

User Satisfaction among Law Library Users in law department in a Central University of Chhattisgarh

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Abstract : Academic libraries play a crucial role in supporting legal education and research by providing access to information resources, study spaces, and professional assistance. This study investigates the level of satisfaction among law students using the law library of a central university in Chhattisgarh. A structured questionnaire was administered to 79 respondents representing different years of study. Quantitative data were analysed using descriptive statistics and chi-square tests through SPSS, while qualitative responses were examined using NVivo for thematic and word frequency analysis. The findings reveal that printed books remain the most frequently used resources (69.6%), and the majority of students visit the library weekly or two to three times per week (30.4% each). Nearly half of the respondents spend less than 30 minutes in the library per visit, indicating that the primary purpose is borrowing books rather than prolonged study. Overall satisfaction with library services is relatively positive, with 46.8% reporting high satisfaction. However, students identified several challenges, including outdated collections and limited digital access. Chi-square analysis indicates a significant relationship between frequency of library visits and satisfaction levels ($p = 0.002$), whereas no significant association was found between year of study and satisfaction ($p = 0.709$). Qualitative analysis highlights the need for increased availability of books, updated editions, and improved digital resources. The study concludes with recommendations for collection development, digital infrastructure enhancement, and improved user services to better meet the academic needs of law students.

IndexTerms - Law library, user satisfaction, academic libraries, library services, central universities legal information access.

INTRODUCTION

Academic libraries are considered the intellectual backbone of higher education institutions, playing a vital role in supporting teaching, learning, and research activities. They provide access to a wide range of information resources, including books, journals, databases, and digital materials, which are essential for academic success. In the modern knowledge-driven society, libraries have evolved from traditional repositories of printed materials to dynamic information centers that integrate both physical and digital resources. As S. R. Ranganathan emphasized in his Five Laws of Library Science, “books are for use” and “every reader his or her book,” highlighting the fundamental role of libraries in connecting users with relevant information resources. With the rapid advancement of information and communication technologies, academic libraries have increasingly adopted electronic resources and automated services to meet the diverse needs of users. As a result, the effectiveness of academic libraries is no longer measured solely by the size of their collections but also by the quality of services they provide and the level of satisfaction experienced by their users.

User satisfaction has emerged as a key indicator for evaluating the performance and effectiveness of library services. It reflects the extent to which the services, resources, and facilities provided by a library meet or exceed the expectations of its users. According to Parasuraman, Zeithaml, and Berry, service quality is determined by the gap between user expectations and actual service performance, which directly influences satisfaction levels. In the context of academic libraries, user satisfaction is influenced by several factors, including availability of relevant resources, ease of access to information, quality of library services, infrastructure, and the behaviour of library staff. C. K. Sharma observed that “a library is successful only when it satisfies the information needs of its users effectively,” emphasizing the user-centered nature of modern library services. Studies have consistently shown that higher levels of user satisfaction are associated with increased usage of library resources and improved academic performance. Therefore, understanding user satisfaction is crucial for library administrators to identify gaps in service delivery and implement necessary improvements.

Law libraries occupy a unique and specialized position within academic institutions due to the nature of legal education and research. Unlike general academic libraries, law libraries provide highly specialized resources such as statutes, case laws, law reports, legal journals, and online legal databases. Law students rely heavily on these resources for academic coursework, moot court preparation, internships, and research activities. The dynamic and evolving nature of legal information requires law libraries to maintain updated collections and efficient access systems. As noted by S. P. Satija, specialized libraries must “organize and provide access to domain-specific knowledge in a precise and user-oriented manner.” Any limitations in resource availability or accessibility may directly affect students’ academic performance and research capabilities.

The present study is conducted in the context of the School of Law at Guru Ghasidas Vishwavidyalaya, located in Bilaspur. Established in 2012, the School of Law aims to provide quality legal education by integrating national and international standards. The department offers undergraduate, postgraduate, and doctoral programmes in law, including B.A. LL.B., B.Com. LL.B., LL.M., and Ph.D., all recognised by regulatory bodies such as the Bar Council of India and the University Grants Commission. The curriculum is designed to combine theoretical knowledge with practical exposure through moot courts, legal aid activities, and experiential learning approaches. The institution also promotes advocacy skills, ethical practices, and research-oriented learning among students.

