

User Satisfaction with Web-Based Library Collection and Services in the Central Library, University of Delhi: A Study

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Abstract

In the field of ICT, libraries play a remarkable role in transforming their traditional services into a modern approach to provide quick, convenient access to all information from a single window. For the study, I have selected the user population from the University of Delhi. The University of Delhi is considered India's premier central university, established in 1922. The Delhi University Library System (DULS) comprises 34 library units and offers a wide range of web-based collections and services. The main objective of this study is to assess users' awareness of the Web-based Collection and Services, examine the proper utilisation of E-resource access facilities by library users, and identify the challenges users face when accessing information through the website. Finally, 84.95% of users are aware of the Web-Based Library Collection and Services; a higher number, 80.53%, visit the library to search the OPAC/Web OPAC; and 58.40% are aware of the E-Resources Access facilities. However, 41.59% of users are still unaware of E-Resources facilities. The purpose of this study is to make them aware of the E-Resources facilities and to help them make effective use of the library's E-Resources services.

Keywords: Web-Based Collection and Services, Delhi University Library System (DULS), Information and Communication Technology (ICT), University of Delhi.

1. Introduction

In the current scenario, ICT has a significant impact on users and libraries. Today, a well-maintained library website requires significant time and effort. For that purpose, university libraries are doing an incredible job of shifting their traditional service offerings toward a dynamic, modern approach to meet users' information needs and help them achieve their educational goals. Libraries are providing a wide range of web-based collections and services to their users through their websites, remote access, and other methods, all available in just one click, with information available on users' desktops via ICT. Libraries offer E-databases, E-journals, E-books, Digital Archives, E-newspapers, OPAC/Web OPAC services, and more, and they also provide a remote access login service available 24/7 to disseminate information as per user needs. "Web-based library services have revolutionised the access and distribution of information, transforming traditional libraries into dynamic digital platforms." (Kamble & Sagre, 2025)

2. Review of Literature

Indraji & Naikar (2025) highlight the importance of OPAC services for user satisfaction and found that users are more familiar with them. OPAC has a significant impact on user satisfaction by providing quick, easy access to information. Users find OPAC facilities easy to use, and the study explores the key features of OPAC systems.

In this, Kamble & Sagre (2025) explore web-based library services, their role in academia, and their impact on libraries and users. In this study, they explore services such as OPACs, digital libraries, E-Databases, and digital repositories, and describe how libraries have transformed traditional libraries into the digital world.

Eraj & Wankhede (2022) highlight the significant role of web-based collections and services in library and information science. The study focused on the impact of ICT on transforming traditional services into a digital platform. Also, explain the various web-based services such as web OPAC, online databases, e-books, e-journals, and institutional repositories, and how these services help librarians to provide timely information to the users.

In their study (Dei, 2024), the authors explore the content of the academic library website and examine the 30-library website and its content, and check the kind of services being offered by the university through their website, highlighting the key features of the website, such as functionalities, information resources, and services.

Alotaibi (2020) explains the impact of internet-based applications in this study. The study focuses on the different generations of the Web 1.0, Web 2.0, and the Semantic Web 3.0 and explains their significant role in today's scenario. Using this technology, we can provide fast and transparent services to the public and increase the productivity of the work.

In this work, Sarhan & Gawdan (2018) conducted a comparative study of web-based services and web applications and described web application features, such as the provision of an interactive platform. The study highlights that web applications should be based on users' needs, and that services are intended for machine-to-machine communication.

3. Need for the study

The university library is doing a remarkable job of shifting its services to a digital platform, providing timely, up-to-date information to its users' doorsteps. For that purpose, the library invests heavily in online subscription resources to support teaching, learning, and research. However, users are unaware of the E-resources access facilities offered by the university library, so the main aim of this study is to raise awareness among the user community about the web-based collections and services.

4. Scope of the Study

The study, entitled "User Satisfaction with Web-Based Library Collection and Services in the Central Library, University of Delhi: A Study," covers all users of the University of Delhi. The University of Delhi is a central university established in 1922. The Delhi University Library System (DULS) comprises 34 library units and offers a wide range of web-based collections and services.

5. Objectives of the study

- To examine the usage pattern of web-based services that the university library is offering.
- To study the user's awareness about the Web-based Collection and Services being offered by the university library
- To check the satisfaction level of the users with the Web-Based Collection and Services.
- To check that users are aware of the E- Resources Access facilities and examine the proper utilisation of e-resource access facilities by library users.
- To study the challenges users face when accessing information on the website.

