

An Empirical Study on Students' Assessment of Library Facilities and Information Resources in Higher Educational Institution

DR. TARANNUM IRSHAD

*Assistant professor in Education, Department of M.Ed.
St. Ann's College of Education, S.D. Road, Secunderabad, TG-500003*

Abstract- *The present study explores the student's perspective on the contribution of library & information resources of higher educational institutions to accelerate the learning. A mixed method approach was devised to collect the data of 100 students through the purposive sampling from a government degree college in Hyderabad. A Self-developed questionnaire was developed & standardized to collect data, applied the qualitatively analysis techniques of percentages, tables, and graphs. The obtained results showed that the majority of respondents visited the library & accessed its information resources according to their academic & professional needs and also reflects the mixed bag of satisfaction towards the LIR. Further, the findings revealed the lacuna of digital library facilities, information resources & created a solid base for the recommendation of providing free accessibility to digital modern facilities in the libraries of higher education colleges, as well as adapt to the very latest adaptations of techno look & use of libraries for the target groups of higher education institutions.*

Key Words- *Library facilities, information resources, & higher education institution*

I. INTRODUCTION

Libraries & information resources play a crucial role in enhancing learning & education, by providing easy & quick access to diversified knowledge & latest information resources, promoting understanding & knowledge acquisition, and facilitating students' academic and career aspirations. Libraries & information resources as the nucleus of learning & research in the higher educational institutions, are essential to revamp the personal-societal development of the students, (Kothari Education Commission, 1964-65). Similarly, James H. Bollington supported it, "Libraries are starting places for the adventure of learning. Libraries are our base camp." The obtained knowledge needs to be transmitted among the users such that a powerful

knowledgeable society is being emerged (Doraswamy Naik 2018).

II. CONCEPTUAL BACKGROUND OF THE STUDY

Higher educational institutions are transforming into the dynamic learning hubs; the academic-professional development of students and quality of teaching, learning, and research. Library facilities refer to the physical and digital infrastructure; reading spaces, seating, lighting, ICT infrastructure, internet access, reprographic services, and user-friendly environments. Information resources include both print and electronic items as textbooks, reference books, journals, databases, e-books, institutional repositories, and open educational resources etc.

Students perceive LIR as role model to fulfil their academic needs & asses on the basis of accessibility, relevance, currency, adequacy, and usability. Their satisfaction and usage patterns directly reflect how well the educational institutions aligns with their learning needs. The different research studies signal that when educational institutions provide adequate library facilities and updated information resources, students contribute significantly to improved learning outcomes, research productivity, and overall academic performance among students. Therefore, investigating traditional and digital dimensions of library services and information resources is crucial to comprehend scope of LIR to the higher education ecosystem.

The present study is anchored on the SERVQUAL Model (Parasuraman, Zeithaml & Berry, 1988) and the Technology Acceptance Model [TAM]. The SERVQUAL model (Davis, 1989) imparts a user-centred approach to check service quality through five dimensions: tangibles, reliability,

responsiveness, assurance, and empathy. It describes how students assess library facilities and information resources based on the gap between their expectations and perceptions. The TAM depicts users' acceptance of technology that students use digital library resources due their perceived utility and easy access. Thus, the SERVQUAL and TAM models provide a broad framework to evaluate both traditional library services and technology-driven information resources from the student's perspective in higher educational institutions.

III. NEED & RATIONALE OF THE STUDY

The advent of digital technologies has transformed the functioning of libraries, enabling the creation of digital libraries that provide users with convenient access to knowledge resources (Maria, 2019). However, the effectiveness of library facilities & information resources in achieving professional goals for students remains a subject of investigation.

Hence, a case study on students' assessment of library facilities and information resources is vital to identify gaps, understand user needs, and recommend improvements that can strengthen the role of libraries in supporting quality education in higher educational institutions. Purpose of this study is to assess the role of library facilities & information resources in accomplishing academic-career growth & development of students in higher education institutions. It explores the complex relationship between the accessible library facilities & information resources and professional achievements. This study highlights the scope of library facilities and information resources on teaching, learning, and research quality in the field of higher education. It recommends for the fast & easy access of more updated library facilities & information resources for students by improvising the latest library policy and practices in the educational institutions.