The School of Law has developed a dynamic academic environment supported by initiatives such as Moot Court Committees, Legal Aid Cells, and Pro Bono activities, which enhance students' practical understanding of law and access to justice. The department's vision focuses on becoming a leading institution in legal education by fostering interdisciplinary knowledge, research-based learning, and professional competence. Its mission emphasizes developing socially responsible, critical thinkers who can contribute to legal, social, and policy reforms. In such an academic ecosystem, the law library plays a crucial role as a knowledge hub supporting both academic excellence and professional development.

Despite the growing importance of user satisfaction studies, limited research has focused specifically on law library users in central universities, particularly in emerging educational regions like Chhattisgarh. Therefore, the present study aims to examine user satisfaction among law students using the law library of Guru Ghasidas Vishwavidyalaya. The study focuses on evaluating the level of satisfaction with library resources and services, identifying challenges faced by users, and analyzing whether satisfaction levels vary across different years of study. The findings are expected to provide valuable insights for improving law library services and enhancing the overall user experience. .

REVIEW OF LITERATURE.

User satisfaction has been widely studied in the field of Library and Information Science as an important indicator for evaluating the effectiveness of library services. Academic libraries play a crucial role in supporting the learning and research activities of students, and several studies have explored how library usage influences academic performance and user satisfaction. Early research demonstrated that the use of academic libraries significantly contributes to the development of critical thinking skills among students (Whitmire, 2002). Similarly, it has been found that students who frequently use library resources exhibit higher levels of academic engagement and improved learning outcomes (Kuh & Gonyea, 2003).

Further studies have examined the relationship between library usage and academic performance. It has been reported that reading habits and the use of library resources have a significant impact on students' academic achievements (Gaona & Gonzalez, 2011). Likewise, a positive correlation between library usage and student retention has been established, indicating that students who actively engage with library services tend to perform better academically (Soria, Fransen, & Nackerud, 2013). These studies collectively highlight the central role of academic libraries in enhancing student learning and academic success.

In addition to academic performance, several researchers have focused on factors influencing user satisfaction in libraries. Studies have identified key determinants such as availability of resources, accessibility of information, quality of services, and staff behaviour. According to the SERVQUAL model, service quality is defined as the gap between user expectations and perceived performance, which directly affects satisfaction levels (Parasuraman, Zeithaml, & Berry, 1988). In the context of libraries, this model has been widely applied to evaluate user satisfaction and service quality.

Research conducted in public and academic libraries has consistently reported moderate to high levels of user satisfaction. Users of public libraries were generally satisfied with library services, particularly with respect to staff behaviour and availability of resources (Kasimani & Rajendran, 2018). Similarly, users in academic libraries expressed overall satisfaction but emphasized the need for improvements in electronic resources and infrastructure (Abukari, 2019). These findings suggest that while libraries are effective in meeting user needs, continuous improvements are required to address emerging challenges.

2.1 Law Library Studies

While a substantial body of literature exists on academic libraries, relatively fewer studies have focused specifically on law libraries. Law libraries are distinct due to their specialized collections and the nature of legal information, which requires regular updates and precise organization. A study on law college libraries revealed that the majority of students were satisfied with the availability of library resources and services, although improvements in infrastructure and digital access were recommended (Narender Pal & Barman, 2020). Earlier studies also reported that law students frequently use library resources for academic preparation, particularly for examinations and research activities.

Similarly, it has been observed that most respondents were satisfied with the arrangement of books and availability of resources in law college libraries, although periodic evaluation of services was recommended (Hemavathi & Chandrashekar, 2018). However, lack of access to relevant legal resources has been identified as a major issue affecting students' research efficiency (CIn & Dike, 2016).

2.2 Recent Studies (2020–2025)

Recent studies have increasingly focused on the impact of digital transformation on library services and user satisfaction. It has been found that factors such as library collections, infrastructure, and staff behaviour significantly influence user satisfaction

in academic libraries (Alam & Mezbah-ul-Islam, 2022). Similarly, modern library facilities and technological support have been identified as key determinants of user satisfaction (Hermansyah et al., 2022).

Another important dimension explored in recent studies is the role of staff behaviour. Research indicates that staff responsiveness and professionalism significantly influence user perceptions of service quality (Mehroliya et al., 2021). Furthermore, staff behaviour has been identified as a mediating factor between library services and user satisfaction, emphasizing the importance of human interaction in service delivery.

Recent research has also revisited the relationship between library usage and academic performance. A positive association between the use of library resources and students' academic performance has been reported, indicating that active library users tend to develop better research skills and achieve higher academic outcomes (Guite et al., 2025).