6. Methodology for the Study

The methodology in the study serves as a blueprint for the researcher, providing the proper direction to follow a systematic approach. No study can be conducted without a proper methodology. For this study, I have developed a deep understanding of the literature on web-based library collections and services. Collect data using a structured questionnaire from users at the University of Delhi.

7. Analysis and Interpretation

For the study, I used a structured questionnaire. The questionnaire is designed in print and non-print (Google Form) formats. After putting in a lot of effort, I finally received 113 duly filled questionnaires from the University of Delhi. The results of the study are based on 113 filled questionnaires, and thus n113 represents 100% of users.

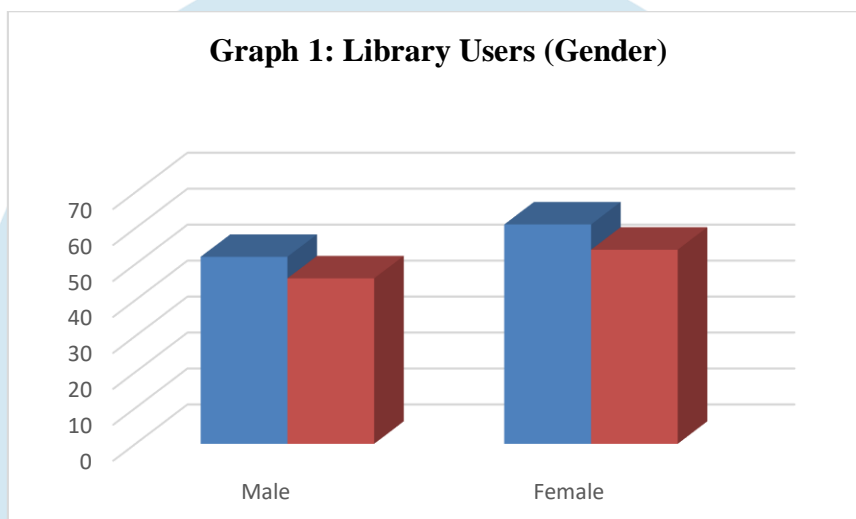
Table 1: Library Information

S. No	University Name	University of Delhi
1.	Library network/system	Delhi University Library System (DULS) The total number of library units are constituent is presently 34
2.	Year of Establishment	1922
3.	Total Area of the Libraries	186773 sq. Ft.
4.	Library Hours	Open 24X7
5.	Website link	https://duls.du.ac.in/duls/
6.	Address	University Enclave, New Delhi, Delhi 110007

Table 1 clearly indicates that the University of Delhi was established in 1922 and operates its library 24/7. In the Delhi University Library System, there are presently 34 library units.

Table 2: Library Users (Gender)

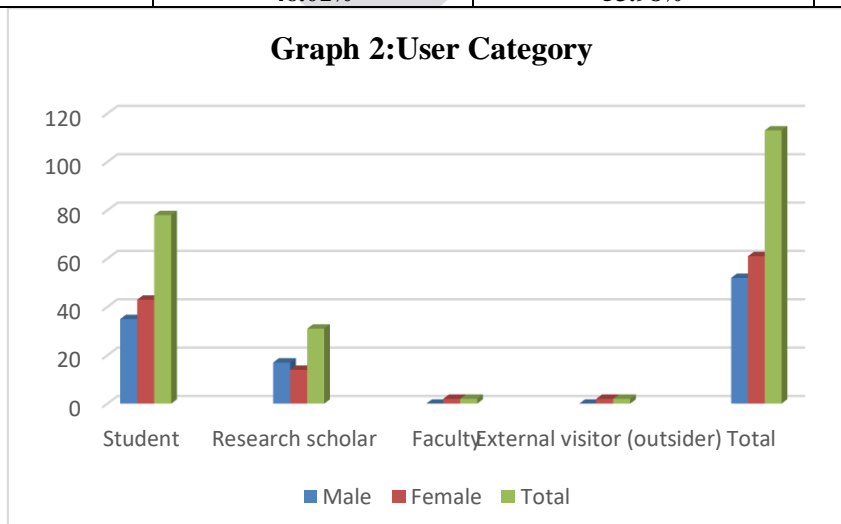
S. No.	University	Library Users (Gender) Total Respondent(n=113), Percentage (100%)		
		Male	Female	Total
1.	Delhi University	52	61	113
		46.01%	53.98%	100%



The above graph 1 and table 2 clearly show that, in the gender category, the number of Female users (53.98%) is higher than that of Male users (46.01%).

