

ANALYSIS OF USERS NEED ON ACADEMIC LIBRARY SPACE AND SATISFACTION

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ABSTRACT

The aim of this paper focuses on the study on satisfaction of various library spaces that available inside the academic library of Kolej Profesional Mara Beranang, Malaysia. The study is been conducted using quantitative method in which questionnaires have been distributed to 100 respondents and all the questionnaire have been return to be analyzed. The finding of the research that focus on the satisfaction towards four types of space which is collaboration space, individual space, interaction space and community space have give a clear picture on the level of satisfaction on the various need of space. This study is essentially suitable for the chief librarian for any types of library in doing their steps in improving the library physical in the good sense.

Keyword: Academic library, Satisfaction, Collaboration space, Individual Space, Interaction Space, Community space

INTRODUCTION

In the recent year of rapid technology most of the users are prefer to use the website in searching the information that they want to acquire and this lead to the decline in the number of users come and use the academic library as a place for retrieving valuable information. Confirm by the Montgomery (2014), it stated that the advance of technology where the users can access to the electronic material such as book, journals article and other related material via internet have make the library gate count and

circulation activity been decline. Furthermore, the availability of the internet give users an advantage in retrieving information that readily available. The users tend to search or browse the internet in acquiring any material or resources that they want which can suit their need on certain topic or subject of academic or non-academic information. According to Houlihan (2005), the present of internet and web make the student of academic library alert on the readily information. There is also a statement that indicates the decline on circulation activity, use of library printed material and reference service when the number of user tend to browse electronic resources has increase from time to time. The aim of this paper is to the study on users satisfaction of various library spaces that available inside the academic library. In order to achieve this aim, we propose a framework based on users satisfaction by looking at four different variables such as collaboration, individual, interaction and community. The variables are define from the literature review as a platform for the propose framework.

LITERATURE REVIEW

User's satisfaction

Based on Ojennus & Watts, (2015) about 40% of student need space which they can get help for the reference and research purpose. A part from that, the level of satisfaction also can be seen from the part of giving satisfaction on fully utilized the library. As been indicate that in order to make the users fully utilize the library the availability of various space and support with useful equipment can attract the student to use the library maximally. Other than that, availability of various spaces can contribute in giving satisfaction towards a better service and facilities. Having a good balance in term of providing service or facilities that meet the need of user can also direct to the level of satisfaction. As from that, the varieties of space also can give satisfaction on the impact of learning activities. According to Hunter & Cox (2014), the availability of different study space can really give big impact on supporting the student learning activities in the university.

Collaboration

The collaboration space is the energetic area which the student will

interact with each other in order to perform some learning and knowledge discovery activities. According to the Fatt & Su (2016), the researcher defines the space as a place where the student will interact to each other and will work together in doing some interest activities. The further definition is touch on space which the group of student or users make the process on sharing knowledge or idea on some interesting topic (Young & Schottenfield, 2014). Usually, the need of this space is to develop some place which can contribute to the process of doing the work in a team or also been call teamwork (Dallis, 2016). This has been mention also by the Young & Schottenfield (2014), which stated that the collaboration space inside the libraries is to provide the users in making their task or work in a group.

Individual

The individual space basically had been understood as a place for individual to do their work individually. Need for the individual space is for the people who really required the space for thinking and making a creative work which the individual use the critical thinking in producing the idea towards their interest. It is necessary to have the individual space inside the library building this is because to give each of the students to perform their task individually without been disturb with other people (Massis, 2012). Finding by the previous author that shown about 88.2% of students dedicate to this type of space in performing individual works (Oliveira, 2016). The minimum level of noise really help individual to done their job in such effective and efficient ways. Furthermore, focusing to the learning process having this space can help the individual to focus on their study. Seung & Tae (2015), mention that most of the students prefer to have the silent area in order to more focus on their activities especially for reading or study.

Interaction

According to the Fatt & Su (2016), the interaction space is a space that been design for the library users especially for student to work together with the library resources, librarians or expert and services. Although nowadays many of library provide the service in online form e-resources it is still need for the library physical space been fully utilized by the academic users especially student in order to get require information and experience their time in using space provided in the academic library. This space basically

include on using printed materials, use of resources and software and meet the expert like librarian in order to get personal consultation. The library need to well planned and design this space because it will give the student opportunities to interact with resources or event the library staff. This interaction space usually has been set apart by items which are interact with librarian, interact with resources, interact with technology and interact with the service.