In addition, user trust in digital systems has been found to depend on system usability, accessibility, and design, which are crucial for modern library environments (Bach et al., 2022). Studies on digital library services have also emphasized that well-designed library websites significantly enhance user engagement and access to information resources (Suyal & Madhusudhan, 2025).

Table 2.1: Summary of Previous Studies on User Satisfaction in Library Services

Author(s)	Year	Title of Study	Study Area	Methodology	Population	Key Findings	Research Gap
Whitmire	2002	Academic Library Performance Measures and Student Success	Academic libraries (USA)	Survey	Undergraduate students (36 colleges)	Library use improves critical thinking	No focus on law libraries
Kuh & Gonyea	2003	The Role of the Academic Library in Student Engagement	Academic libraries	Quantitative	University students	Higher engagement among users	No satisfaction focus
Gaona & Gonzalez	2011	Reading Habits and Academic Performance	University libraries	Survey	Students	Library use affects performance	Limited service focus
Soria et al.	2013	Library Use and Student Success	University libraries	Quantitative	Students	Improves GPA & retention	No law library focus
Onwudinjio et al.	2015	Utilization of Law Library Resources	Law libraries	Survey	Law students	High academic usage	Focus on usage only
Hemavathi & Chandrashekhara	2018	User Satisfaction in Law Libraries	Law libraries	Questionnaire	Law students	Majority satisfied	Limited scope
Kasimani & Rajendran	2018	Public Library User Satisfaction	Public libraries	Survey	Library users	Satisfaction with staff/services	Not academic/law
Abukari	2019	Academic Library Satisfaction Study	Academic libraries	Survey	Students	Improvements needed in e-resources	Limited digital focus
Alam & Mezbah-ul-Islam	2022	Determinants of User Satisfaction	Academic libraries	Survey	Students	Infrastructure influences satisfaction	General libraries only
Bach et al.	2022	User Trust in AI Systems	Digital systems	Review	General users	Trust depends on usability	Not library-specific
Guite et al.	2025	Library Use & Academic Performance	Central University	Survey	PG students	Positive academic impact	No law focus

The table 2.1 summarizes key studies related to user satisfaction in library services. It is observed that most studies have focused on general academic or public libraries, while only a limited number of studies specifically address law libraries. It is observed that most studies are available through academic databases such as Google Scholar, Scopus, and institutional repositories. However, limited open-access research is available specifically on law library user satisfaction in central universities, highlighting the significance of the present study.

CONCEPTUAL FRAMEWORK OF THE STUDY:

The conceptual framework of the present study is developed based on established theories and empirical studies in the field of Library and Information Science, particularly those related to user satisfaction and service quality. It provides a systematic structure for understanding how various components of library services influence the overall satisfaction of users, specifically law