IV. REVIEW OF LITERATURE

Obu and Evelyn (2023) revealed a positive correlation between library resources and student satisfaction. Shoaib et al. (2022) highlighted the importance of digital libraries and online services. Yousuf et al. (2022) found the ease of access and quality of services contributed positively to library use. Rayapudi and Irrinki (2021) revealed areas for

improvement on the assessment of library facilities among postgraduate students. Abukari (2019 & Alokuk (2020) indicated the need for improved library services. Ningoji and Sadashivappa (2020) recommended regular library user studies and literacy programs. Khan et al. (2019) showed that targeted professional development and technology-driven instruction significantly improve library user competencies & academic outcomes. Findings from Ikolo (2018) revealed a significant relationship between library collection assessment and user satisfaction.

Onanuga et al. (2017) indicates that academic libraries must continuously align their resources with user needs to justify their institutional relevance. Singh and Kuri (2017) highlighted a need to integrate modern web-based and Web 2.0 services. Nwokedi et al. (2017) demonstrated a direct correlation between librarians' web browser competence and the efficiency of their electronic service delivery. Ramakrishna et al. (2016) found the overall satisfaction with library facilities and services. Rahoo et al. (2015) evaluated information tracking behaviour and the utilization of library services; Benard (2014) identified operational constraints such as material scarcities, restricted hours, and a lack of digital facilities that hinder performance. Barik (2013) concluded that Information Communication Technology has fundamentally transformed how patrons discover and process information in academic settings. Ayob (2011) found that physical resource adequacy, generalized internal challenges, and staff professionalism significantly govern service efficiency and user satisfaction.

Thus, the above review of literature underscores the evolving learning needs of higher education students for large & easy access of library facilities and information resources in scenario of collaborating Robotics & AI advancements.

RESEARCH QUESTIONS

- i) Why the library & information resources are significant to pursue academic & research works in the higher education institutions?
- ii) What is the library & information resources available in the higher education institutions?

RESEARCH OBJECTIVE

- 1) To assess the level of satisfaction of students related to the library facilities and information resources in the higher educational institutions.

2) To find the status of ICT and technological infrastructure related to library facilities and information resources in the higher educational institutions.

items, conducted observation, interview & formal discussions, pilot study, followed validation through the direct samples and then by the experts for the content validity.

V. RESEARCH DESIGN; POPULATION, SAMPLE & RESEARCH TOOL

The population of the present study consists students enrolled in the higher education institution in the district of Hyderabad, Telangana State. A “Government College for Women Hussaini Alam, Hyderabad has been selected as a case of research study via purposive sampling technique to select the sample of 100 students.

A self-made questionnaire was used for data collection through the entire process of standardisation as identified objectives & theme of dimensions, selecting the number, order & types of

VI. DATA ANALYSIS, INTERPRETATION & DISCUSSION

Objective 1: To assess the level of satisfaction of students related to the library facilities and information resources in the higher educational institutions.

Item.1-8. How much are you satisfied with the following library facilities, as Lending service, Computer & Internet, General Seating Arrangements, Course books, Information and Research services, Cleanliness, Lightning and ventilation, given below?

Table. 1
Distribution of Responses related to the Item 1-8

	Response Category									
	Fully Satisfied		Satisfied		Neutral		Dissatisfied		Fully Dissatisfied	
Library services	N	%	N	%	N	%	N	%	N	%
Lending Services	3	4	8	10	26	32	43	54	0	0
Computer & internet	12	15	30	37	25	31	10	12	3	5
General Seating arrangements	4	5	6	8	22	28	38	47	10	12
Course Books	9	12	34	42	28	35	8	10	1	1
Information & Research Services	13	17	38	47	17	21	11	14	1	1
Cleanliness	21	27	42	52	15	19	1	1	1	1
Lighting & Ventilation	18	22	41	52	13	16	7	9	1	1

INTERPRETATION

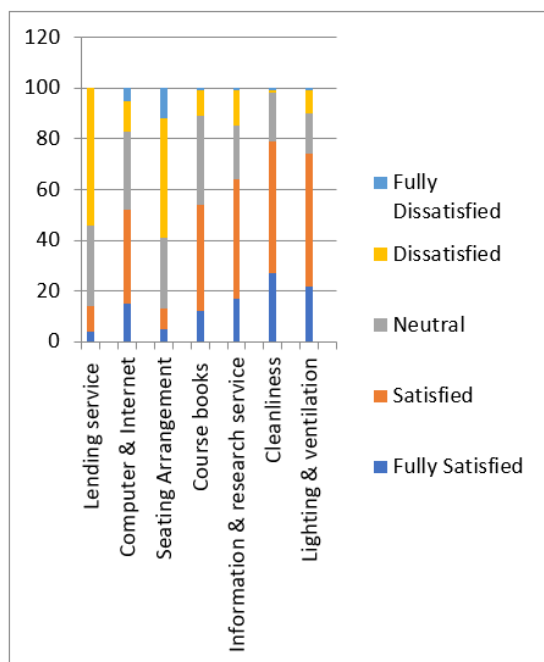
The above table 1 indicates students’ satisfaction towards library service and information resources. A majority of the students expressed their satisfaction with Computer and Internet Services (52%), Course Books (54%), Information and Research Services (64%), Cleanliness (52%), and Lighting and Ventilation (52%). On the contrary maximum students were dissatisfied with Lending Services (54%) and General Seating Arrangements (59%).