Table 3: User Category

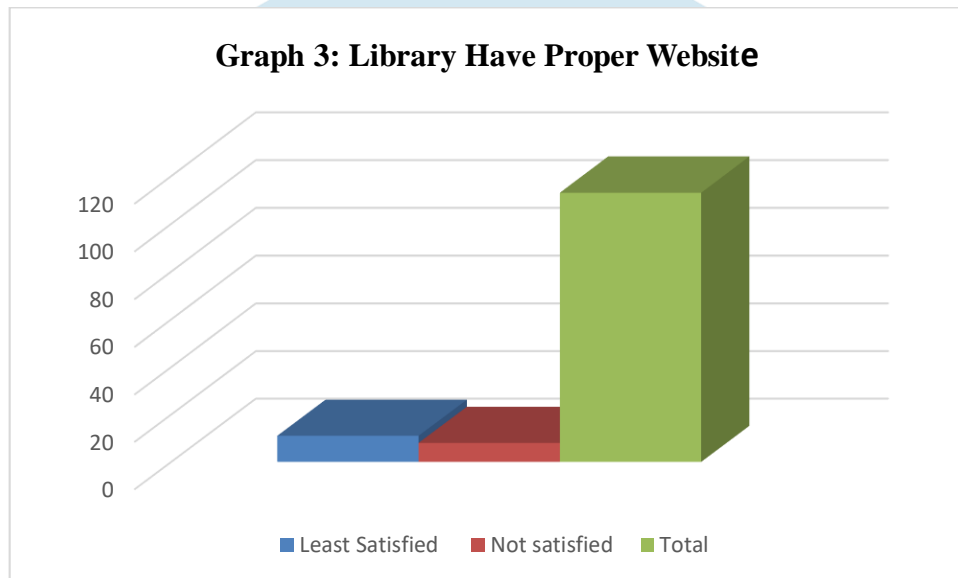
User Category	Male	Female	Total
Student	35	43	78
	44.87%	55.12%	100%
Research scholar	17	14	31
	54.83%	45.16%	100%
Faculty	0	2	2
	0%	100%	100%
External visitor (outsider)	0	2	2
	0%	100%	100%
Total	52	61	113
	46.01%	53.98%	100%



The above Graph 2 and Table 3 clearly show that female respondents are higher in the student category (55.12%) and the Faculty or External visitor (outsider) category (100%). In contrast, male respondents are more likely to be in the Research scholar category (54.83%).

Table 4: Does Your Library Have a Proper Website

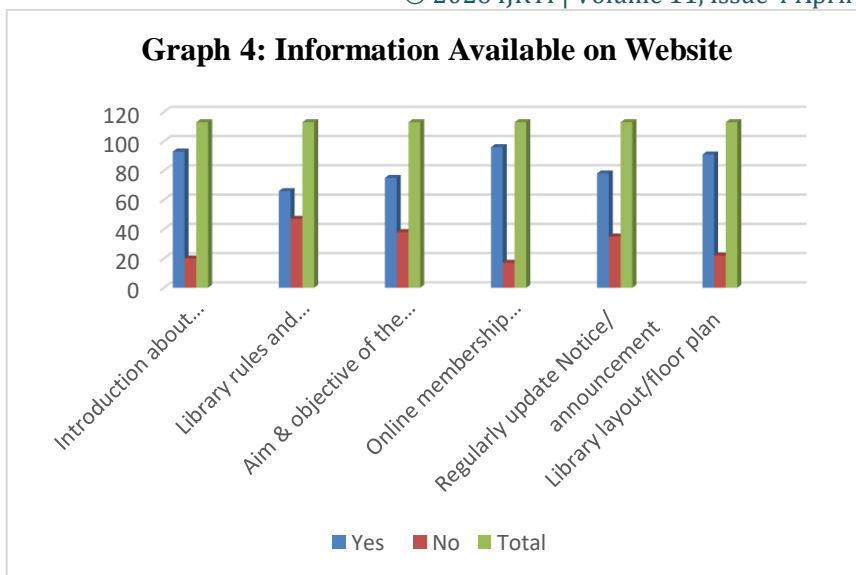
Yes	No/Cannot say	Total
107	6	113
94.69%	5.309%	100%



The above Graph 3 and Table 4 show that 94.69% of users agree that the library has a proper website, while 5.309% cannot say anything about it.