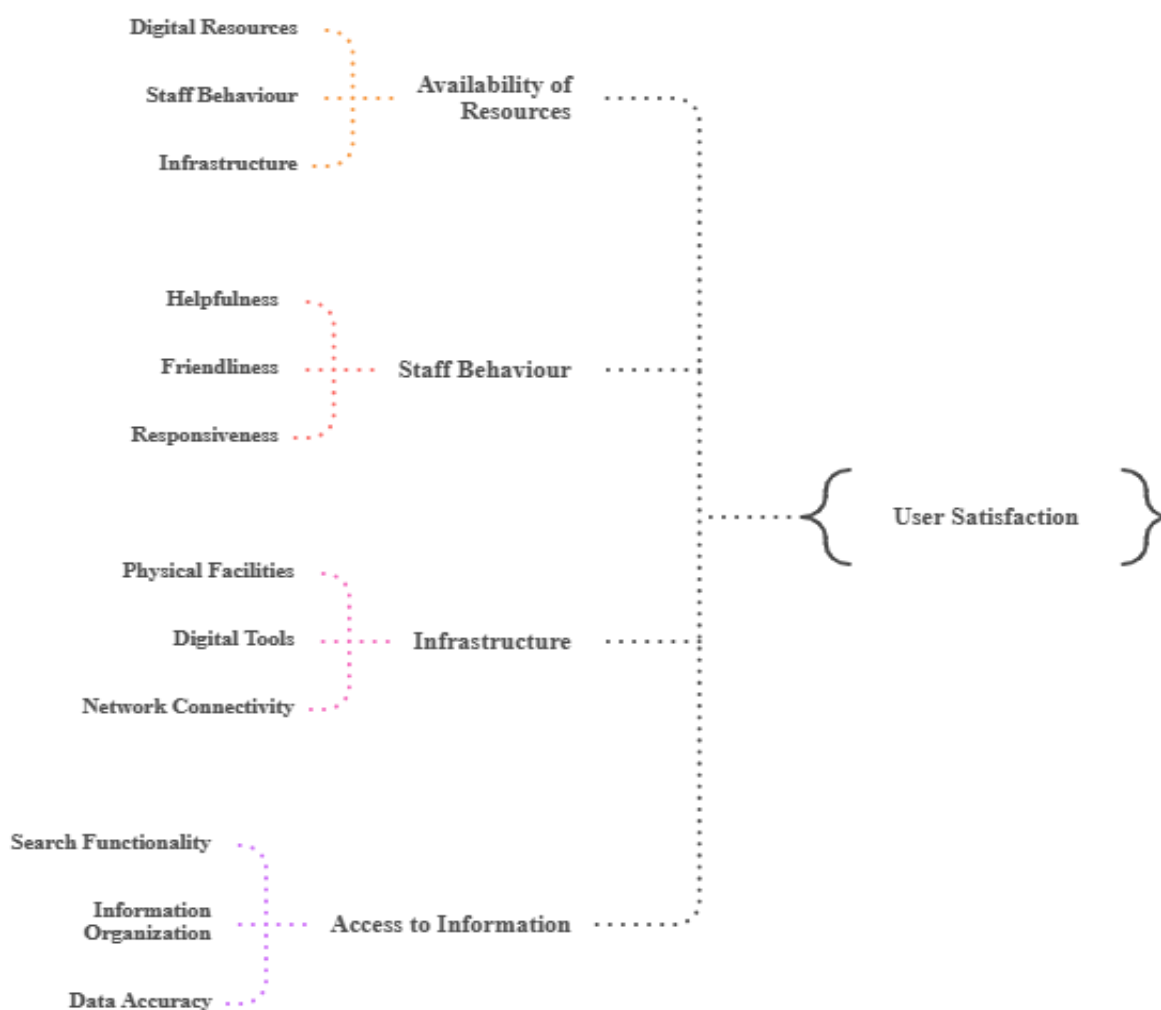
students in an academic environment. The framework is grounded in the principles of user-centered library services, as emphasized by S. R. Ranganathan, and service quality models such as SERVQUAL (Parasuraman et al., 1988), which highlight the gap between user expectations and perceived service performance.

The independent variables include key dimensions of library services such as availability of resources, accessibility of information, staff support, digital services, and physical infrastructure. Availability of resources refers to the adequacy and relevance of books, journals, legal databases, and other learning materials required by law students. Accessibility of information includes ease of locating and retrieving required materials, both in physical and digital formats.

Staff support is another critical factor influencing user satisfaction, as library personnel play a vital role in assisting users in information retrieval and guiding them in the effective use of resources. Digital services, including access to e-resources, online databases, and internet facilities, have become increasingly important in modern academic libraries, particularly for law students who require updated legal information. Infrastructure refers to the physical environment of the library, including seating arrangements, study spaces, lighting, and overall ambience, which significantly affect users' comfort and learning experience.

The framework assumes that these independent variables collectively influence user satisfaction. Any improvement or deficiency in these service components is likely to directly impact users' perceptions and satisfaction levels. Furthermore, the framework supports the idea that user satisfaction is not determined by a single factor but by the combined effect of multiple service dimensions. It serves as a guiding structure for data collection, analysis, and interpretation in the present study, enabling a better understanding of the factors that contribute to user satisfaction among law library users.

Figure 3.1 : Conceptual Framework of the Study



The figure 3.1 illustrates the relationship between library service factors and user satisfaction among law students.

RESEARCH METHODOLOGY:

The present study adopts a quantitative research design supplemented with qualitative analysis to examine user satisfaction among law students using the law library of Guru Ghasidas Vishwavidyalaya, located in Bilaspur. The survey method is widely used in Library and Information Science research for assessing user perceptions, behaviour, and satisfaction levels, and is therefore considered appropriate for the objectives of this study.

Study follows a descriptive and analytical research design. The descriptive component focuses on understanding the existing patterns of library usage, satisfaction levels, and challenges faced by users. The analytical component examines relationships between variables, particularly the association between user satisfaction and factors such as year of study and frequency of library visits.