Community

Community space or can often been known as social space is a place where the users are interact to each other in informal ways. According to Montgomery (2014), he stated that this space is a place which the users make the activity like conversation and learning from each other. As been know that academic library are been consider as the heart of university in supporting the teaching, learning and knowledge discovery it is required that the library could have the community or social space for the university member in doing their informal activities. Finding from previous author shows that about 28% like to have social space in performing activity in the large area (EunYong, Tae & Velez, 2013). Including this type of space will give benefit to the entire academic users to interact or communicate to each other in a leisure place or space.

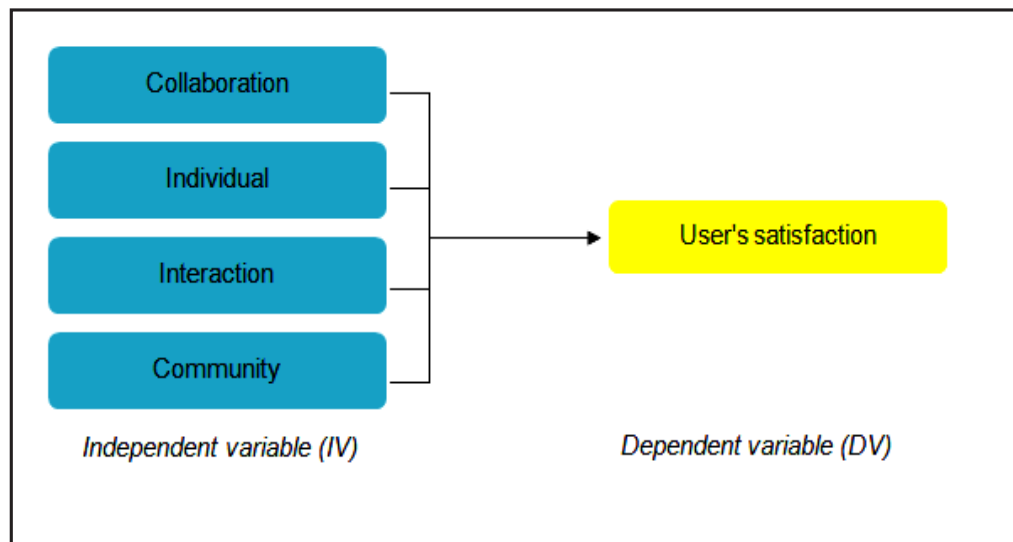


Fig.1. Theoretical framework.

METHODOLOGY

This research is conducted using questionnaire as the medium of instrument for this study it is required that to know the population or target population and sampling process. This study is conducted at the academic libraries of Kolej Professional Mara Beranang. Kolej Profesional Mara Beranang (KPMB), Malaysia. The study focuses on the student of Kolej Professional Mara Beranang. The number of population involve is 134. As the research been conducted at specific organization therefore research setting for this study would be at the organization level which the finding will reflect to the entire organization. Unit of analysis will be individual this is because we collect data from each student which this student been know as data resources. A part from that, if the number of respondent feedback from the questionnaire distribute is meets with the sample generalization process can be also perform.

FINDINGS AND RESULTS

Descriptive Analysis

Collaboration

From the Table 1 the entire means value of collaboration is 3.86, 3.90, 3.86, 3.50 and 3.82 which it correspondingly have the neutral score of reflect scale of three (Likert scale - 3). These indicate that most of respondent is answer “Mixed feeling” which they satisfied with the collaboration variable. Meanwhile, the entire standard deviation values of 0.766, 0.823, 0.841, 0.882 and 0.857 which are less than 1. These clearly indicate that respondent almost had identical opinion about collaboration variable.

Table 1. Descriptive analysis of Collaboration

	N	Range	Minimum	Maximum	Mean	Std. Deviation	Variance
Collaboration1	100	3	2	5	3.86	.766	.586
Collaboration2	100	3	2	5	3.90	.823	.677
Collaboration3	100	4	1	5	3.86	.841	.707
Collaboration4	100	3	2	5	3.50	.882	.778
Collaboration5	100	4	1	5	3.82	.857	.735
Valid N (listwise)	100						

Individual

From the Table 2 the entire means value of individual is 3.80, 3.68, 3.87 and 3.88 which it correspondingly have the neutral score of reflect scale of three (Likert scale - 3). These indicate that most of respondent is answer “Mixed feeling” which they satisfied with the individual variable. Meanwhile, the entire standard deviation values of 0.841, 0.875, 0.837 and 0.751 which are less than 1. These clearly indicate that respondent almost had identical opinion about individual variable.

