' satisfaction as the means which users determine that a product or service meet the required needs and expectations. If the product or services do not meet their needs or expectations, it is therefore assumed that they are dissatisfied with the product or services. Similarly, Iwhiwhu and Okorodudu (2012) stated that users satisfaction of library information resources and services is away in which users judge the adequacy of the library information resources and services rendered to them and also if their expectations are provided to them. Library user satisfaction implies how users feel after using the information resources and services and their willingness to return to the library when next they need information (Ikenwe and Adegbilero-Iwari, 2014). According to Ijiekhuamhen, Aghojare and Lerdinand (2015) the level of using the library depends on users' satisfaction with the available information resources and services rendered to them.

So the users' satisfaction is considered as the level of satisfaction of users' which they retrieve from library by using the various types of resources for acquiring knowledge and services which fulfill their appropriate needs. Hence, the quality and availability of the resources and services in the libraries have a significant impact on users' satisfaction. If the library meets the need of users' satisfaction then the library will be well known among new users too. So it is an important work for the library to keep an eye on users' satisfaction with library collections or resources and services.

AREA OF THE STUDY
Twelve university libraries and seventeen special libraries, which maketotal are 29 libraries, of the state of Assam are selected for the present study.

OBJECTIVE
Libraries offer various types of services to its clientele. It is intended to find out theusers' satisfactionon library collection among the university libraries and special libraries of Assam.So the objectives of the study are:
- To find out theuser satisfactionregarding library collection among the university libraries and special libraries of Assam.
- To find out the users' satisfaction with library services towards growing of library collections.

II. METHODOLOGY
Following methodologies were adopted to collect data and necessary information for the study:
- By providing Questionnaire
- Through interview of the library user and
- Using e-mail or telephone.
In order to collect the required information and data a set ofstructured questionnaire was designed and distributed to the users of selected libraries.

Sample size
Fifty (50) users from each university and 10 users from each special library were selected for the study altogether which is 770 users from both type of institute libraries. As thenumber of total library users in special libraries are less in comparison to that of university librariesit is decided to select 10 numbers from each special library.The studyanalyzed the data as percentage (%) and Weighted Mean Score and Rank (WMS&R) to get the findings.

III. DATA ANALYSIS TOOLS AND TECHNIQUES
The raw data is tabulated and accessed the results through both SPSS and Microsoft Excel. Weighted Mean Score and Rank method (WMS&R) is used to extract the result from user's priority.

Data Analysis:
The study used some short form like AU, TU, GU, DU, AAU, BU, KKHSOU, ADBUAZ, ADBUSO, ADBUKH, ADTU, KU, ALA, ACA, KRC IASST, NIRDP, TISS, IIBM, NIPCCD RCG, IIE, DHAS, ASTEC, CIPET, AIR ST & SC, RFRI, KRC NEIST, TTRC means Assam University, Tezpur University, Gauhati University, Dibrugarh University, Assam Agricultural University, Bodoland University, Krishna KantaHandiqui State Open University, Assam Don Bosco University Azara campus, Assam Don Bosco University Sonapur campus, Assam Don Bosco University Kharghuli campus, Assam Down Town University, Kaziranga University, Assam Legislative Assembly, Ananda Chandra Agarwala Library (Assam State Museum), Knowledge Resource Centre The Institute of Advanced Study in Science & Technology, National Institute of Rural Development & Panchayati Raj, Tata Institute of Social Science, Indian Institute of Bank Management, National Institute of Public Co-Operation & Child Development, Indian Institute of Entrepreneurship, Department of Historical & Antiquarian Studies, Assam Science Technology and Environment Council, Central Institute of Plastic Engineering and Technology, Assam Institute of Research for ST & Sc, Indian Council of Forestry Research and Education, North East Institute of Science & Technology and Tocklai Tea Research Centre respectively.
The collected data are analyzed below.

User Response:

Table 1AUser's Response from University library						
University	Total Questionnaire Distributed	No Response	Faculty	Research Scholar	Student	Total Response
AU	50	2	38	9	1	48
	100%	4%	76%	18%	2%	96%
TU	50	2	18	17	13	48
	100%	4%	36%	34%	26%	96%
GU	50	2	16	19	13	48
	100%	4%	32%	38%	26%	96%
DU	50	2	22	13	13	48
	100%	4%	44%	26%	26%	96%
AAU	50	6	37	3	4	44
	100%	12%	74%	6%	8%	88%
BU	50	3	27	6	14	47
	100%	6%	54%	12%	28%	94%
KKHSOU	50	10	24	16	0	40
	100%	20%	48%	32%	0%	80%
ADBUAZ	50	9	19	14	8	41
	100%	18%	38%	28%	16%	82%
ADBUSO	50	6	19	20	5	44
	100%	12%	38%	40%	10%	88%
ADBUKH	50	10	6	0	34	40
	100%	20%	12%	0%	68%	80%
ADTU	50	2	12	10	26	48
	100%	4%	24%	20%	52%	96%
KU	50	8	32	1	9	42
	100%	16%	64%	2%	18%	84%
Total	600	62	270	128	140	538
	100%	10.33%	45%	21.33%	23.33%	89.67%

