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Title

**ASSESSMENT OF LIBRARY SERVICE QUALITY FROM
RESEARCHERS' PERSPECTIVE**

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ABSTRACT:

The present study aims at examining the Library service quality used in professional education libraries under G.G.S.I.P.University from users, perspectives. Recently electronic resources have taken a prominent place in a library. In order to find out present condition, difficulties and requirements of using e-resources the difficulties encountered by libraries are also investigated in this study. This study is based on primary data (printed Questionnaire), which was given to 11 institutes including university library and 10 institutes responded. We came up with some significant observations and recommendations. It noted that working with other libraries and sharing provision can also help users of both sides. One more observation is about qualification of librarian is important because most people do not have the same knowledge about books etc. that librarian have. Many institutes has the traditional functions such as acquisition, cataloguing and access to resources.

INTRODUCTION AND REVIEW OF LITERATURE:

Academic libraries are facing two major threats: a global digital environment and increasing competition. They must improve the quality of their services to survive. old measurement of library quality based on collections has become obsolete and because the role of information centers is no more limited to the stocking and issuing of books and journals, but ensuring that the information needs of the users is met either by its own resources or through other resources accessed either through online or internet. Since it was experienced that conventional or traditional methods are unable to handle the voluminous information and provide successful access, technology has entered the libraries. These technologies have helped the researchers in conquering space and time and rendered it possible to retrieve information from any corner of the world SERVQUAL has evolved as an instrument to measure service quality. For the present study the modification of SERVQUAL questionnaire used were filled up by each respondent. Most of the institutes have automated library systems and soft wares used are of latest versions. The existing World Wide Web has become a platform where one finds information of his/her interest ranging from household to serious scientific literature. Companies, organizations, educational institutes, commercial and individual serve as information provide for the internet community. In this context, it is rightly said that the **sun can only shine on half of the globe at**

a time, but internet delivered education can cover entire globe and around the clock with knowledge. Doctor S.R. Ranganathan, father of library signs, a man of great vision had for seen the lightly impact of new technological tools to store and distribute information in 1950's and today it is seen in the form of internet technologies. A library system or any other information or system for mediating and providing knowledge and culture is simultaneously a retrieval system, and arena for human behavior, communication and cooperation and textual system and can't be reduced to either of them. Professional institutes in libraries and information science needs to address the issue of teaching students how to learn and implement new ideas, new concepts and develop an attitude to have a desire to continue to learn throughout the working carrier. Quality management is not merely sophistication of equipments but it is managing change which needs a change in philosophy and developing right attitude

The recent phenomenon and the emergence of information society, knowledge driven economy and the cost effectiveness of technology gadgets has made internet on unavoidable necessity for every institution of higher learning.

This type of research has not been done in G.G.S.I.P.University and its institutes which provide the researcher an opportunity to do research on the selected topic.

OBJECTIVES:

- To discuss the experiences of G.G.S.I.P. University in providing quality information
- To know the present technological infrastructure of libraries of selected professional institutes.
- To study the IT based information services provided by the selected professional institutes.
- To explore the present situation of libraries automation in selected professional institutes.
- To identify the determinants of enhancing ICT based information of libraries of selected professional institutes.
- To understand the problems faced by the libraries in enhancement of technology based information services of selected professional institutes.

RESEARCH METHODOLOGY:

Research design:

Research design is the specification of procedure for acquiring the information needed to solve the problem. It is the framework of project which stimulates what information is to be collected, from which source and by which procedure. However, suitable design ensures that information obtained are relevant to research question and that are collected by objectives and economical procedure. This study is descriptive.

Data collection:

In order to get the real picture of the prevailing situation in the libraries they were personally surveyed, observed and specially designed questionnaire were distributed to the professional staff of the library so this study is based MOSTLY on primary data (printed Questionnaire), which was given to 11 institutes including university library out of which 10 institutes responded.

Method of Data Collection: direct observation method has been used for collection of the information taking on the spot measurement of the concerned topic. The observation has done regarding availability and use of Servers, Computers, Fax Machines, Printers, LAN, softwares etc. in the libraries of selected institutes and G.G.S.I.P. University.

Library of G.G.S.I.P. University is termed as **UNIVERSITY INFORMATION RESOURCES CENTRE (UIRC)**. All students', faculty members and employees of the university/affiliated institutes are entitled to make use of the library facility on taking library membership. All in-house operations in the library are fully computerized using the library software package that also provides web-based access to the online catalogue of the library. It has subscription of 6350 Journals (Print+Online) along with their web-links, E-book series for Lecture notes in computer Science, **Online Public Access Catalog WEB OPAC Troodon 5.0 Improved**, Consortium Access, ONLINE Resources etc. It has more than 100 affiliated institutes. This study is simultaneously for university and its selected institutes.⁷

ANALYSIS OF DATA:

As University itself is new so all affiliated institutes are also new. We can observe from above analysis that most of the librarians have requisite qualification i.e., M.Lib, which is important because most people do not have the same knowledge about books etc. that librarians have. Library professionals are in dire need to acquire relevant skills and expertise to track the world of information and become competent enough to survive in a digital culture.

TABLE 1

Information Management infrastructure in the library.