The population of the study comprises students enrolled in the School of Law at Guru Ghasidas Vishwavidyalaya. These include students from integrated undergraduate programmes and postgraduate courses who actively use the law library. A total of 79 respondents participated in the study. The sample includes both junior and senior students, ensuring representation across different academic levels. A convenience sampling technique was adopted due to ease of access and availability of respondents within the study setting. The academic schedule of the respondents typically ranges from 9:30 AM to 6:30 PM, which may influence their library usage patterns and duration of visits.

Primary data were collected using a structured questionnaire designed to capture various aspects of library usage and user satisfaction. The questionnaire consisted of:

- Demographic information (year of study, gender)
- Library usage patterns (visit frequency, purpose, time spent)
- Satisfaction levels with library services
- Challenges faced while accessing legal information

The questionnaire included closed-ended and multiple-choice questions, enabling easy quantification and statistical analysis of responses. The data for the study were collected during the academic session through an online questionnaire administered using Google Forms. The survey link was distributed among law students specifically through Google Classroom, ensuring that it reached the targeted group of respondents effectively. Participation in the study was voluntary, and respondents were informed about the purpose of the research before submitting their responses. Confidentiality and anonymity were maintained throughout the data collection process. The use of Google Classroom as a distribution platform facilitated convenient access and ensured that responses reflected the actual experiences and perceptions of the users regarding library services.

The collected data were analyzed using Statistical Package for the Social Sciences (SPSS) for quantitative analysis and NVivo software for qualitative analysis. Descriptive statistics, including frequency and percentage, were used to summarize demographic characteristics and library usage patterns. Inferential statistical analysis was performed using the chi-square test to examine relationships between categorical variables, such as year of study and satisfaction level. The level of significance was set at 0.05. In addition, qualitative responses were analyzed using NVivo through word frequency analysis and thematic coding to identify key themes related to user satisfaction and challenges faced by respondents. The integration of quantitative and qualitative techniques provided a comprehensive understanding of user behaviour and perceptions. Excel was used for data tabulation. The study ensured that participation was voluntary, and respondents were informed about the purpose of the research. Confidentiality and anonymity of the respondents were maintained throughout the study.

RESULTS & DISCUSSION:

This section presents the analysis and interpretation of the data collected from 79 respondents regarding their usage of the law library and their level of satisfaction with library services. The findings are discussed in relation to the objectives of the study and supported by relevant literature where appropriate.

5.1 Demographic Profile of Respondents:

Table 5.1.1 : Demographic Profile of Respondents

Variable	Category	Frequency	Percentage (%)
Year of Study	Junior	33	41.8
	Senior	46	58.2
Gender	Male	52	65.8
	Female	27	34.2
Total		79	100

The demographic distribution of respondents indicates that a majority of the participants (58.2%) belong to the senior category, while 41.8% are junior students. This suggests a slightly higher representation of senior students in the study. In terms of gender distribution, male respondents constitute 65.8%, whereas female respondents account for 34.2%. The representation of both junior and senior students ensures that the findings reflect a comprehensive understanding of user satisfaction across different academic levels.

5.2 Library Usage Patterns

Table 5.2.1 : Library Usage Patterns

Variable	Category	Frequency	Percentage (%)
Visit Frequency	Daily	6	7.6
	2–3 times/week	24	30.4
	Weekly	24	30.4
	Occasionally	21	26.6
Purpose of Visit	Issue books	43	54.4
	Study/Reading	13	16.5
	Multiple purposes	23	29.1
Time Spent	< 30 minutes	38	48.1
	30–60 minutes	25	31.6
	> 1 hour	16	20.3

The findings indicate that the majority of users visit the library either weekly or two to three times per week (60.8% combined). Daily usage is relatively low (7.6%), suggesting that the library is not extensively used as a daily study space. Occasional usage (26.6%) also indicates irregular engagement among a segment of users.

The relatively low proportion of daily library users (7.6%) and the higher concentration of weekly or occasional visits can be understood in the context of the academic schedule of law students. The regular class timing in the School of Law typically extends from 9:30 AM to 6:00 PM, which significantly limits the availability of students to access the library during working hours. As a result, students tend to visit the library primarily between classes, after class hours, or only when required, rather than engaging in regular daily usage. This structural constraint plays an important role in shaping library usage behaviour.

The finding that nearly half of the respondents (48.1%) spend less than 30 minutes in the library can also be linked to the academic schedule of students. Given that classes are conducted from 9:30 AM to 6:00 PM, students have limited uninterrupted time to utilize library facilities for extended study. Consequently, most visits are short and purpose-driven, such as issuing or returning books, rather than prolonged academic engagement.