DISCUSSION

This study assesses satisfaction of students with different library facilities & information resources provided in higher educational institutions. It reveals the mixed levels of satisfaction across the above-mentioned dimensions of LIS; students are generally satisfied with the available digital facilities, course books, information services, and physical environment, still there are major gaps in lending services and seating arrangements. To improve overall satisfaction and support the academic goals,

higher education libraries must strengthen circulation systems and expand physical infrastructure alongside maintaining ICT and environmental standards. This finding is aligned with the research studies of Kumar and Singh (2020). Adeyemi and Aina (2019), Mahapatra (2017), Ukachi (2015), Iwhiwhu and Okorodudu (2012).

Figure. 1



Objective 2: To find the status of ICT and technological infrastructure related to library facilities and information resources in the higher educational institutions.

Item. 9. How would you rate the overall level of ICT and technological infrastructural facilities provided to you by the library and its staff?

Table 2
Distribution of responses with reference to the item 9

Response category	N	Percentage %
Fully satisfied	13	16.25
Satisfied	28	35
Neutral	27	33.75
Dissatisfied	5	6.25
Fully dissatisfied	7	8.75

INTERPRETATION

The above table 2 presents the students' overall satisfaction towards ICT and technological infrastructural facilities of library in the higher

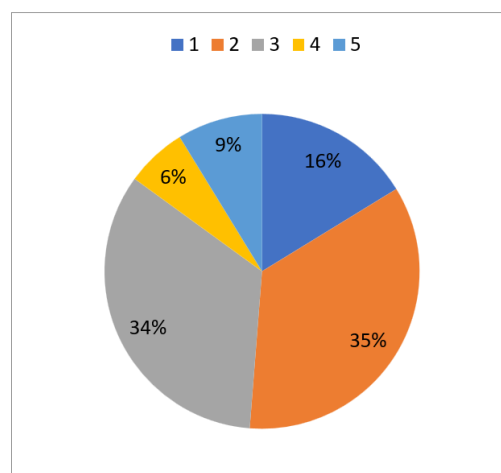
education institution. Majority of the Students (35%) are satisfied with the overall ICT and technological infrastructure services of the library. 16% respondents are fully satisfied, 35% satisfied, 34% neutral and 6% dissatisfied and only 9% fully dissatisfied.

DISCUSSION

The above finding reflects that a majority of students expressed satisfaction with the overall ICT and technological infrastructural facilities in the library provided by higher education institution. It suggests that library services are significantly accomplishing academic and informational needs of students. However there remains a considerable proportion of users who are neither satisfied nor dissatisfied. The positive responses indicate effective staff support and the general adequacy of library services in facilitating coursework, assignments, and research activities. This finding is in the alignment of previous studies done by Thanuskodi (2013) and Anunobi and Okoye (2018). So, the overall satisfaction reported in the present study reflects that LIRs are playing an important role in supporting student learning. However, to enhance service quality further, HEIs must address specific areas of dissatisfaction identified in dimensions; of lending services and seating arrangements, while sustaining strengths in staff support and information services.

Figure.2

Distribution of responses with reference to the item 9



Item.10-23. How satisfied are you with the library information resources in terms of Professional literature, Electronic service and research, Music, audio and video resources, general and textbooks, articles and journals, newspaper, CD- ROM databases, E-mail or access to web-based resources,

Audio & video communication, Bibliographic service, OPAC and INFLIBNET?