Information Management Infrastructure	F	%
Main Servers		
No server	0	0
1-2 Servers	9	90
3-4 Servers		
Computers		
1-10	7	70
11-20	2	20
21-30	1	10
31-40		
41 & above		
Laptops	0	0
Fax Machines	9	90
Modems	5	50
Scanners	8	80
Printers	10	100
Bar- coding Units	7	70
Reprography Units	6	60

From above table we can observe that 90% institutes have 1-2 Servers and fax Machines. Every institute has printer but no institute has laptops in library. It has been observed that 80% of institutes has access to LAN. 50% of institutes have Wireless Internet Access. Information retrieval deals with the representation, strong organization and accessing of information item which is of crucial importance in library routines. From data collected it has been found that LIBSYS software is being used by 20% institutes. 70% institutes are using other softwares which are updated versions of different softwares which is a positive symbol.

TABLE 2

Library Automation Software used in Libraries of selected Institutes

Library Automation Software	F	%
Libsys	2	20
SLIM	0	0
SOUL	0	0
TLMS	0	0
In –house Developed Software’s	1	10
Others	7	70
Autolib	0	0
ESRM	0	0
Hongon	0	0
TRAZE	0	0
Winnebago Spectrum	0	0
Lotocis	0	0

TABLE 3

Library Software used for various activities/function since years.

Activities of Library Software	Before 2004 NO.(%)	After 2004 NO.(%)
Acquisition	40	60
Serials control	40	60
Cataloguing	30	70
OPAC	30	70
Circulation	40	60

TABLE 4

Factors for extending Information Technology based information Services to the Users

Factors	Strongly Disagree NO.(%)	Agree NO.(%)	Strongly Agree NO.(%)
1. Information Management is an indispensable tool for accessing wealth of information.	0	70	30
2. It improves efficiency for Information Technology based services.	0	40	60
3. Users demand for I.T. based services.		40	60
4. Information Technology has become Integral part of Library Services.		20	80
5. Most of the libraries are adopting I.T.	10	40	50
6. I.T. Supports the Library activities and services as a supplement and not substitutive.	10	70	20
7. I.T. based Services supports for research & national development,	10	40	50

TABLE 5

Information Management Offered by Libraries in selected institutes.

Information Management offered by libraries		%
1.	Reference Services	80
2.	Referral Service	70
3.	Reprography Service	70
4.	Bibliographic Service	80
5.	Document Delivery Service	80
6.	CD Rom Database Service	70
7.	Information Consolidation Service	7
8.	Literature Search Service	8
9.	Indexing and Abstracting Service.	2
10.	Selective Dissemination of Information Service (SDI)	9
11.	Current Awareness Service (CAS)	3
12.	Translation Service.	3
13.	Access to Library (OPAC)	2
14.	Library Web Blogs	8
15.	Access to web OPAC	8
16.	E mail	7
17.	Www	8
18.	Web based Services through Library Web page	7
19.	Discussion Forums.	7
20.	Access to e-journal/ online databases.	2
21.	Videoconferencing	3
22.	Access to abstracting databases.	2
23.	Access to Consortia resources.	

It can be observed from the table that most of the libraries are using acquisition, serials control, Cataloguing, OPAC and Circulation after 2004, since many institutes are of recent origin.

Indexing and abstracting service is offered by 20% libraries. Indexing is widely used for knowledge management because it is a very fruitful way for this purpose.

Access to Consortia resources got 20% acceptance to be offered by libraries. It is nothing but evolving a form of co-operation among the libraries which come together to share journals electronically. This is healthy development for an institute.

But there are some difficulties also which has been observed by some institutes which are Lack of sound Information Technology Infrastructure, Lack of expertise in handling technology, Lack of co-ordination from staff, Difficulty in maintenance of technological gadgets in library etc.

Our small scale survey was able to draw the picture of library service quality of G.G.S.I.P. University university library from researchers point of view. It noted that working with other libraries and sharing provision can also help users of both sides. One more observation is about qualification of librarian is important because most people do not have the same knowledge about books etc. that librarians have. Many institutes have the traditional functions such as acquisition, cataloguing and access to resources. ICT are being used to create the majority of information resources in the electronic format. Quality Assurance of libraries and information system should be part of the quality policy. There is need to develop standards and norms for assessing quality of information services provided by libraries. There is need to evolve methodologies and mechanisms for improvement of quality information services, training of staff members in providing quality information services. Library has many new resources on its website such as online public access catalogue, **Scitopia**- Deep Federated Search Engine, E-books, Biotechnology Abstracts 1982 –2009 (Access from Library only, (Access from Campus LAN only), UGC-INFONET, .), Digital Library of India

Alternate site address, Electronic Thesis Online, Draft Regulations, UGC, Vidyanidhi-Digital Library and E-Scholarship Portal Indian ETD (Electronic Thesis and Dissertation) Collection, Indian Thesis Database etc.

CONCLUSION AND FUTURE PROSPECTS:

Our small scale survey was able to draw the picture of IP university library system for researcher's point of view. as projects reports whether minor project, summer training reports or major project digitalization of library is demand of the time to provide students and faculty competitive exposure of knowledge management.

In future there is possibility of digitalization more and more. It does not mean that these will not have physical resources but there will be hybrid system of LMS. so there is need to conduct in depth studies regarding internet applications in libraries and information centers. Researchers will be able to access information, bibliographies, database and primary sources without country barriers and visiting a library as Library Service Quality of University and its institutes is increasing day by day.

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