



USER SATISFACTION WITH ELECTRONIC RESOURCES AND LIBRARY SERVICES: EVIDENCE FROM SELECTED UNIVERSITIES IN TAMIL NADU

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Abstract:

User satisfaction is an important indicator for assessing the effectiveness of electronic resources and library services. This article examines satisfaction with e-resources, perceptions of library staff, library use and the continuing role of conventional library services among academic users in three universities in Tamil Nadu. The article is based on the doctoral survey of faculty members and research scholars from Anna University, University of Madras and Agricultural University. A descriptive design was adopted, with 736 usable responses from 894 questionnaires distributed. The original study employed percentage analysis, one-way ANOVA, chi-square, weighted average and rank correlation. The findings show that 49.7% of respondents expressed satisfaction with the contribution of the library/e-resources to knowledge development, while 33.8% reported being satisfied with their overall e-resource satisfaction level. A majority of 62.1% expressed a positive opinion regarding library staff attitude. Importantly, 73.7% stated that e-resources could not replace library services, indicating that users viewed digital resources as complementary to professional library support. The study also reported a positive correlation of $r = 0.70$ between satisfaction and library staff attitude in providing e-resource services. These findings suggest that satisfaction depends not only on the electronic collection itself but also on staff support, service accessibility and user education. The article concludes that academic libraries should integrate digital resources with responsive human-centered services.

Key Words: User Satisfaction; Electronic Resources; Library Services; Library Staff; Academic Users; Higher Education

Introduction:

The thesis defines satisfaction as the feeling of being pleased with results and emphasizes that user feedback can identify strengths and areas requiring improvement in library services. The growth of digital scholarship has made the effective use of electronic information an important component of university teaching, learning and research. Academic libraries increasingly provide access to electronic journals, books, databases, reference sources and web-based services. Understanding how users interact with these resources is therefore necessary for effective library planning.

Background of the Study:

The doctoral study on which this article is based examined the perception and usage of electronic resources in three different university environments in Tamil Nadu. It considered computer literacy, research productivity, experience of e-resource use, library facilities, purpose and barriers, search strategy and user satisfaction. The original thesis used a questionnaire survey of faculty members and research scholars and organized the investigation around these dimensions.

Statement of the Problem:

As electronic resources expand, university libraries need to determine whether users are satisfied with the resources and services provided. Satisfaction may be influenced by resource quality, accessibility, staff attitude and the availability of user support.

Objectives of the Study:

- To assess satisfaction with electronic resources among academic users.
- To examine perceptions of library staff attitude toward e-resource services.
- To identify users' views about the role of e-resources in developing knowledge.
- To examine whether users consider e-resources a replacement for library services.
- To examine the relationship between staff attitude and user satisfaction.

Methodology:

Research Design:

A descriptive research design was adopted in the original study.

Population:

The population comprised faculty members and research scholars of Anna University, University of Madras and Agricultural University in Tamil Nadu.

Sample:

A total of 894 questionnaires were distributed and 736 usable questionnaires were returned, giving an 82.32% response rate. The final respondents comprised faculty members and research scholars from the three surveyed universities.

Sampling Technique:

Simple random sampling was adopted. The researcher obtained lists of faculty members and research scholars from the concerned departments and selected respondents using the sampling procedure described in the thesis.

Data Collection:

Primary data were collected through a structured questionnaire covering demographic characteristics, computer literacy, research productivity, experience and frequency of e-resource use, library facilities, purpose and barriers, search strategies and

user satisfaction. The questionnaire was reviewed by experienced researchers and experts, and a pilot survey involving 20 faculty members and 10 research scholars was conducted before final data collection.

Statistical Techniques:

The original study used percentage analysis, mean, standard deviation, one-way ANOVA, chi-square, weighted-average methods and rank correlation. The specific techniques reported in each article are used descriptively in accordance with the original thesis.

Results and Discussion:

The survey results indicate a moderate overall satisfaction pattern and emphasize the continued importance of library professionals.

Indicator	Result
Knowledge development	49.7% expressed satisfaction with the library/e-resources in developing knowledge.
Overall satisfaction	33.8% reported satisfaction with e-resources.
Staff attitude	62.1% expressed a positive opinion regarding library staff attitude.
Role of library	73.7% stated that e-resources cannot replace library services.
Correlation	The original analysis reported $r = 0.70$ between satisfaction and library staff attitude.

The results should be interpreted within the scope of the original survey. They describe the perceptions and practices of the 736 respondents and should not be generalized beyond comparable populations without further research. The pattern across the three universities indicates that electronic resources had become an important component of academic information use, while access, digital skills, service support and institutional differences continued to influence the user experience.

Major Findings:

- User satisfaction with e-resources was present but not uniformly high.
- Library staff attitude was positively associated with satisfaction in the reported correlation analysis.
- Users continued to perceive the library as important even in an electronic environment.
- E-resources were viewed as supporting rather than completely replacing library services.
- User education and professional support remain important service components.

Conclusion:

User satisfaction with electronic resources is connected to the wider service environment in which those resources are delivered. The findings support a library model in which digital collections, professional assistance, user education and accessible services operate together. Improving only the collection without improving user support may not produce equivalent gains in satisfaction.

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