Table. 3
Distribution of Responses related to the Item. 10-23

library information resources	Response Category									
	Fully Satisfied		Satisfied		Neutral		Dissatisfied		Fully Dissatisfied	
	N	%	N	%	N	%	N	%	N	%
Professional literature	6	7	42	53	25	32	6	7	1	1
Electronic service and resources	10	12	37	47	21	27	10	12	2	2
Music, Audio & video resources	12	15	33	41	23	29	5	6	7	9
General &text Books	8	10	44	55	24	30	3	4	1	1
Educational books	14	17	38	48	20	25	7	9	1	1
Articles & journals	8	10	28	35	30	38	10	12	4	5
Newspaper	14	17	22	28	34	43	8	10	2	2
CD-ROM Databases	10	12	30	38	32	40	4	5	4	5
E- mail or access to web-based resources	13	17	18	21	33	42	8	10	8	10
Audio & video communication	6	7	31	39	32	40	9	12	2	2
Bibliographic service & online reading material	9	12	34	42	30	37	5	7	2	2
OPAC	10	12	29	37	28	35	11	14	2	2
INFLIBNET	8	10	39	49	24	30	6	7	3	4

INTERPRETATION

The above table.3 exhibits students' satisfaction towards the core library services & information resources. Maximum respondents are satisfied as 55% with General and Text, 53% with Books, 48% with Professional Literature & Educational Books, 47% with Electronic Resources and 41% with Music, Audio and Video Resources. Regarding the items of library networking and bibliographic services, a majority of students were satisfied with INFLIBNET

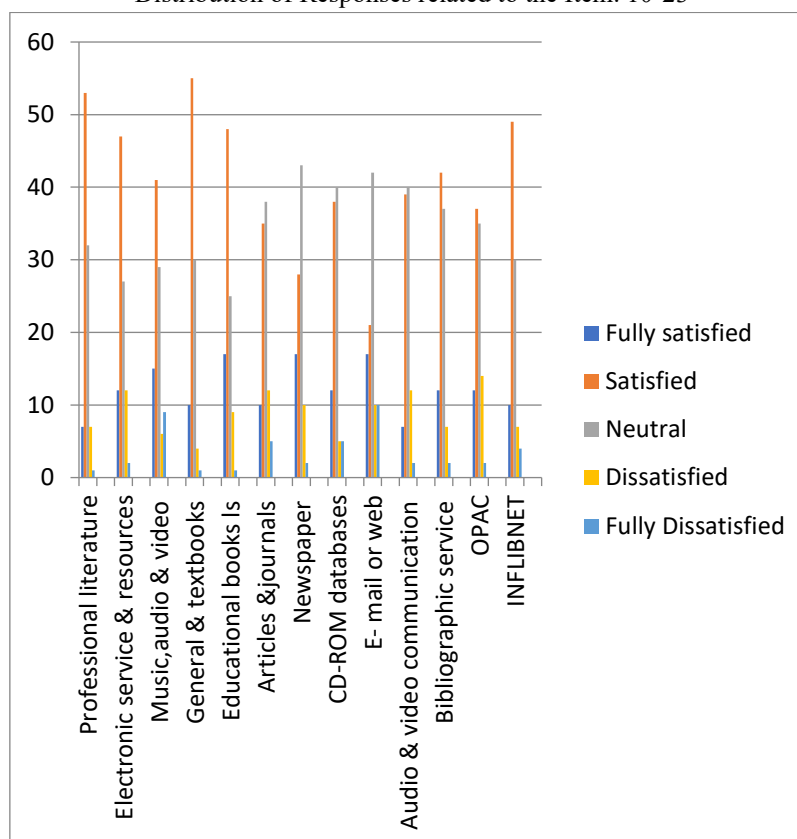
(49%), Bibliographic Services and Online Reading Materials (42%) and OPAC (Online Public Access Catalogue) (37%). A significant proportion of students remains neutral related to their satisfaction towards LIR; 38% for Articles and Journals, 43% for Newspapers, 40% for CD-ROM Databases, 42% for E-mail & Web-based Services, and 40% for Audio & Video Communication.

DISCUSSION

The above finding shows that students are largely satisfied with traditional and professional information resources of library while they remain neutral toward several digital and specialized resources. It suggests that while students are satisfied with core print and professional resources, there is a need to improve awareness and utilization of specialized digital resources. Libraries should focus on information literacy programs to help students

effectively to use journals, databases, INFLIBNET, and multimedia resources. This result is supported by Kumar and Singh (2020), Tella and Akande (2018), Sahu (2016), Baro and Zuokumor (2011), Madhusudhan (2010). All of these emphasized that resources such as journals, newspapers, and databases are underutilized unless students are trained to integrate them into their academic work.