Table 5: If Yes, Information Available on Website

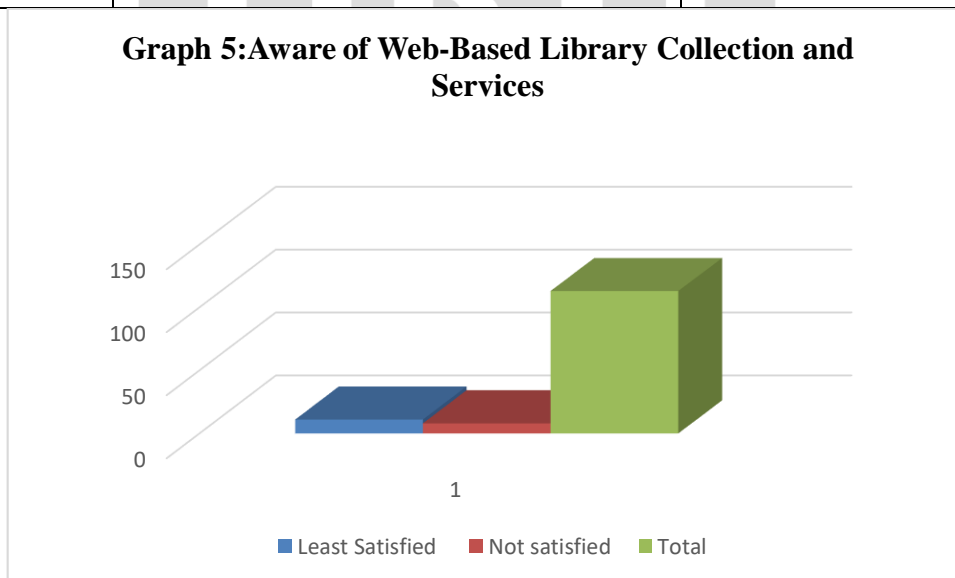
S. No	Information Available	Delhi University		
		Yes	No	Total
1.	Introduction about library	93	20	113
		82.30%	17.69%	100%
2.	Library rules and working hours	66	47	113
		58.40%	41.59%	100%
3.	Aim & objective of the library	75	38	113
		66.37%	33.62%	100%
4.	Online membership registration process	96	17	113
		84.95%	15.04%	100%
5.	Regularly update Notice/announcement	78	35	113
		69.02%	30.97%	100%
6.	Library layout/floor plan	91	22	113
		80.53%	19.46%	100%



The above Graph 4 and table 5 clearly shows that higher number 84.95% of the users agreed that Online membership registration process information is available on website, followed by Introduction about library 82.30% of users agreed, Library layout/floor 80.53% of users agreed, Aim & objective of the library 66.37% of users agreed, Library rules and working hours 58.40% of users agreed, Regularly update Notice/announcement 69.02% of users agreed Information Available on Website.

Table 6: Are You Aware of the Web-Based Library Collection and Services

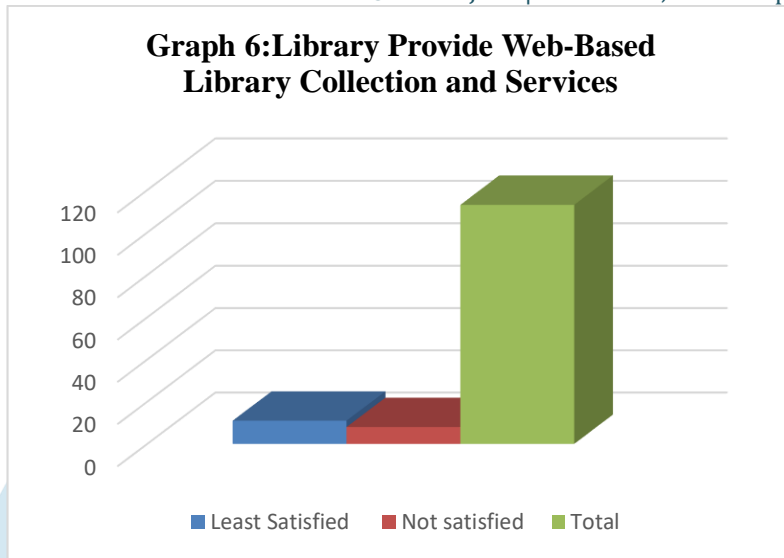
Yes	No/Cannot say	Total
96	17	113
84.95%	15.04%	100%



The above Graph 5 and Table 6 clearly indicate that 84.95% of users agree they are aware of the Web-Based Library Collection and Services, while 15.04% do not agree or cannot say whether they are aware of them.