Table 1BUser's Response from Special library							
Libraries	Total Questionnaire Distributed	No Response	Faculty	Research Scholar	Scientist	Students	Total Response
ALA Library	10	6	4	0	0	0	4
	100%	60%	40.00%	0.00%	0.00%	0.00%	40.00%
ACA Library	10	7	2	0	0	1	3
	100%	70%	20.00%	0.00%	0.00%	10.00%	30.00%
Judges' Library	10	6	4	0	0	0	4
	100%	60%	40.00%	0.00%	0.00%	0.00%	40.00%
KRC (IASST)	10	3	2	5	0	0	7
	100%	30%	20.00%	50.00%	0.00%	0.00%	70.00%
NIRDP Library	10	6	4	0	0	0	4
	100%	60%	40.00%	0.00%	0.00%	0.00%	40.00%
TISS Library	10	7	0	0	0	3	3
	100%	70%	0.00%	0.00%	0.00%	30.00%	30.00%
IIBM Library	10	5	5	0	0	0	5

	100%	50%	50.00%	0.00%	0.00%	0.00%	50.00%
NIPCCD RCG Library	10	6	4	0	0	0	4
	100%	60%	40.00%	0.00%	0.00%	0.00%	40.00%
IIE Library	10	6	4	0	0	0	4
	100%	60%	40.00%	0.00%	0.00%	0.00%	40.00%
DHAS Library	10	5	3	2	0	0	5
	100%	50%	30.00%	20.00%	0.00%	0.00%	50.00%
ASTEC/AEDA	10	7	1	0	2	0	3
	100%	70%	10.00%	0.00%	20.00%	0.00%	30.00%
CIPET Digital Library	10	5	0	0	0	5	5
	100%	50%	0.00%	0.00%	0.00%	50.00%	50.00%
PLASMA Physics Library	10	6	1	3	0	0	4
	100%	60%	10.00%	30.00%	0.00%	0.00%	40.00%
AIR ST & SC Library	10	7	3	0	0	0	3
	100%	70%	30.00%	0.00%	0.00%	0.00%	30.00%
RFRI Library	10	6	0	4	0	0	4
	100%	60%	0.00%	40.00%	0.00%	0.00%	40.00%
KRC (NEIST)	10	4	2	0	4	0	6
	100%	40%	20.00%	0.00%	40.00%	0.00%	60.00%
TTRC Library	10	8	1	1	0	0	2
	100%	80%	10.00%	10.00%	0.00%	0.00%	20.00%
Total	170	100	40	15	6	9	70
	100%	58.82%	23.50%	8.80%	3.50%	5.30%	41.10%

Table number 1A represents that out of 600 distributed questionnaire in which percentage of non-respondent are 10.33% and out of 89.67% collected questionnaires 45% from faculty members, 21.33% from research scholars 23.33% from student community of the university.

Table number 1B stated that out of 170 distributed questionnaireonly 41.10%responded from all surveyed special libraries. Among the respondents it is found that 23.50% are faculty, research scholars 8.80%, scientists 3.50% and students 5.30% from special libraries.

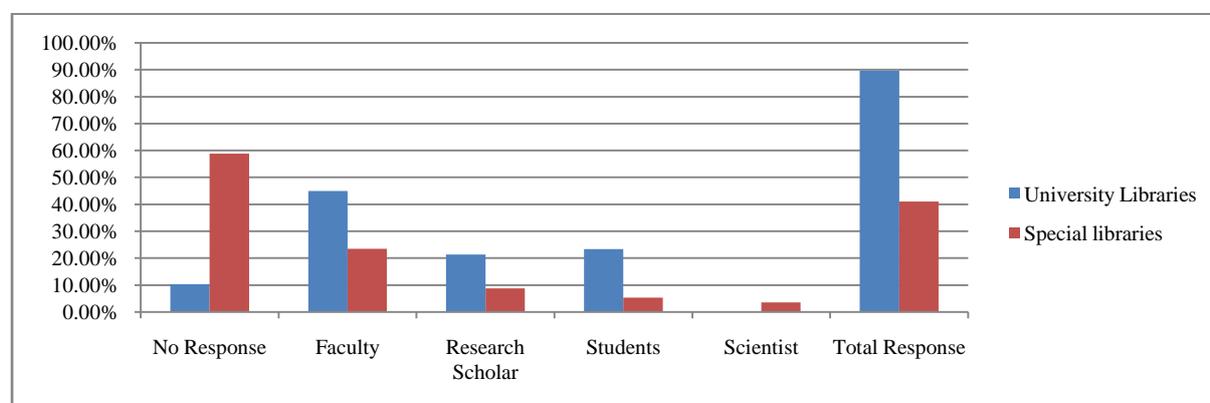| Table 1CUsers response from University and Special library						
Libraries	**No Response**	**Faculty**	**Research Scholar**	**Students**	**Scientist**	**Total Response**
University Libraries	10.33%	45%	21.33%	23.33%	NA	89.67%
Special Libraries	58.82%	23.50%	8.80%	5.30%	3.50%	41.10%

