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

Ashok Kumar Sahu

*Institute for International Management and Technology,
Gurgaon, Haryana, India*

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

M. G. Fancher Beeler



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Measuring the Quality of Library Service M. G. Fancher Beeler, 1974 *Measuring the Quality of Library Service* M. G. Fancher Beeler, Jerry Grim, John P. Herling, Stephen James, Miles W. Martin, Alice Naylor, 1986 *Measuring the Quality of Library Service*, 1974 **Measuring the Quality of Library Service** Ohio Library Association. Library Development Committee, 1972 Measuring Quality Roswitha Poll, Peter te Boekhorst, 2008-11-03 The first edition of this handbook appeared in 1996 and dealt with academic libraries It gained wide acceptance and was translated into five other languages After ten years the new edition widens the perspective to public libraries and adds indicators for electronic services and cost effectiveness The handbook has been considerably enlarged from 17 to 40 indicators It gives practical help by showing examples of possible results for each indicator The handbook is intended as practical instrument for the evaluation of library services Although it aims specifically at academic and public libraries most indicators will also apply to all other types of libraries The New Professional's Handbook Sheila Corral, Antony Brewerton, 1999 Newly qualified library and information staff are thrown in at the deep end in their first jobs where they are expected to function as skilled practitioners They find themselves in a world where technological developments and global competition are changing the shape and reach of information services The scale and speed of change present constant challenges to develop awareness and understanding of the wider environment in order to improve local services Their need for support in their professional development is particularly acute at this stage in their careers This easy to use manual aims to provide that support at both operational and strategic levels It is designed to help new professionals make sense of the contemporary information world and devise effective strategies for developing their skills and services It brings together a host of useful sources covering the professional and managerial aspects of information work introducing key concepts and techniques in a coherent framework and using practical examples to illustrate current organizational and service trends The book offers a global cross sectoral perspective on information resources and services covering strategy and marketing as well as day to day operations The thematic arrangement means that each chapter can be used as a self directed training module or as the basis of a session with a supervisor or mentor Packed with activities and reflection points the book encourages a critical approach through the use of questions and also offers annotated bibliographies providing quick access to relevant publications websites and organizations worldwide Readership Particularly valuable as an on the job reference source for those working towards chartered corporate membership of professional bodies this workbook also makes extremely useful reading for students and lecturers staff development officers those returning to employment after a break and established professionals in search of fresh perspectives or career development *Integrating Geographic Information Systems into Library Services: A Guide for Academic Libraries* Abresch, John, Hanson, Ardis, Heron, Susan Jane, Reehling, Peter J., 2008-04-30 With the onslaught of emergent technology in academia libraries are privy to many innovative techniques to recognize and classify geospatial data

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