Table 7: If Yes, Then the Library Provides Web-Based Library Collection and Services

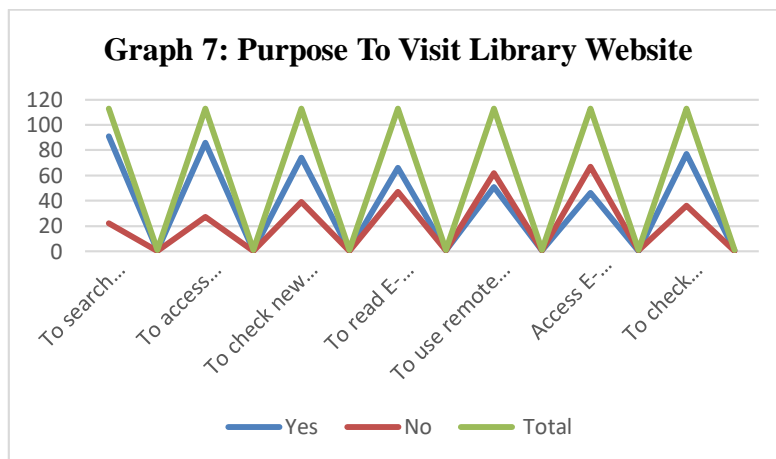
Yes	No/Cannot say	Total
82	31	113
72.56%	27.43%	100%



The above Graph 6 and table 7 clearly show that a higher number, 72.56% of users, clearly say yes with the statement “Library Provides Web-Based Library Collection and Services,” but 27.43% of users can not say anything about that statement.

Table 8: Purpose To Visit Library Website

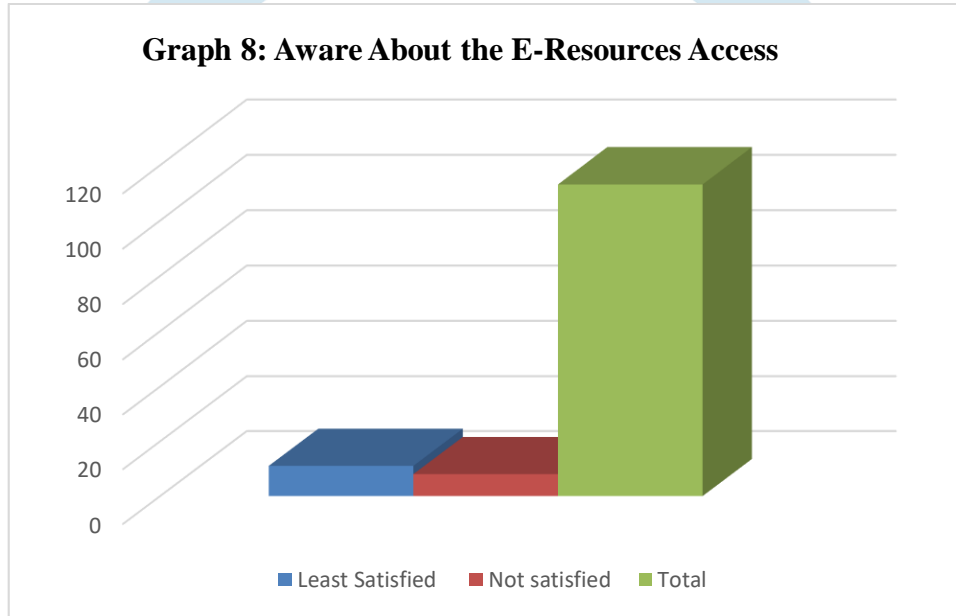
S. No	Purpose	Delhi University		
		Yes	No	Total
1.	To search OPAC/ Web OPAC	91	22	113
		80.53%	19.46%	100%
2.	To access online content for the study	86	27	113
		76.10%	23.89%	100%
3.	To check new arrivals of library	74	39	113
		65.48%	34.51%	100%
4.	To read E- newspapers and E- magazines	66	47	113
		58.40%	41.59%	100%
5.	To use remote access services	51	62	113
		45.13%	54.86%	100%
6.	Access E-resources	46	67	113
		40.70%	59.29%	100%
7.	To check library notices	77	36	113
		68.14%	31.85%	100%



The above Graph 7 and table 8 highlight that higher number 80.53% of users visit the library for the purpose to search OPAC/ Web OPAC, followed by 76.10% of users to access online content for the study, 65.48% of users to check new arrivals of library, 58.40% of users to read E- newspapers and E-magazines, 45.13% of users to use remote access services, 68.14% of users To check library notices but minimum number of 40.70% of users visit the library to Access E-resource.