Table 5.2.2 : Purpose of Library Visit

Purpose	Frequency	Percentage (%)
Issuing Books	43	54.4
Reading/Studying	10	12.7
Research Work	2	2.5
Internet Access	1	1.3
All of the above	23	29.1
Total	79	100

The primary purpose of library visits is issuing books (54.4%), followed by multiple uses (29.1%). The low percentage for research work (2.5%) and internet access (1.3%) suggests limited utilization of advanced academic or digital services, highlighting a potential gap in research-oriented engagement.

Table 5.2.3 : Time Spent in Library

Time Duration	Frequency	Percentage (%)
< 30 minutes	38	48.1
30 min – 1 hour	19	24.1
1–2 hours	16	20.3
> 2 hours	6	7.6
Total	79	100

Nearly half of the respondents (48.1%) spend less than 30 minutes per visit, reinforcing the observation that the library is primarily used for borrowing rather than extended study. Only 7.6% of users spend more than two hours, indicating limited use of library space for prolonged academic work. This pattern can be attributed to the academic schedule of the students, as regular classes are conducted from 9:30 AM to 6:00 PM, leaving limited time for extended library use during the day. As a result, students tend to visit the library for short, purpose-oriented activities such as issuing or returning books rather than engaging in long study sessions.

5.3. Resource Usage Pattern

Table 5.3.1 : Type of Resources Used

Resource Type	Frequency	Percentage (%)
Printed Books	55	69.6
Journals	10	12.7
Online Databases	5	6.3
Personal Devices	9	11.4
Total	79	100

Printed books are the most frequently used resources (69.6%), indicating a strong reliance on traditional learning materials among law students. The use of online databases, however, is comparatively low (6.3%), which suggests limited utilization of digital resources by users. This finding is noteworthy given that the university’s central library provides access to several important legal and academic databases, including SCC Online, Brill International Law and Human Rights Collection, ONOS (One Nation One Subscription), DELNET, and SCOPUS.

The low usage of these digital resources may not necessarily reflect their unavailability but rather indicates possible issues such as lack of awareness, limited training, or difficulty in accessing and navigating these platforms. This highlights a gap between resource availability and effective utilization. Therefore, there is a need for user orientation programmes, awareness initiatives, and improved digital access mechanisms to enhance the use of electronic resources in the law library.

5.4. Challenges Faced by Users

Table 5.4.1 : Challenges in Accessing Legal Information

Challenge	Frequency	Percentage (%)
Outdated collection	26	32.9
Limited digital access	25	31.6
Difficulty finding books	18	22.8
Lack of guidance	10	12.7
Total	79	100

The data indicate that law library users encounter multiple challenges while accessing legal information. The most prominent issue reported by respondents is the availability of outdated collections (32.9%), followed closely by limited access to digital resources (31.6%). These findings highlight a critical gap in both the physical and digital dimensions of library services, suggesting that the existing collection may not adequately meet the current academic and research needs of law students. Furthermore, 22.8% of respondents reported difficulty in locating required books, which points to potential inefficiencies in cataloguing systems, classification arrangements, or user awareness of library organization. This issue underscores the need for improved information retrieval systems and user orientation programmes. A smaller proportion of respondents (12.7%) indicated a lack of guidance from library staff. Although relatively lower in comparison to other challenges, this finding is significant as effective user support is an essential component of quality library service. The presence of such challenges suggests that while the library is functional, there is a need for enhanced user assistance and proactive engagement by library professionals. These findings are consistent with previous studies (Abukari, 2019; Narender Pal & Barman, 2020), which also identified outdated resources and inadequate digital access as major constraints in academic and law libraries. Overall, the results emphasize the necessity for continuous collection development, strengthening of digital infrastructure, and improvement in user support services to enhance the effectiveness of the law library.

5.5. Satisfaction Level

Table 5.5.1 : Overall Satisfaction with Library Services

Satisfaction Level	Frequency	Percentage (%)
Low	12	15.2
Neutral	30	38
High	37	46.8
Total	79	100

This results majority of respondents (46.8%) report a high level of satisfaction with the law library services. This suggests that the library is effectively meeting the basic academic and informational needs of a substantial proportion of users. However, a significant percentage of respondents (38.0%) expressed a neutral level of satisfaction, indicating that while the services are adequate, they may not fully meet user expectations. Furthermore, 15.2% of respondents reported low satisfaction, highlighting the presence of certain deficiencies in library services. The relatively high proportion of neutral responses, combined with the presence of dissatisfied users, suggests that there is considerable scope for improvement. These findings imply that although the library performs satisfactorily in core areas, enhancements in digital resources, updated collections, and user support services are necessary to achieve higher levels of user satisfaction.

