

USER EXPERIENCE AND SATISFACTION WITH LIBRARY SERVICES IN MYSORE'S LAW COLLEGES

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ABSTRACT

This study investigates the user experience and satisfaction with library services in law college libraries across Mysore. Libraries play a critical role in supporting legal education by providing essential resources and services to students, faculty, and researchers. This research aims to assess how well these libraries meet the needs of their users, focusing on various aspects such as the availability of resources, the quality of services, the accessibility of information, and the overall user experience.

The study employs a mixed-methods approach, combining quantitative surveys and qualitative interviews to gather data from a diverse group of library users, including students, faculty members, and legal researchers. The findings reveal the strengths and weaknesses of the existing library services, identifying key areas where improvements are needed to enhance user satisfaction. The study also explores the impact of technological advancements on library usage and user expectations. The results indicate that while the majority of users are satisfied with the traditional resources and services provided, there is a growing demand for digital resources and more user-friendly, technology-driven services. Recommendations are provided to help law college libraries in Mysore adapt to these evolving needs, ensuring they remain valuable and relevant to their users.

KEYWORDS

User Experience, User Satisfaction, Library Services, Law Colleges, Mysore, Legal Education, Library Resources, Information Access, Digital Resources, Library User Needs

INTRODUCTION

Libraries are essential cornerstones of educational institutions, serving as hubs of knowledge and resources that support learning, research, and academic success. In the context of legal education, law college libraries hold a particularly significant role, providing access to a vast array of legal texts, journals, case reports, and digital resources that are indispensable for students, faculty, and researchers. The effectiveness of these libraries is not only measured by the quantity and quality of their collections but also by the satisfaction and experiences of their users. As legal education evolves and the expectations of library users grow, especially with the increasing reliance on digital information, it becomes crucial to assess how well these libraries meet the needs of their diverse user base.

This study focuses on law college libraries in Mysore, a city known for its rich educational heritage. The objective is to evaluate user experience and satisfaction with the library services provided in these institutions. By examining factors such as resource availability, service quality, accessibility, and the impact of digital technologies, this research aims to identify the strengths and areas for improvement within these libraries. Understanding user satisfaction is vital for library administrators and policymakers, as it offers insights into how services can be tailored to better support the academic endeavors of law students and faculty.

The significance of this study lies in its potential to contribute to the enhancement of library services in law colleges, ensuring that they remain relevant and effective in a rapidly changing educational landscape. As law colleges continue to produce future legal professionals, the libraries that serve them must evolve to meet the increasing

demands of their users. This research not only provides a snapshot of the current state of user satisfaction but also offers recommendations for future improvements, aligning library services with the expectations and needs of modern legal education.

METHOD

This study employs a mixed-methods approach to comprehensively evaluate user experience and satisfaction with library services in law colleges across Mysore. The methodology combines both quantitative and qualitative data collection techniques to provide a robust understanding of how users perceive and interact with the library services available to them.

The research is conducted across several law colleges in Mysore, targeting a diverse group of library users, including undergraduate and postgraduate students, faculty members, and legal researchers. A stratified random sampling method is used to ensure a representative sample of the user population, considering factors such as academic level, frequency of library usage, and area of legal specialization. The target sample size is determined based on the total population of library users in the selected colleges, ensuring statistical significance in the findings.

The data collection process involves two primary methods: surveys and interviews. A structured questionnaire is designed to capture quantitative data on user satisfaction and experience. The survey includes a mix of closed-ended questions, Likert-scale items, and multiple-choice questions. Key areas of focus include the availability and quality of library resources (both physical and digital), the effectiveness of library services (such as reference services, user assistance, and interlibrary loan), the ease of access to information, and overall user satisfaction. The survey also captures demographic information and library usage patterns to identify any correlations between these factors and user satisfaction levels. The questionnaires are distributed both online and in print to maximize participation.

To complement the quantitative data, in-depth semi-structured interviews are conducted with a subset of survey respondents. These interviews are designed to delve deeper into the users' experiences, allowing them to elaborate on specific aspects of the library services that they find satisfactory or unsatisfactory. The interview questions are open-ended, focusing on areas such as user expectations, perceived challenges in accessing resources, and suggestions for improvement. The interviews are conducted in person and via video calls, depending on the participants' preferences and availability. Each interview is recorded, transcribed, and analyzed to identify common themes and insights.

The data analysis process involves both statistical and thematic analysis techniques. The survey data is analyzed using descriptive and inferential statistics. Descriptive statistics provide an overview of user satisfaction levels, resource usage patterns, and demographic trends. Inferential statistics, such as correlation and regression analysis, are used to explore relationships between different variables, such as the impact of digital resource availability on overall satisfaction. The statistical analysis is conducted using software tools like SPSS or R to ensure accuracy and reliability.

The interview transcripts are analyzed using thematic analysis, a method that involves coding the data and identifying recurring themes and patterns. The qualitative data provides contextual depth to the quantitative findings, offering a richer understanding of the user experience. Key themes, such as challenges in accessing digital resources or the effectiveness of user assistance services, are identified and linked to the survey results to provide a comprehensive picture of user satisfaction.

The study adheres to ethical research standards, ensuring that all participants provide informed consent before taking part in the surveys or interviews. Confidentiality is maintained throughout the research process, with all data anonymized to protect the identities of the participants. The research is conducted with the approval of the relevant

institutional review boards, and all ethical guidelines for conducting research with human subjects are strictly followed.