Table 9: Are You Aware of the E-Resources Access Through the Website

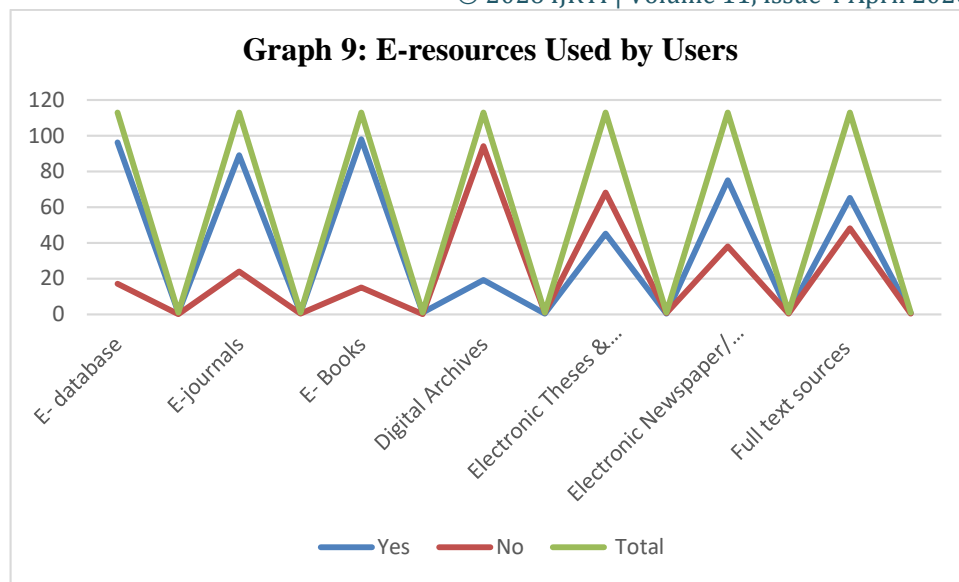
Delhi University		
Yes	No	Total
66	47	113
58.40%	41.59%	100%



The above Graph 8 and Table 9 show that 58.40% of users are aware of E-Resources access through the website, but 41.59% are not aware of the E-Resources facilities.

Table 10: E-resources Used by Users

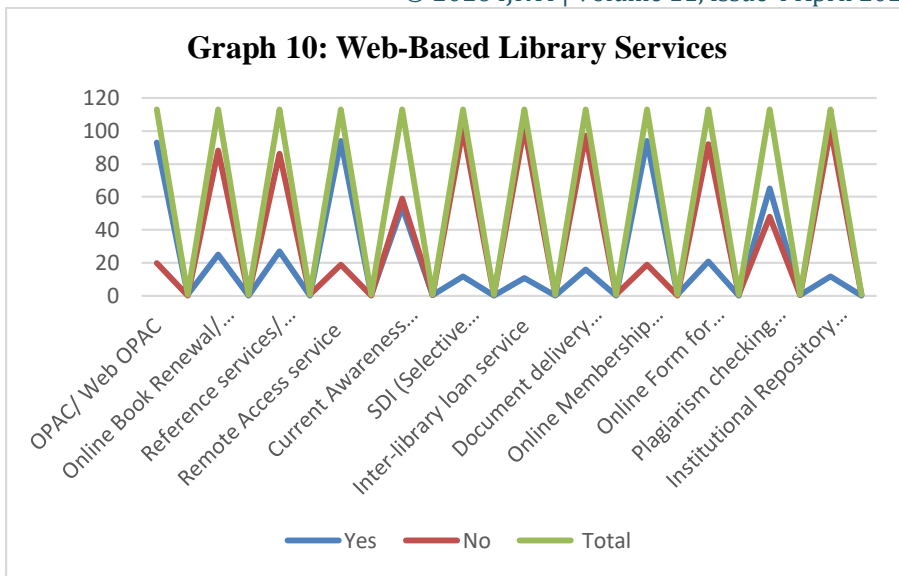
S. No.	E-resources	Delhi University		
		Yes	No	Total
1.	E- database	96	17	113
		84.95%	15.04%	100%
2.	E-journals	89	24	113
		78.76%	21.23%	100%
3.	E- Books	98	15	113
		86.72%	13.27%	100%
4.	Digital Archives	19	94	113
		16.81%	83.18%	100%
5.	Electronic Theses & Dissertations	45	68	113
		39.82%	60.17%	100%
6.	Electronic Newspaper/ Magazines	75	38	113
		66.37%	33.62%	100%
7.	Full text sources	65	48	113
		57.52%	42.47%	100%



The above Graph 9 and table 10 clearly shows that in the category of E-resources maximum number 86.72% of users used E-Books, followed by E- database used by 84.95% of users, E-journals used by 78.76% of users, Electronic Newspaper/ Magazines used by 66.37% of users, Full text sources used by 57.52% of users, Electronic Theses & Dissertations used 39.82% of users, and only 16.81% of users used Digital Archives.