5.6. Relationship Analysis :

Crosstabulation and chi-square tests were applied to examine the relationship between selected variables and user satisfaction with law library services. The case processing summary indicates that all 79 responses were valid, with no missing data, ensuring reliability of the analysis.

5.6.1 Year of Study × User Satisfaction

Table 5.6.1 : Crosstabulation between Year of Study and Satisfaction Level

Year of Study	Low	Neutral	High	Total
Junior	6 (18.2%)	11 (33.3%)	16 (48.5%)	33
Senior	6 (13.0%)	19 (41.3%)	21 (45.7%)	46
Total	12 (15.2%)	30 (38.0%)	37 (46.8%)	79

Table 5.6.2 : Chi-Square Test Results

Test	Value	df	p-value
Pearson Chi-Square	0.688	2	0.709
N	79		

The results indicate that both junior and senior students exhibit similar levels of satisfaction. Among junior students, 48.5% reported high satisfaction, while among senior students, 45.7% reported high satisfaction. The distribution across low and neutral categories is also comparable between the two groups.

The chi-square test result ($\chi^2 = 0.688$, $df = 2$, $p = 0.709$) shows that the p-value is greater than the significance level of 0.05. Therefore, there is no statistically significant relationship between year of study and user satisfaction. This suggests that satisfaction with library services is consistent across different academic levels, likely due to uniform availability of resources and services.

5.6.2 Frequency of Library Visit × User Satisfaction

Table 5.6.3 : Crosstabulation between Visit Frequency and Satisfaction Level

Visit Frequency	Low	Neutral	High	Total
Daily	0 (0.0%)	0 (0.0%)	6 (100.0%)	6
2–3 times/week	1 (4.2%)	9 (37.5%)	14 (58.3%)	24
Weekly	2 (8.3%)	10 (41.7%)	12 (50.0%)	24
Occasionally	6 (28.6%)	10 (47.6%)	5 (23.8%)	21
Only for No Dues	2 (66.7%)	1 (33.3%)	0 (0.0%)	3
Never	1 (100.0%)	0 (0.0%)	0 (0.0%)	1
Total	12	30	37	79

Table 5.6.4 : Chi-Square Test Results

Test	Value	df	p-value
Pearson Chi-Square	27.896	10	0.002
N	79		

The results show a clear relationship between frequency of library visits and user satisfaction. All daily users (100%) reported high satisfaction, while users visiting two to three times per week and weekly also show a higher proportion of satisfied respondents. In contrast, occasional users and those visiting only for administrative purposes exhibit lower satisfaction levels.

The chi-square test result ($\chi^2 = 27.896$, $df = 10$, $p = 0.002$) indicates that the p-value is less than 0.05. Therefore, there is a statistically significant relationship between frequency of library visits and user satisfaction. However, it is important to note that a large number of cells (66.7%) have expected counts less than 5. Therefore, the results should be interpreted with caution.

5.7 Qualitative Analysis using NVivo

To complement the quantitative findings, qualitative responses collected from respondents were analyzed using NVivo software. The analysis included thematic visualization through a word cloud and treemap diagram. These visual tools help in identifying dominant themes and patterns in user feedback regarding library services.

Figure 6.7.1: Word Cloud of User Responses



The word cloud analysis highlights the most frequently occurring terms in user responses. Prominent words such as “library,” “books,” “students,” “availability,” “issue,” “latest,” “digital,” and “resources” appear with greater visual prominence, indicating their importance in shaping user perceptions.

The dominance of the term “books” suggests that printed resources remain the primary source of information for law students. Words such as “availability,” “latest,” and “edition” indicate a strong concern regarding the accessibility of updated study materials. Additionally, the presence of terms like “digital,” “access,” and “computer” reflects the growing demand for improved digital infrastructure and electronic resources. Overall, the word cloud reveals that users prioritize resource availability, updated content, and ease of access as key determinants of satisfaction.

Figure 6.7.2 : Thematic Treemap of User Suggestions



The treemap visualization presents a hierarchical representation of themes derived from qualitative responses. The largest segments in the treemap correspond to key themes such as books, students, availability, and resources, indicating that these are the most dominant areas of concern among respondents. Sub-themes such as updated editions, digital access, quantity, improvement, and environment further highlight specific user expectations. The presence of terms like “limited,” “required,” and “increase” suggests that users perceive a shortage in the availability of resources and expect expansion in library collections. The inclusion of terms such as “internet,” “databases,” and “computer” emphasizes the need for enhanced digital services, while “environment” reflects concerns related to study space and infrastructure. Overall, the treemap clearly demonstrates that users are primarily concerned with improving the availability, accessibility, and currency of library resources, along with strengthening digital and infrastructural facilities.