Figure .3
Distribution of Responses related to the Item. 10-23



Major Findings of the Study

1. The present research has highlighted the significant library facilities; general books and seating space, computers or Internet, lending service & cleanliness. Important information resources are professional literature, educational and general books, electronic services & resources, articles, journals and newspapers.
2. This research study has identified prime purpose of students & teachers both. Students visit the library for course work, completion of assignment and project & teachers for reading notes, using computer, internet, reference articles, journal, & other professional works.
3. This study also explores that students need more physical & digital library facilities &

information resources as seating space and better Internet facilities in the library of HEIs.

DELIMITATIONS OF THE STUDY

There were certain restrictions on this research. Firstly, it was a case study, so generalizability was limited. Secondly, due to scheduling restrictions, the sample size was minimal and only included one college. Furthermore, the study used mixed questionnaire and basic purposive sampling, which might not have produced the most accurate or trustworthy data. Lastly, data analysis was restricted to percentage computations; deeper insights could have been obtained using more sophisticated statistical methods.

VII. EDUCATIONAL IMPLICATIONS

The present study has ascertained not only to assess library facilities and information resources but also contributed to enhance & upgrade the most basic curricular, administrative, infrastructure & environment in higher education institutions. It can be utilized to inform the educational theory and practice. It has very specific & crucial implications that cater to the vital needs of all types of users. LIR serve to support advanced research in all disciplines, promote collaborative and interdisciplinary learning, impart easy & quick access to evolving knowledge and information, provide specialized subject support, deliver academic, vocational and professional services, and ensure access to rare and unique learning materials for all users.

Thus, the present study has reflected that the library facilities and library information resources provide the tailored information literacy & advanced professional & academic support for all users.

VIII. SUGGESTIONS FOR FURTHER RESEARCH

Further research is required to explore the role of libraries & information resources in reinforcing students research and scholarship, especially in the context of emerging technologies and interdisciplinary collaboration. Additionally, studies comparing the effectiveness of different assessment methods for determining library facilities and information resources would provide valuable insights. Testing the relationship between library facilities and accreditation standards, as well as conducting comparative studies across different types of higher education institutions, would also contribute to a deeper understanding of the complex interactions between libraries, information resources, institutional growth & development.

Higher institutions should prioritize the development of well-equipped libraries that cater to the different needs of teachers. Continuous & regular assessments of digital library services & information sources should be executed to safeguard their relevance and effectiveness. A minimum set of library services, including reference, internet, seating, and web-based resources, should be imparted to enhance teaching and learning quality. Furthermore, libraries should evaluate the significance of their collections and collaborate with other libraries to enhance resource

sharing and accessibility. Finally, libraries should develop transparency by sharing assessment results with stakeholders and soliciting feedback to inform future improvements.

IX. CONCLUSION

The present research study concludes that the students perceive library facilities & information resources as the most vital element for enhancing their learning growth & imparting easy & quick access to the neediest specialized materials, leading to their comprehensive research, career & professional success & stability in the educational institutions. Through this case study approach, this research has addressed the existing gaps by assessing the current state of library services & information resources and their impact on overall students' growth and institutional development. Ultimately, the study provides nuanced insights into the higher educational institution's unique environment, offering data-driven decisions to innovate library services and elevate the overall academic experience

REFERENCES

- [1] Abukari, Z. (2019). User satisfaction of resources and services of libraries: A case study of the Narh-Bita College, Tema, Ghana. *Library Philosophy and Practice*, 9, 1-18.
- [2] Adegbihero-Iwari, I., Adetoro, N., Kolawole, L. F., & Oyegbaju, O. (2024). Digital Scholarship and Open Science Imperatives for Nigerian Academic and Research Libraries. *Interdisciplinary Journal of Contemporary Research in Information and Communication*, 1(1), 14-26.
- [3] Alokuk, J. (2020). Attitude of students towards the use of library facilities: a case study. *International Journal of Humanities, Social Sciences and Education*, 7(1), 24-36.
- [4] Ayob, A., & Sendut, P. H. (2011). An assessment of the effectiveness of library resources and services in supporting researchers' information needs. In *seminar kebangsaan Perpustakaan Akademik* (pp. 1-14).
- [5] Barik, N. (2013). Assessing the effectiveness and usage of library resources and services of Einstein Academy of Technology and Management, Bhubaneswar: A faculty-oriented study. *International journal of information dissemination and technology*, 3(3), 171-175.