Table 11: Web-Based Library Services

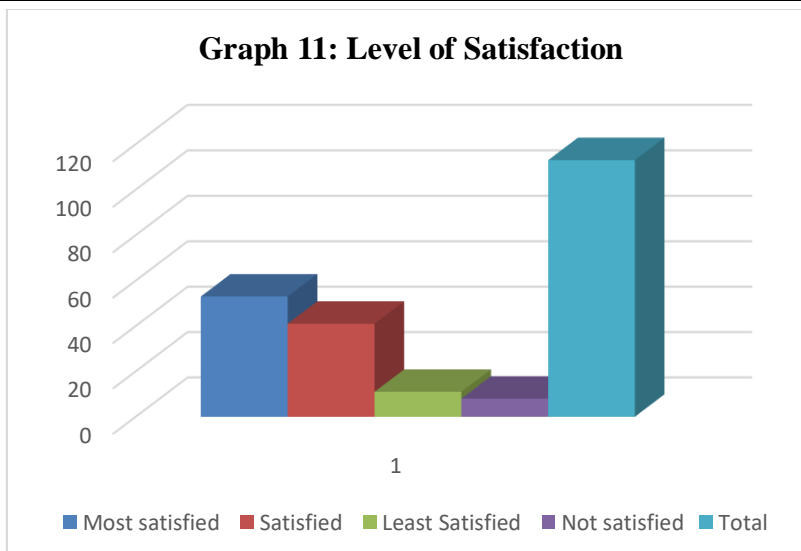
S. No	Web-Based Services	Delhi University		
		Yes	No	Total
1.	OPAC/ Web OPAC	93	20	113
		82.30%	17.69%	100%
2.	Online Book Renewal/Reservation Service	25	88	113
		22.12%	77.87%	100%
3.	Reference services/ Ask a librarian	27	86	113
		23.89%	76.10%	100%
4.	Remote Access service	94	19	113
		83.18%	16.81%	100%
5.	Current Awareness Service (CAS)	54	59	113
		47.78%	52.21%	100%
6.	SDI (Selective Dissemination of Information)	12	101	113
		10.61%	89.38%	100%
7.	Inter-library loan service	11	102	113
		9.73%	90.26%	100%
8.	Document Delivery Service	16	97	113
		14.15%	85.84%	100%
9.	Online Membership Registration	94	19	113
		83.18%	16.81%	100%
10.	Online Form for Feedback / Request	21	92	113
		18.58%	81.41%	100%
11.	Plagiarism checking services	65	48	113
		57.52%	42.47%	100%
12.	Institutional Repository Service	12	101	113
		10.61%	89.38%	100%



From the above graph and Table 11, it is clear that 83.18% of users used Remote Access or Online Membership Registration. In comparison, 82.30% of users used OPAC/ Web OPAC, and 57.52% of user used Plagiarism checking services, 47.78% of user used Current Awareness Service (CAS) but 23.89% of users used Reference/ Ask librarian Services, 22.12% of users used Online Book Renewal/ reservation service, 18.58% of users used Online Form for Feedback / Request and 10.61% of users used SDI (Selective Dissemination of information) or Institutional Repository Service. Only 9.73% of users used the Interlibrary loan service in the web-based library services category.

Table 12: Level of Satisfaction with Web-Based Collection and Services

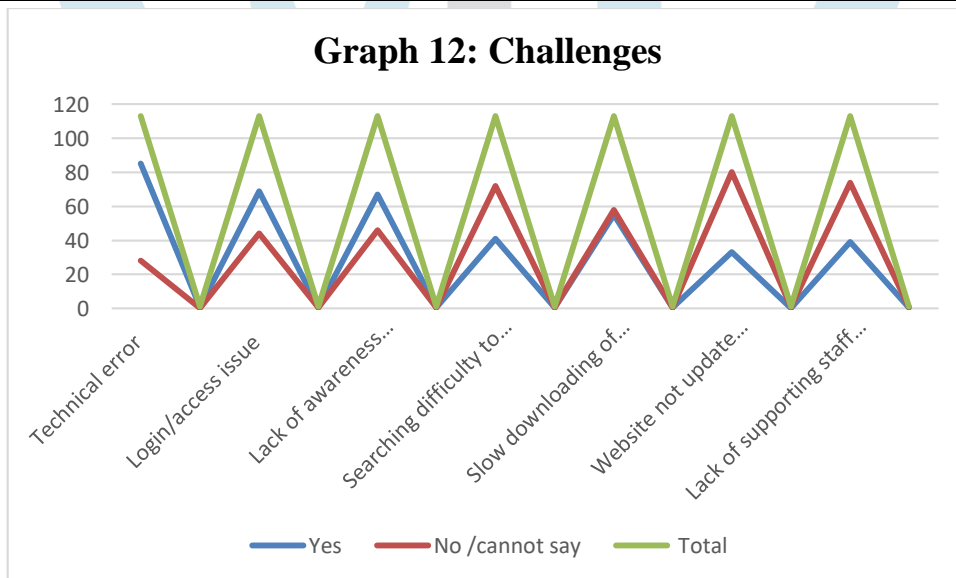
S. No	Level of Satisfaction	Delhi University	
		Count	Percentage
1.	Most satisfied	53	46.90%
		41	36.28%
2.	Satisfied	11	9.73%
		8	7.07%
3.	Least Satisfied	113	100%
		100%	
4.	Not satisfied	8	7.07%
		113	100%
5.	Total	113	100%
		100%	