Figure 1 Users response from University and Speciallibrary

User's Gender

Table 2A User gender from university library			
University	**Male**	**Female**	**Total**
AU	33	15	48
	68.8%	31.3%	100.0%
TU	36	12	48
	75.0%	25.0%	100.0%
GU	35	13	48
	72.9%	27.1%	100.0%
DU	37	11	48
	77.1%	22.9%	100.0%
AAU	30	14	44
	68.2%	31.8%	100.0%
BU	27	20	47
	57.4%	42.6%	100.0%
KKHSOU	17	23	40
	42.5%	57.5%	100.0%
ADBUAZ	22	19	41
	53.7%	46.3%	100.0%
ADBUSO	24	20	44
	54.5%	45.5%	100.0%
ADBUKH	23	17	40
	57.5%	42.5%	100.0%
ADTU	28	20	48
	58.3%	41.7%	100.0%
KU	30	12	42
	71.4%	28.6%	100.0%
Total	342	196	538
	63.6%	36.4%	100.0%

Table 2BUser gender from special library			
Libraries	**Male**	**Female**	**Total**
ALA Library	4	0	4
	100.0%	0.0%	100.0%
ACA Library	2	1	3
	66.7%	33.3%	100.0%
Judges' Library	3	1	4
	75.0%	25.0%	100.0%
KRC (IASST)	2	5	7
	28.6%	71.4%	100.0%
NIRDP Library	4	0	4
	100.0%	0.0%	100.0%
TISS Library	1	2	3
	33.3%	66.7%	100.0%
IIBM Library	4	1	5
	80.0%	20.0%	100.0%
NIPCCD RCG Library	3	1	4
	75.0%	25.0%	100.0%
IIE Library	3	1	4
	75.0%	25.0%	100.0%
DHAS Library	4	1	5
	80.0%	20.0%	100.0%
ASTEC/AEDA	2	1	3
	66.7%	33.3%	100.0%
CIPET Digital Library	4	1	5
	80.0%	20.0%	100.0%
PLASMA Physics	4	0	4

Library	100.0%	0.0%	100.0%
AIR ST & SC Library	2	1	3
	66.7%	33.3%	100.0%
RFRI Library	2	2	4
	50.0%	50.0%	100.0%
KRC (NEIST)	4	2	6
	66.7%	33.3%	100.0%
TTRC Library	1	1	2
	50.0%	50.0%	100.0%
Total	49	21	70
	70.0%	30.0%	100.0%

Table number 2Astated that in totality highest number of respondent is male (63.6%) and lowest are female (36.4%) among the responses receives from selected universities of Assam.It is seen from table2B that the respondent found 70% as male and 30% as female from all special libraries.

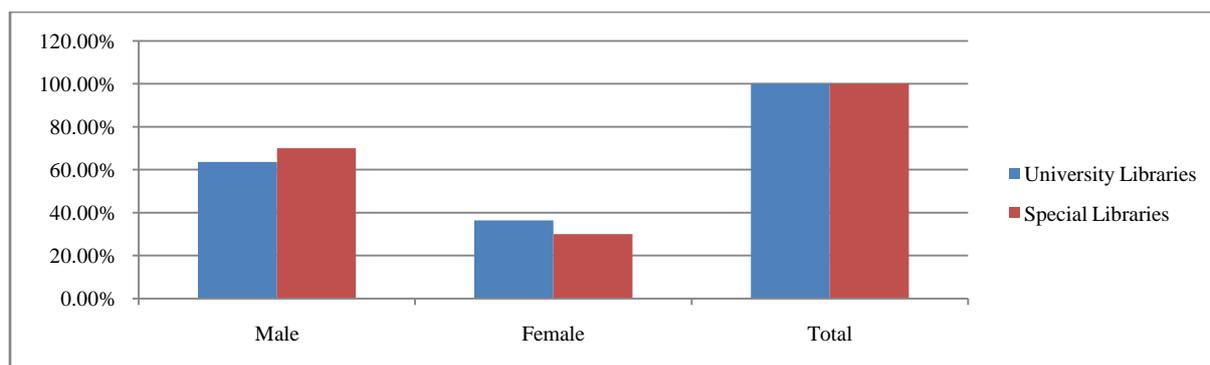| Table 2C User Gender from University and Special Library			
University	**Male**	**Female**	**Total**
University Libraries	63.60%	36.40%	100.00%
Special Libraries	70.00%	30.00%	100.00%

Figure 2 Users Gender from University and Special library

It is seen that highest number of respondent as male found in special libraries andhighest number of female respondent found in university libraries.

Gender wise category of users:

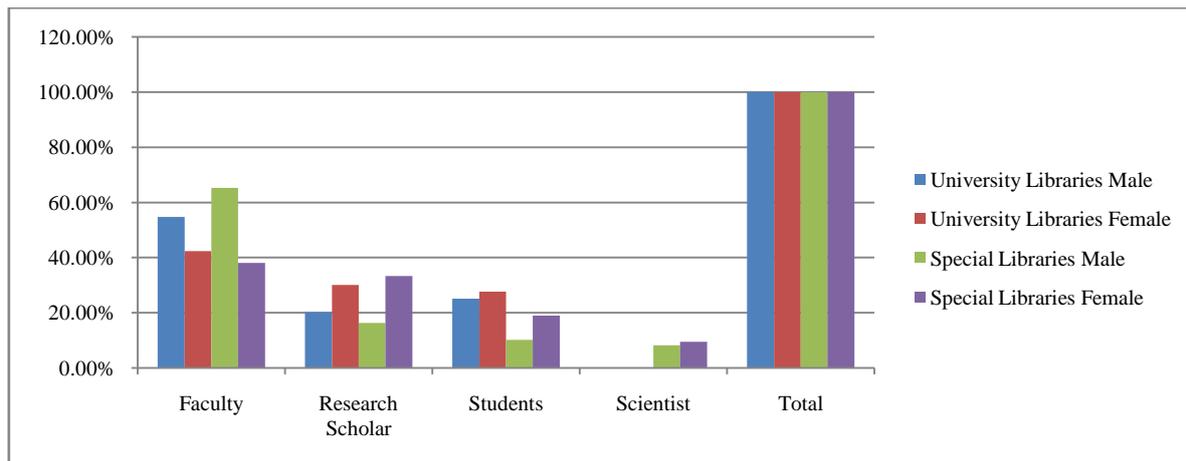| Table 3 Gender wise User Category of University and Special library						
Libraries	**Gender**		**Research**			**Total**
		Faculty	**Scholar**	**Students**	**Scientist**	
University Libraries	Male	54.70%	20.20%	25.10%	NA	100.00%
	Female	42.30%	30.10%	27.60%	NA	100.00%
Special Libraries	Male	65.30%	16.30%	10.20%	8.20%	100.00%
	Female	38.10%	33.30%	19.00%	9.50%	100.00%