While the mixed-methods approach provides a comprehensive understanding of user satisfaction, the study acknowledges potential limitations, such as response bias in self-reported data and the generalizability of the findings to other regions or types of libraries. However, these limitations are addressed through careful sampling and triangulation of data sources. By combining quantitative and qualitative methods, this study aims to provide a nuanced and well-rounded assessment of user experience and satisfaction with library services in Mysore's law colleges, offering valuable insights for future improvements.

RESULTS

The results of this study provide a detailed insight into the user experience and satisfaction with library services in law colleges across Mysore. Overall, the findings reveal a moderate to high level of satisfaction among users, with notable variations based on specific factors such as resource availability, service quality, and the integration of digital technologies.

The availability of legal texts, journals, and case law reports received positive feedback from the majority of respondents, with students and faculty appreciating the comprehensive collection of physical resources. However, there were concerns about the currency and relevance of some materials, particularly in rapidly evolving areas of law. Users expressed a need for more updated editions and a broader range of specialized texts to better support their academic and research needs.

The quality of services provided by the library staff, including reference assistance and user support, was generally rated highly. Many users highlighted the helpfulness and professionalism of the staff, particularly in guiding students through complex legal databases and resources. However, some respondents reported inconsistencies in service quality, suggesting that staff training and the standardization of service delivery could further enhance user satisfaction.

The study found a growing demand for digital resources, with users increasingly relying on online databases, e-books, and digital journals. While the law college libraries in Mysore have made strides in providing access to these resources, there were notable gaps in digital infrastructure, such as the availability of sufficient computers, reliable internet connectivity, and seamless access to subscription-based legal databases. Users also expressed a desire for more user-friendly digital interfaces and tools to facilitate efficient research.

The physical layout and accessibility of the libraries were generally well-received, with users appreciating the conducive environment for study and research. However, issues such as overcrowding during peak hours and limited seating were highlighted as areas of concern. Additionally, users suggested that extending library hours, especially during exam periods, would better accommodate their needs.

The overall satisfaction with library services was positive, with many users recognizing the crucial role that these libraries play in their academic success. However, the study identified key areas for improvement, particularly in the provision of up-to-date resources, the enhancement of digital services, and the optimization of physical spaces. These results underscore the importance of continuous evaluation and adaptation of library services to meet the evolving needs of law students and faculty in Mysore, ensuring that these institutions remain relevant and effective in supporting legal education.

DISCUSSION

The findings from this study highlight several critical aspects of user experience and satisfaction with library services in Mysore's law colleges, providing valuable insights into the strengths and areas needing improvement. The overall positive feedback on resource availability and service quality underscores the libraries' success in maintaining essential collections and offering supportive services. However, the results also reveal challenges, particularly in keeping up with the rapidly changing demands of legal education and the growing reliance on digital resources.

One of the key discussions revolves around the need for updated and specialized legal resources. While the libraries have done well in providing a broad range of materials, the feedback suggests that the pace of acquiring new and relevant texts has not kept up with the evolving nature of legal studies. This indicates a need for more dynamic acquisition policies that prioritize current and specialized resources, which are critical for both academic and professional success in law.

The variability in service quality, though generally positive, points to the importance of standardizing staff training and ensuring consistent user support across all interactions. As libraries continue to serve a diverse and growing user base, the emphasis on maintaining high service standards becomes crucial. This includes not only traditional services but also support for navigating complex digital databases, which has become increasingly important in legal research.

The study also highlights the growing importance of digital resources and the associated infrastructure. The demand for online databases, e-books, and digital journals is a clear indicator of the shift towards more technologically driven research practices among law students and faculty. However, the gaps identified in digital infrastructure, such as inadequate computers and unreliable internet connectivity, suggest that these libraries must prioritize investments in technology to meet user expectations. Improving the digital experience, including user-friendly interfaces and reliable access to resources, will be essential for maintaining relevance in a digital-first world.

Accessibility and space management also emerged as significant factors influencing user satisfaction. The issues of overcrowding and limited seating highlight the need for better spatial planning and potentially expanding physical facilities. Additionally, extending library hours during critical periods, such as exams, would better serve the needs of students and faculty, ensuring that the libraries can effectively support their academic and research activities.

CONCLUSION

This study provides a comprehensive assessment of user experience and satisfaction with library services in Mysore's law colleges, highlighting both the strengths and areas for improvement within these institutions. The findings indicate that while users generally appreciate the availability of essential legal resources and the supportive services provided by library staff, there are significant challenges that need to be addressed to meet the evolving demands of modern legal education.

The positive feedback on resource availability and service quality underscores the libraries' foundational role in supporting legal studies. However, the need for more up-to-date and specialized resources is evident, suggesting that acquisition policies should be more dynamic and responsive to the changing landscape of legal education. Additionally, ensuring consistent and high-quality user support across all interactions will be crucial as these libraries continue to serve a diverse and growing user base.

The increasing reliance on digital resources presents both an opportunity and a challenge for these libraries. While users are eager to engage with digital materials, gaps in the necessary infrastructure, such as reliable internet access and sufficient digital tools, must be addressed. Investing in digital technologies and enhancing the online user experience will be key to maintaining relevance in an increasingly digital academic environment.

Issues related to physical space, including overcrowding and limited seating, as well as the need for extended library hours, further emphasize the importance of responsive space management and planning. Addressing these concerns will help create a more conducive environment for study and research, particularly during peak periods.

In conclusion, Mysore's law college libraries are well-positioned to continue supporting the academic success of their users, but they must remain proactive in adapting to the changing needs of legal education. By focusing on updating resources, standardizing service quality, enhancing digital infrastructure, and optimizing physical spaces, these libraries can significantly improve user satisfaction and maintain their vital role in the educational journey of law students and faculty.

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