Table 2. Descriptive analysis of Individual

	N	Range	Minimum	Maximum	Mean	Std. Deviation	Variance
Individual1	100	4	1	5	3.80	.841	.707
Individual2	100	4	1	5	3.68	.875	.765
Individual3	100	4	1	5	3.87	.837	.700
Individual4	100	3	2	5	3.88	.715	.511
Valid N (listwise)	100						

Interaction

From the Table 3 the entire means value of interaction is 3.83, 3.87, 3.89 and 4.14 which it correspondingly have the neutral score of reflect scale of three (Likert scale - 3). These indicate that most of respondent is answer “Mixed feeling” which they satisfied with the interaction variable. Meanwhile, the entire standard deviation values of 0.829, 0.800, 0.840 and 0.725 which are less than 1. These clearly indicate that respondent almost had identical opinion about interaction variable.

Table 3: Descriptive analysis of Interaction

	N	Range	Minimum	Maximu m	Mean	Std. Deviation	Varianc e
Interaction1	100	4	1	5	3.83	.829	.688
Interaction2	100	3	2	5	3.87	.800	.639
Interaction3	100	3	2	5	3.89	.840	.705
Interaction4	100	3	2	5	4.14	.725	.526
Valid N (listwise)	100						

Community

From the Table 4 the entire means value of community is 3.94, 4.00, 3.97 and 3.87 which it correspondingly have the neutral score of reflect scale of three (Likert scale - 3). These indicate that most of respondent is answer “Mixed feeling” which they satisfied with the community variable. Meanwhile, the entire standard deviation values of 0.839, 0.791, 0.745 and 0.872 which are less than 1. These clearly indicate that respondent almost had identical opinion about collaboration variable.

Table 4. Descriptive analysis of Community

	N	Range	Minimum	Maximum	Mean	Std. Deviation	Variance
Community1	100	3	2	5	3.94	.839	.703
Community2	100	4	1	5	4.00	.791	.626
Community3	100	3	2	5	3.97	.745	.555
Community4	100	4	1	5	3.87	.872	.761
Valid N (listwise)	100						

Satisfaction

From the Table 5 the entire means value of satisfaction is 3.96, 3.94, 3.82, 3.82 and 3.91 which it correspondingly have the neutral score of reflect scale of three (Likert scale - 3). These indicate that most of respondent is answer “Mixed feeling” which they satisfied with the satisfaction variable. Meanwhile, the entire standard deviation values of 0.724, 0.763, 0.716, 0.845 and 0.805 which are less than 1. These clearly indicate that respondent almost had identical opinion about satisfaction variable.

Table 5. Descriptive analysis of Satisfaction

	N	Range	Minimum	Maximum	Mean	Std. Deviation	Variance
Satisfaction1	100	3	2	5	3.96	.724	.524
Satisfaction2	100	3	2	5	3.94	.763	.582
Satisfaction3	100	3	2	5	3.82	.716	.513
Satisfaction4	100	4	1	5	3.82	.845	.715
Satisfaction5	100	3	2	5	3.91	.805	.648
Valid N (listwise)	100						

CONCLUSION

Various spaces that are available inside the library like individual or collaboration space indirectly grabs the user attention in using the library in order to use the space for performing the activities such as revision on the individual space and also having the sharing information activities at

the collaboration space. Existence of that space really help the individual or group to more focus on what they need to do as they have suitable and comfortable space which they can do their work effectively. Individual become more focus to their work when the space provided are free from the noise and make them become more comfort to focus on their study or reading. Not only that, with the comforting atmosphere indirectly can build effective output in the work either individual or group task. With the initiative in redesign the various spaces for the library it can contribute to express the academic library learning mission which traditionally just focus on the printed material for the reference purpose but with the existence of various space will connect the users to the various part in receiving information whether using the electronic information or from the knowledge sharing activities in the groups. In addition, availability of space also can create the environment of “learning users” in the academic institution.

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