Figure 3 Gender wise User Category of University and Special library

Highest male user represented by faculty is 54.7% followed by student is 25.1% and research scholar is 20.2%. Highest female user represented by faculty is 42.3% followed by research scholar is 30.1% and student is 27.6% among the universities.Total male users as faculty 65.3%, research scholar 16.3%, scientist 8.2% and student 10.2%; and total female users as faculty 38.1%, research scholar 33.3%, scientist 9.5% and student 19% found from all special libraries.

It is found that highest number of user as male faculty found in special libraries as well as university libraries both.

Library Use:

Table 4 Library usein University and Special library			
Libraries	**Yes**	**No**	**Total**
University Libraries	99.60%	0.40%	100.00%
Special Libraries	100.00%	0.00%	100.00%

It is seen from table number 4that almost all the users use the library for their day to day activities and research need from both the category, only 0.40% user from university library do not use the library due to their own satisfactory collection and using the internet.

Purpose of visit to the library:

It is seen that the purpose of visit to the library is found as for research, publication, teaching, 'to study and borrow books' and'to keep update with recent information'in all University and Special libraries. The main purpose of using the library is for research and'to study and borrow books'in all university libraries. The basic purpose to use the special library is research.

User Satisfaction to Library Collections:

Table 5A User's Satisfaction and Library Collection in University Library (Level of satisfaction)														
Library Collection	**User Satisfaction**	**AU**	**TU**	**GU**	**DU**	**AAU**	**BU**	**KK HSOU**	**ADB UAZ**	**ADB USO**	**ADB UKH**	**ADTU**	**KU**	**Total**
Printed Books	Very Good	18	17	23	20	19	7	13	10	6	6	11	8	158
	Good	16	16	17	18	16	11	12	15	12	15	12	8	168
	Satisfactory	12	9	5	7	4	17	8	10	14	9	12	14	121
	Poor	2	5	2	3	5	12	7	6	12	10	13	12	89
E-Books	Very Good	15	1	19	1	1	0	10	0	5	4	6	5	111

			4		7	6								
	Good	12	11	14	12	13	1	10	2	7	6	7	6	101
	Satisfactory	6	6	4	6	4	1	5	1	5	6	6	7	57
	Poor	2	4	2	3	5	2	4	3	4	3	3	4	39
Printed Reference Books	Very Good	11	10	19	18	16	2	8	6	6	5	8	5	114
	Good	16	14	12	13	14	10	13	14	18	14	16	14	168
	Satisfactory	10	15	12	13	8	16	13	10	13	13	11	12	146
	Poor	9	8	3	4	6	19	6	11	7	8	13	11	105
Printed Current Journals	Very Good	12	13	17	16	15	4	4	4	3	2	6	5	101
	Good	15	17	14	17	18	12	17	15	16	15	14	13	183
	Satisfactory	12	11	9	8	6	10	14	12	11	11	15	13	132
	Poor	7	5	6	7	5	18	5	10	14	12	12	11	112
E-Journals	Very Good	12	11	15	14	13	0	6	0	5	4	5	4	89
	Good	11	11	13	12	12	1	9	2	7	6	5	7	96
	Satisfactory	11	12	9	8	10	1	11	1	11	8	10	9	101
	Poor	8	7	8	9	9	2	6	2	5	4	6	7	73
Printed Back Volume - Journals	Very Good	13	12	18	17	15	6	7	6	5	4	6	7	116
	Good	13	14	14	13	12	11	14	12	13	14	17	17	164
	Satisfactory	12	11	9	12	10	14	13	13	14	15	15	13	151
	Poor	10	8	5	6	7	12	6	10	12	7	9	5	97
Printed Research Reports	Very Good	13	12	16	15	14	7	8	6	3	2	6	5	107
	Good	15	16	14	12	13	9	10	9	12	12	15	16	153
	Satisfactory	10	11	11	11	11	16	9	16	14	14	15	14	152
	Poor	8	5	5	7	5	11	8	9	15	12	12	7	104
Printed Conference Proceedings	Very Good	10	11	12	11	10	5	3	4	3	2	3	5	79
	Good	14	11	11	12	11	12	13	11	15	9	13	12	144
	Satisfactory	12	17	12	15	12	13	15	14	15	16	15	13	169
	Poor	10	6	11	7	10	13	9	12	9	13	15	12	127
Printed Govt. Publications	Very Good	8	10	11	10	8	4	3	3	2	1	4	2	66
	Good	12	13	13	13	10	10	10	9	14	11	17	10	142
	Satisfactor	9	1	12	1	1	1	13	13	12	11	16	12	154