- [6] Benard, R., & Dulle, F. (2014). Assessment of access and use of school library information resources by secondary schools' students in Morogoro Municipality, Tanzania. *Library philosophy and practice*, 0_1.
- [7] Blummer, B., & Kenton, J. M. (2018). Academic libraries and student learning outcomes. *Performance Measurement and Metrics*, 19(1), 75-87.
- [8] Board, A. C. R. L. (2016). *Framework for information literacy for higher education*.
- [9] Deepa, P. K. (2020). *Scholarly use of web-based information resources and services in university libraries in Kerala* (Doctoral dissertation, University of Calicut, CH Mohammed Koya Library.).
- [10] Hernon, P., & Altman, E. (2010). *Assessing service quality: Satisfying the expectations of library customers*. American Library Association.
- [11] Ikolo, V. E. (2018). *Demographic factors and job satisfaction as correlates of organizational commitment among librarians in universities in South zone of*. Unpublished thesis, Delta State University, Abraka.
- [12] Khan, D. K. M., Ali, M. K., & Sunil Kumar, R. (2019). User's Satisfaction on Library & Information Resources, facilities and Services: A Case Study in Vidyavardhaka First Grade College, Mysore. *Research Gate*, 1-21.
- [13] Lokhande, R., & Gadage. (2010). Information Literacy in academic libraries and the student's expectation. *New Dimension in Library Managment*. Aurangabad: SBES College of Science.
- [14] Ningoji, S. M. M., & Sadashivappa, N. (2020). User satisfaction on library resources, facilities and services: a case study in shri kumareshwara B. ed college, hangal, dist: haveri (Karnataka). *International Journal of Library and Information Studies*, 10(3), 158-167.
- [15] Nwokedi, G., Nwokedi, V., Samuel, N., Panle, P., & Amali, P. (2016). Assessment of physical facilities and users' satisfaction: a case study. *Information impact: journal of information and knowledge management*, 7(2), 77-91.
- [16] Ogunbodede, K. F., Atchrimi, I. A., & Agina-Obu, R. (2022). Students' perception and use of digital resources in University of Africa, Bayelsa State, Nigeria. *Information Impact: Journal of Information and Knowledge Management*, 13(2), 75-87.
- [17] Onanuga, A. O., Olufemi, P. G., & Ogunwande, O. O. (2017). Library services utilization and satisfaction by undergraduate students: A case study of Osun State University Main Library. *IOSR Journal of Humanities and Social Science*, 83-88.
- [18] Oyedokun, T. T. (2024). Navigating the dynamics of present-day academic libraries: An in-depth analysis of strategies, challenges, and emerging trends. *IFLA Journal*, 03400352241291907.
- [19] Rahoo, L. A., Sahito, Z. H., & Bhutto, A. (2015). A case study of Library users Services of Mehran University Central Library & Online Information Center, Jamshoro.
- [20] Ramakrishna, K., Sasikala, C., & Gowridevi, R. (2016). Availability and usage of library and information resources and services at KL University, Vijayawada, Andhra Pradesh, India. *Library Philosophy and Practice*.
- [21] Rayapudi, D. R., & Irrinki, D. M. K. (2021). Assessment of Library Services and Facilities among Research Scholars and PG Students at KL (Deemed to be) University. *Assessment*.
- [22] Singh, K., & Kuri, R. (2017). User's satisfaction with library resources and services: a case study of IIT Libraries in India. *International Research: Journal of Library and Information Science*, 7(3).
- [23] Shoaib, M., Ali, N., Anwar, B., & Abdullah, F. (2022). Library services and facilities in higher education institutions during coronavirus disease (COVID-19) in Pakistan. *Journal of Information Science*, 01655515221141035. [SAGE](#)
- [24] Sumalinog, L. C., Redondo, R. P., & Tagarda, E. P. (2025). Use and Quality of Library Services: Implications on the Satisfaction of Students' Information Needs. *British Journal of Multidisciplinary and Advanced Studies*, 6(1), 1-12.
- [25] Xie, I., Joo, S., & Matusiak, K. K. (2021). Digital library evaluation measures in academic settings: Perspectives from scholars and practitioners. *Journal of Librarianship and Information Science*, 53(1), 130-152. [SAGE](#)
- [26] Yugandhar, B., & Naick, B. R. D. (2018). Users' perception about library facilities and services:

A comparative study of university arts & science college-Warangal and Government Degree College-Eturunagaram-Warangal District, (Composite) Telangana. *International Journal of Library and Information Studies*, 8(2), 313-321.