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# Measuring service quality in an academic library: an Indian case study

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## Abstract

**Purpose** – The aim of this study is to measure the perceptions of the Jawaharlal Nehru University (JNU) library users as they relate to quality service and to determine how far the JNU library has succeeded in delivering such service to its users.

**Design/methodology/approach** – The research was carried out among the students and faculty members of the JNU. A questionnaire was used as the data gathering instrument. The instruments for data collection consisted of structured questions. All the closed ended questions were designed to elicit responses on a five point Likert scale to measure both respondent satisfaction and perception of service quality. Analysis of the collected data made use of the chi-square method.

**Findings** – The results would appear to indicate that the JNU library is not lacking in quality of service. However, we need to note that quality information service is about helping users to define and satisfy their information needs, building their confidence in using information retrieval systems, and making the whole activity of working with library staff a pleasurable experience. To achieve total quality in information service the JNU library should provide a comprehensive information programme that is predicated on the needs and activities of the users.

**Originality/value** – This study may help those libraries, who are seriously interested to develop user satisfaction and provide better service to the user. This study also suggests some recommendations about increasing the user satisfaction in the library service.

**Keywords** Quality management, Service quality, Academic libraries, SERVQUAL.

**Paper type** Case study

## Introduction

Traditionally, the quality of an academic library has been described in terms of its collection and measured by the size of the library holdings and statistics on its use. This traditional method no longer fulfills the goals for successfully measuring the user's demands for information. Now seems an apt time to evaluate the quality and significance of library service using alternative methods. To this end, the SERVQUAL method has evolved as a quality management instrument to measure service quality (Nitecki, 1996).

Quality is the basic philosophy and requirement of library service and all libraries strive to deliver the highest quality of service. A quality service is one that fully meets the expectations and requirements of the users. If a library provides appropriate information to the right user at the right time and in the required form, then it could be argued to be maintaining quality. Quality library services mean satisfying the query of each and every user accurately, exhaustively and expeditiously (Sharma, 2001).

The rapid development of information technology, tremendous speed of sociotechnical development and the changed needs of users have all added to the expectations of a service organization. It is evident that management skills must match these demands on and threats to library and information services. The application of quality management in libraries should establish a culture of never ending improvement of quality of products and services. Its implementation in libraries improves the image of the library staff and helps in public relations and marketing (Rajan and Ravi, 2001).



# Measuring The Quality Of Library Service A Handbook

**Joseph R. Matthews**



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## **Measuring The Quality Of Library Service A Handbook** Book Review: Unveiling the Magic of Language

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