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	Poor	15	8	9	10	10	17	14	16	14	17	9	18	157
Printed Research Monographs	Very Good	9	10	10	9	9	3	2	2	3	2	3	4	66
	Good	13	10	18	15	12	12	14	12	10	11	15	9	151
	Satisfactory	10	16	11	15	15	16	11	15	18	12	18	16	173
	Poor	9	5	5	6	7	12	4	10	11	15	10	13	107
Printed Thesis and Dissertations	Very Good	18	19	21	20	19	8	6	8	8	2	6	3	138
	Good	15	15	15	15	13	11	12	17	17	13	15	16	174
	Satisfactory	12	11	8	8	9	10	14	11	12	16	13	11	135
	Poor	3	2	3	4	3	13	8	5	7	9	13	12	82
Printed Patents/Standards	Very Good	8	9	10	9	9	6	5	2	3	1	4	3	69
	Good	8	11	11	14	10	8	10	7	13	6	10	5	113
	Satisfactory	9	13	11	15	12	9	4	15	17	10	20	15	150
	Poor	11	8	9	7	9	19	12	14	9	17	12	19	146
Traditional Non Book Materials	Very Good	8	9	11	10	8	5	3	3	4	1	1	2	65
	Good	14	15	10	16	10	9	11	11	8	9	10	16	139
	Satisfactory	10	11	14	15	9	14	6	10	13	12	16	11	141
	Poor	16	8	9	6	7	17	11	14	17	12	19	13	149
Traditional Abstracting/Indexing Databases	Very Good	8	9	13	12	9	2	2	1	2	1	2	2	63
	Good	14	11	14	13	13	9	12	11	14	8	10	11	140
	Satisfactory	12	15	12	14	11	14	8	18	15	8	16	10	153
	Poor	10	9	5	6	10	17	9	8	11	17	18	19	139
Total	Very Good	163	166	215	198	180	59	80	55	58	37	71	60	1342
	Good	188	185	190	195	177	126	167	147	176	149	176	160	2036
	Satisfactory	147	172	139	161	137	163	144	159	184	161	198	170	1935
	Poor	120	88	82	85	98	184	109	130	147	156	164	163	1526

Universities	WMS &R	PBK	EBK	PRB	PCJ	EJNL	PBVJ	PRR	PCP	PGP	PRM	PTD	PPS	TNB	TAI
							Table 5B User's Satisfaction regarding the library collection (WMS&R) in university library								
AU	W. M. S.	3.042	2.292	2.521	2.583	2.313	2.604	2.604	2.417	2.104	2.167	3.0	1.771	2.292	2.25
	R	1	9	6	5	8	3	3	7	13	12	2	14	9	11
TU	W. M. S.	2.896	2.188	2.5	2.708	2.25	2.5	2.563	2.438	2.396	2.229	3.021	2.146	2.313	2.25
	R	2	13	5	3	10	5	4	7	8	12	1	14	9	10
GU	W. M. S.	3.229	2.667	2.896	2.792	2.604	2.854	2.771	2.417	2.417	2.521	3.083	2.167	2.313	2.563
	R	1	7	3	5	8	4	6	11	11	10	2	14	13	9
DU	W. M. S.	3.146	2.479	2.938	2.875	2.438	2.854	2.604	2.438	2.438	2.438	3.021	2.396	2.583	2.521
	R	1	9	3	4	10	5	6	10	10	10	2	14	7	8
AAU	W. M. S.	3.114	2.636	2.909	2.977	2.659	2.795	2.773	2.432	2.364	2.477	3.091	2.25	1.977	2.432
	R	1	8	4	3	7	5	6	10	12	9	2	13	14	10
BU	W. M. S.	2.277	0.149	1.894	1.915	0.149	2.064	2.085	2.021	1.851	1.957	2.085	1.809	1.957	1.702
	R	1	13	9	8	13	4	2	5	10	6	2	11	6	12
KKHSOU	W. M. S.	2.775	2.1	2.575	2.5	1.975	2.55	2.2	2.25	2.05	1.9	2.4	1.75	1.7	1.725
	R	1	8	2	4	10	3	7	6	9	11	5	12	14	13
ADBU AZ	W. M. S.	2.707	0.268	2.366	2.317	0.244	2.341	2.244	2.171	1.976	2.049	2.683	1.78	1.927	1.976
	R	1	13	3	5	14	4	6	7	9	8	2	12	11	9
ADBUS O	W. M. S.	2.273	1.25	2.523	2.182	1.545	2.25	2.068	2.182	2	2.023	2.591	2.136	1.886	2.068
	R	3	14	2	5	13	4	8	5	11	10	1	7	12	8
ADBU KH	W. M. S.	2.425	1.225	2.4	2.175	1.35	2.375	2.1	2	1.9	2	2.2	1.475	1.675	1.525
	R	1	14	2	5	13	3	6	7	9	7	4	12	10	11
ADTU	W. M. S.	2.438	1.25	2.396	2.25	1.271	2.375	2.313	2	2.25	2.146	2.25	2.042	1.771	1.833
	R	1	14	2	5	13	3	4	10	5	8	5	9	12	11
KU	W. M. S.	2.286	1.333	2.31	2.286	1.476	2.619	2.452	2.238	1.905	2.095	2.238	1.81	2.167	1.905
	R	4	14	3	4	13	1	2	6	10	9	6	12	8	10
Total	W. M. S.	2.727	1.673	2.522	2.47	1.708	2.519	2.407	2.255	2.147	2.175	2.651	1.972	2.059	2.076
	R	1	14	3	5	13	4	6	7	9	8	2	12	11	10