The above Graph 11 and Table 12 clearly show that 46.90% of users are most satisfied with Web-Based Collection and Services, 36.28% are Satisfied, 9.73% are Least Satisfied, and 7.07% are not satisfied.

Table 13: Challenges You Faced While Accessing the Information Through the Website

S. No	Challenges	Delhi University		
		Yes	No /cannot say	Total
1.	Technical error	85	28	113
		75.22%	24.77%	100%
2.	Login/access issue	69	44	113
		61.06%	38.93%	100%
3.	Lack of awareness about the availability of E - resources	67	46	113
		59.29%	40.70%	100%
4.	Searching difficulty in accessing the information	41	72	113
		36.28%	63.71%	100%
5.	Slow downloading of documents	55	58	113
		48.67%	51.32%	100%
6.	Website is not update regularly	33	80	113
		29.20%	70.79%	100%
7.	Lack of supporting staff while access online services	39	74	113
		34.51%	65.48%	100%



the above Graph 12 and table 13 it clearly shows that higher number 75.22% of users faced Technical error, followed by 61.06% of users faced Login/access issue, 59.29% of users are Lack of awareness about the availability of E-resources, 48.67% of users faced Slow downloading of documents, 36.28% of users faced Searching difficulty to access the information, 34.51% of users faced Lack of supporting staff while access online services and minimum number 29.20% of users are say Website not update regularly Challenges Faced While Access the Information Through Website.

8. Major finding of the study

- Table 4 shows that 94.69% of users agree that the library has a proper website, and Table 5 shows that 84.95% agree that the online membership registration process information is available on the website.
- Table 6 clearly indicate that in 84.95% of users agreed that they are Aware About the Web-Based Library Collection and Services and table 7 clearly shows that higher number 72.56% of users clearly say yes with the statement “Library Provide Web-Based Library Collection and Services" table 8 highlight that higher number 80.53% of users visit the library for the purpose to search OPAC/ Web OPAC.
- Table 9 shows that 58.40% of users are aware of E-Resources Access Through Website, but 41.59% are not aware of E-Resources facilities.
- Table 10 clearly shows that in the category of E-resources maximum number 86.72% of users used E- Books, followed by E- database used by 84.95% of users, E-journals used by 78.76% of users, Electronic Newspaper/ Magazines used by

66.37% of users, Full text sources used by 57.52% of users, Electronic Theses & Dissertations used 39.82% of users, and only 16.81% of users used Digital Archives. Table 12 clearly shows that 46.90% of users report the highest satisfaction with Web-Based Collection and Services.

- Table 13 it clearly shows that higher number 75.22% of users faced Technical error, followed by 61.06% of users faced Login/access issue, 59.29% of users are Lack of awareness about the availability of E-resources, 48.67% of users faced Slow downloading of documents, 36.28% of users faced Searching difficulty to access the information, 34.51% of users faced Lack of supporting staff while access online services and minimum number 29.20% of users are say Website not update regularly Challenges Faced While Access the Information Through Website.

9. Suggestion

In today's world, where the Internet is part of human life, libraries should promote their services on their websites and strive to provide the maximum web-based services to the user community for easy, convenient access to information.

Libraries are providing a wide range of E-resource access facilities, but most users remain unaware of them; therefore, the library should conduct a seminar to raise awareness of E-resource use. Libraries also organised a workshop program to educate users on effective search techniques for better information retrieval.

10. Conclusion

In recent times, ICT has had a greater impact on storing and disseminating information. The university libraries are doing a remarkable job of shifting their services to the digital platform and providing the widest range of web-based collections and services to their users. With the help of the internet, users can now access any information from anywhere, 24/7. The integration of ICT into web-based collections and services helps librarians provide quick access to information for their user community.

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