6.7.3. Integrated Discussion of Quantitative and Qualitative Findings

The qualitative findings strongly support the quantitative results presented earlier in the study. While a majority of users reported moderate to high satisfaction levels, the NVivo analysis highlights specific areas requiring improvement. The frequent

occurrence of terms related to availability, updated editions, and digital access aligns with the challenges identified in the statistical analysis, particularly outdated collections and limited digital resources.

The integration of qualitative and quantitative findings provides a comprehensive understanding of user needs and reinforces the conclusion that enhancing collection development, improving digital infrastructure, and ensuring better access to resources are essential for improving overall user satisfaction in law libraries.

CONCLUSION :

The present study systematically investigated user satisfaction with law library resources and services by adopting a mixed-method approach integrating both quantitative (SPSS-based statistical analysis) and qualitative (NVivo-based thematic analysis) techniques. This methodological combination enabled a comprehensive understanding of user perceptions, usage patterns, and underlying expectations within the law library context. The findings of the study indicate that a majority of respondents demonstrate moderate to high levels of satisfaction with the overall library services, particularly in terms of basic access to books and essential facilities. However, the analysis also reveals the presence of critical gaps that require immediate attention. The quantitative results highlight that while variables such as the year of study do not significantly influence user satisfaction, the frequency of library visits plays a crucial role. Regular users tend to report higher satisfaction levels, suggesting that familiarity with library systems, services, and resources enhances user experience and perceived usefulness.

Despite these positive indicators, several challenges persist. Key issues identified include the limited availability of updated editions, inadequate access to digital resources, and infrastructural limitations such as insufficient study space and technological support. These constraints negatively impact the efficiency of information access and overall user satisfaction, particularly in a discipline like law where access to current and authoritative resources is essential.

The qualitative findings derived from NVivo analysis further reinforce these observations by uncovering dominant themes such as “availability,” “latest editions,” “digital access,” and “improvement.” The prominence of these themes clearly indicates that users expect continuous updating of collections, expansion of digital infrastructure, and improved accessibility mechanisms. Additionally, the qualitative data highlight the importance of a conducive study environment and user-friendly services in shaping overall satisfaction.

The integration of quantitative and qualitative findings provides a holistic perspective on user needs and expectations. It becomes evident that user satisfaction is a multidimensional construct influenced not only by the availability of resources but also by the quality of services, accessibility of information, technological support, and overall library environment.

In conclusion, while the law library under study is performing adequately in fulfilling its fundamental role, there is a compelling need for strategic enhancement and modernization. Emphasis should be placed on strengthening digital services, regularly updating collections, improving infrastructure, and adopting user-centered service models. Such improvements will not only enhance user satisfaction but also align the library with contemporary academic and research requirements, thereby supporting the development of competent and well-informed legal professionals.

RECOMMENDATION:

Based on the findings of the study, several strategic recommendations are proposed to enhance user satisfaction with law library services. Firstly, there is a critical need for continuous and systematic collection development, ensuring the availability of the latest editions of books, legal commentaries, and updated statutory materials to meet academic and research requirements. Secondly, the library should significantly strengthen its digital infrastructure by subscribing to relevant e-databases, e-journals, and online legal resources, along with providing seamless remote access facilities. Thirdly, improvements in physical infrastructure, including adequate seating arrangements, proper lighting, and a conducive study environment, are essential to support effective learning. Additionally, high-speed internet connectivity and sufficient computer access should be ensured to facilitate digital information retrieval. The study also emphasizes the importance of conducting regular user orientation and information literacy programs to enhance awareness and effective utilization of library resources and services. Furthermore, continuous training and capacity building of library staff should be undertaken to promote user-centered service delivery and improve interaction quality. Establishing a structured feedback mechanism will enable the library to regularly assess user needs and make data-driven improvements. Finally, the adoption of modern technologies, including integrated library systems and emerging tools such as artificial intelligence-based services, can significantly improve efficiency, accessibility, and overall user experience. Collectively, these measures will contribute to the transformation of the law library into a more responsive, dynamic, and user-oriented knowledge center aligned with contemporary academic standards.

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