Collections	Satisfaction	ALA	ACA	Judges	KRC(IASST)	NIRDP	TISS	IIBM	NIPCCD	IIE	DHAS	ASTEC	CIPET	PLASMA	AIRST	RFRI	KRC(NEIST)	TTEA	Total
Table 5C User Satisfaction to Library Collections in Special libraries(Level of satisfaction)																			
Printed Books	v	0	0	1	1	1	0	5	3	1	0	0	1	1	0	1	4	0	19
	g	3	2	1	3	1	1	0	0	2	3	1	2	1	0	3	2	1	26
	s	1	1	2	3	2	1	0	1	1	2	2	2	3	0	0	0	1	24
	p	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
E-Books	v	0	0	2	1	2	0	3	3	2	1	1	1	1	0	2	4	1	24
	g	3	2	1	5	0	1	2	0	1	2	1	3	2	0	2	2	1	28
	s	1	1	1	1	2	1	0	1	1	2	1	1	1	3	0	0	0	17
	p	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Printed Reference Books	v	2	1	3	2	2	0	3	3	1	0	0	1	1	0	0	3	1	23
	g	1	1	1	1	0	0	0	0	1	2	1	1	1	1	4	1	0	16
	s	1	1	0	4	2	2	2	1	2	3	2	3	2	2	0	2	1	30
	p	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Printed Current Journals	v	2	1	1	2	1	0	3	4	0	1	0	1	0	1	1	3	1	22
	g	2	2	2	4	1	0	2	0	3	2	1	2	3	0	3	3	1	31
	s	0	0	1	1	2	2	0	0	1	2	2	2	1	2	0	0	0	16
	p	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
E-Journals	v	1	1	2	2	2	0	2	3	2	1	0	2	2	1	1	3	0	25
	g	2	1	0	2	1	1	3	0	1	3	1	1	1	0	3	3	0	23
	s	1	1	2	3	1	1	0	1	1	1	2	2	1	2	0	0	2	21
	p	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Printed Back Volume - Journals	v	2	0	2	2	1	0	4	2	2	0	1	1	1	1	1	2	1	23
	g	1	1	0	1	1	1	0	0	2	2	1	1	1	0	2	2	1	17
	s	1	2	2	4	2	1	1	2	0	3	1	3	2	2	1	2	0	29
	p	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Printed Research Reports	v	1	0	2	2	2	0	5	1	0	2	0	1	2	2	1	3	1	25
	g	2	1	1	3	0	0	0	0	2	2	1	1	0	0	3	1	0	17
	s	1	2	1	2	2	2	0	3	2	1	2	3	2	1	0	2	1	27
	p	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Printed Conference Proceedi	v	1	0	1	0	1	0	3	2	1	0	0	1	1	2	1	2	1	17
	g	2	1	2	3	1	1	0	0	2	2	1	1	0	0	1	3	1	21
	s	1	2	1	4	2	1	2	2	1	3	2	3	3	1	2	1	0	31
	p	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1

ngs																			
Printed Govt. Publications	v	2	0	0	1	1	0	3	2	0	0	0	1	1	0	1	2	1	15
	g	1	1	1	3	0	1	0	0	2	2	1	2	2	1	2	1	0	20
	s	1	2	3	3	3	1	2	2	2	3	2	2	1	2	1	3	1	34
	p	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Printed Research Monographs	v	1	0	2	1	1	0	4	3	1	1	1	0	1	0	1	2	1	20
	g	1	1	1	3	1	1	1	0	2	3	0	2	1	1	3	4	0	25
	s	2	2	1	3	2	1	0	1	1	1	1	3	2	2	0	0	1	23
	p	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	2
Printed Thesis and Dissertations	v	2	1	1	3	2	0	3	2	2	1	0	1	1	1	1	3	0	24
	g	2	2	1	3	1	1	2	1	1	4	1	3	1	1	3	2	2	31
	s	0	0	2	1	1	1	0	1	1	0	2	1	2	1	0	1	0	14
	p	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Printed Patents/Standards	v	0	0	1	0	1	0	3	1	1	0	0	1	1	0	2	2	0	13
	g	1	2	1	4	1	0	1	1	2	3	1	2	1	1	2	3	0	26
	s	3	1	2	3	2	2	1	2	1	2	2	2	2	2	0	1	2	30
	p	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Traditional Non Book Materials	v	0	0	1	1	1	0	3	2	1	0	0	1	1	0	1	3	0	15
	g	2	2	1	3	2	1	1	0	1	3	0	2	1	2	2	2	1	26
	s	2	1	2	3	1	1	1	2	2	2	3	2	2	1	1	1	1	28
	p	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Traditional Abstracting/Indexing Databases	v	0	0	1	1	3	0	3	2	1	1	0	1	1	0	1	2	0	17
	g	1	1	3	5	0	1	0	0	1	2	2	3	3	0	2	1	0	25
	s	3	2	0	1	1	1	2	2	2	2	1	1	0	3	1	3	2	27
	p	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1

(v) denotes Very Good, (g) denotes Good, (s) denotes Satisfactory, (p) denotes Poor.

Table 5D User Satisfaction to Library Collections (Weighted Mean Score and Rank) in Special libraries

Libraries	WMSR	PBK	EBK	PRB	PCJ	EJNL	PBVJ	PRR	PCP	PGP	PRM	PTD	PPS	TNB	TAI
ALA	WMS	2.75	2.75	3.3	3.5	3	3.3	3	3	3.3	2.8	3.5	2.3	2.5	2.25
	Rank	9	9	3	1	6	3	6	6	3	9	1	13	12	13
ACA	WMS	2.67	2.67	3	3.3	3	2.3	2.3	2.3	2.3	2.3	3.3	2.7	2.7	2.33
	Rank	5	5	3	1	3	9	9	9	9	9	1	5	5	9
Judges	WMS	2.75	3.25	3.8	3	3	3	3.3	3	2.3	3.3	2.8	2.8	2.8	3.25
	Rank	10	2	1	6	6	6	2	6	14	2	10	10	10	2
KRC(IASST)	WMS	2.71	3	2.7	3.1	2.9	2.7	3	2.4	2.7	2.7	3.3	2.6	2.7	3
	Rank	7	3	7	2	6	7	3	14	7	7	1	13	7	3
NIRDP	WMS	2.75	3	3	2.8	3.3	2.8	3	2.8	2.5	2.8	3.3	2.8	3	3.5
	Rank	8	4	4	8	2	8	4	8	14	8	2	8	4	1
TISS	WMS	2	2	1.7	1.7	2	2	1.7	2	2	2	2	1.7	2	2
	Rank	1	1	11	11	1	1	11	1	1	1	1	11	1	1
IIBM	WMS	4	3.6	3.2	3.6	3.4	3.6	4	3.2	3.2	3.8	3.6	3.4	3.4	3.2
	Rank	1	4	11	4	8	4	1	11	11	3	4	8	8	11
NIPCCD	WMS	3.5	3.5	3.5	4	3.5	3	2.5	3	3	3.5	3.3	2.8	3	3
	Rank	2	2	2	1	2	8	14	8	8	2	7	13	8	8
IIE	WMS	3	3.25	2.8	2.8	3.3	3.5	2.5	3	2.5	3	3.3	3	2.8	2.75
	Rank	5	2	9	9	2	1	13	5	13	5	2	5	9	9
DHAS	WMS	2.6	2.8	2.4	2.8	3	2.4	3.2	2.4	2.4	3	3.2	2.6	2.6	2.8
	Rank	8	5	11	5	3	11	1	11	11	3	1	8	8	5
ASTEC	WMS	2.33	3	2.3	2.3	2.3	3	2.3	2.3	2.3	2.3	2.3	2.3	2	2.67
	Rank	4	1	4	4	4	1	4	4	4	4	4	4	14	3
CIPET	WMS	2.8	3	2.6	2.8	3	2.6	2.6	2.6	2.8	2.4	3	2.8	2.8	3
	Rank	5	1	10	5	1	10	10	10	5	14	1	5	5	1
PLASMA	WMS	2.75	3	2.8	2.8	3.3	2.8	3	2.5	3	2.8	2.8	2.8	2.8	3.25
	Rank	6	3	6	6	1	6	3	14	3	6	6	6	6	1
AIR ST	WMS	2	2	2.3	2.7	2.7	2.7	3.3	3.3	2.3	2.3	3	2.3	2.7	2
	Rank	12	12	8	4	4	4	1	1	8	8	3	8	4	12
RFRI	WMS	3.25	3.5	3	3.3	3.3	3	3.3	2.8	3	3.3	3.3	3.5	3	3
	Rank	3	1	9	3	3	9	3	14	9	3	3	1	9	9
KRC (NEIST)	WMS	3.67	3.67	3.2	3.5	3.5	3	3.2	3.2	2.8	3.3	3.3	3.2	3.3	2.83
	Rank	1	1	8	3	3	12	8	8	13	5	5	8	5	13
TTEA	WMS	2.5	3.5	3	3.5	2	3.5	3	3.5	3	3	3	2	2.5	2
	Rank	10	1	5	1	12	1	5	1	5	5	5	12	10	12
Total	WMS	2.9	3.07	2.9	3.1	3	2.9	2.9	2.8	2.7	2.9	3.1	2.7	2.8	2.83
	Rank	6	2	9	3	4	8	5	12	14	6	1	13	11	10

Table 5E User Satisfaction to Library Collections in University and Special libraries (Weighted Mean Score and Rank)

Libraries	WMS&R	PBK	EBK	PRB	PCJ	EJNL	PBVJ	PRR	PCP	PGP	PRM	PTD	PPS	TNB	TAI
University Libraries	WMS	2.727	1.673	2.522	2.47	1.708	2.519	2.407	2.255	2.147	2.175	2.651	1.972	2.059	2.076
	Rank	1	14	3	5	13	4	6	7	9	8	2	12	11	10
Special Libraries	WMS	2.9	3.07	2.9	3.1	3	2.9	2.9	2.8	2.7	2.9	3.1	2.7	2.8	2.83
	Rank	6	2	9	3	4	8	5	12	14	6	1	13	11	10

(WMS&R) denotes Weighted Mean Score and Rank, (WMS) denotes Weighted Mean Score, (R) denotes Rank, (PBK) denotes Printed Books, (EBK) denotes E-books, (PRB) denotes Printed Reference books, (PCJ) denotes Printed Current journals, (EJNL) denotes E-journals, (PBVJ) denotes Printed Back-volume journal, (PRR) denotes Printed Research reports, (PCP) denotes Printed Conference proceedings, (PGP) denotes Printed Govt. Publications, (PRM) denotes Printed Research Monographs, (PTD) denotes Printed Thesis/ Dissertations, (PPS) denotes Printed Patents/Standards, (TNB) denotes Traditional Non-book materials (Audio Visual), (TAI) denotes Traditional Abstracting/Indexing databases.

It is seen that user satisfaction is highest with printed books which scored 2.727, followed by printed thesis/ dissertations as second with 2.651 and printed reference books as third priority with 2.522. User satisfaction on e-books and e-journals is lowest by scoring 1.673 and 1.708 respectively among the universities (Table 5B).It is stated that highest user satisfaction goes to printed thesis and dissertations by scoring 3.11 followed by e-books as second by scoring 3.07 and current journals as third by scoring 3.06 in all special libraries(Table 5D).

It can be stated that university libraries are enrich with printed books and special libraries are with printed thesis and dissertations to satisfy the users (Table 5E).

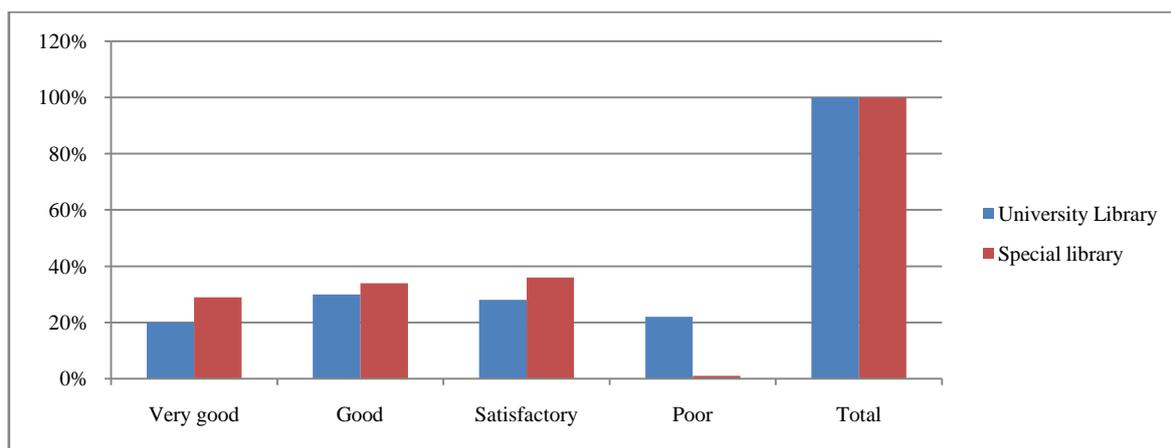| Table 5F Total Users Satisfaction to library collection among the University and Special libraries					
Library	**Very good**	**Good**	**Satisfactory**	**Poor**	**Total**
University Library	1342	2036	1935	1526	6839
	20%	30%	28%	22%	100%
Special Library	282	332	351	15	980
	29%	34%	36%	1%	100%

Figure 5Total Users Satisfaction to library collection among the University and Special libraries

Table number 5F and figure 5 stated that total user satisfaction to library collection is voted by highest number of users as good 30% followed by satisfactory 28% as second, poor 22% as third and very good 20%as lowest among the university libraries.In case of special library total user satisfaction to library collection is voted by highest number of users as satisfactory 36% followed by good 34% as second, very good 29% as third and poor 1% as lowest.

It is seen that highest number of users voted university library collection as good,on the other hand maximum number of users recognized special library collection as satisfactory.

IV. FINDINGS
1. A good number of responses found from the university library users. Non-response is highest in special libraries the reason of which may be due to their busyness.
2. Highest number of male respondent found in special libraries and highest number of respondent as female found in university libraries. In both the category of libraries highest number of user found as male faculty.
3. Almost all the users use the library.
4. The basic purpose of using the library is for research and 'to study and borrow books' in all universities. Research is the main purpose to use the special library.
5. University libraries are wealthy with printed books and special libraries are with printed thesis and dissertations to satisfy the users.

6. University library collection is considered as good while special library collection is considered as satisfactory from user's point of view, thus it is stated that user satisfaction is higher in university library than special library.

V. SUGGESTIONS

University library should improve the collection and services in the form of e-books, e-journals and library services. Special library could also be suggested to improve collection of e-books, e-journals, printed books and library services (based on user's suggestion).

VI. CONCLUSION

Asthe university libraries and special libraries provide teaching, learning and research support service to their users. These libraries should improve their collection to increase the level of satisfaction of their users. The library should purchase and subscribe the study materials required by the users. Library professionals should update skill for new ICT based services to provide better and faster services.

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