

**COLLEGE LIBRARY SERVICES  
A QUALITY ASSESSMENT**

**Thesis**

submitted to the University of Calicut for the Degree of  
**Doctor of Philosophy in *Library and Information Science***

By

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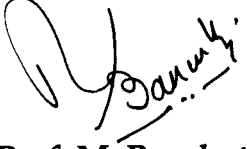
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## CERTIFICATE

I certify that this thesis entitled "College Library Services: A Quality Assessment" is a record of bona fide study and research carried out by Sri. Abdul Majeed K. C. under my supervision and guidance. This thesis is submitted to the University of Calicut for the award of the Degree of Doctor of Philosophy in Library and Information Science.

University of Calicut  
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## DECLARATION

I, Abdul Majeed K. C., do hereby declare that this thesis entitled "College Library Services: A Quality Assessment" is a record of bona fide study and research conducted by me under the supervision and guidance of Prof. M. Bavakutty. This thesis has not been previously submitted to any University or formed the basis of research for the award of any Degree, Diploma, Associateship, Fellowship or other Title or Recognition.

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Abdul Majeed K. C.

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# INTRODUCTION

Abdul Majeed K. C. "College library services a quality assessment" Thesis.  
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## CHAPTER I

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# INTRODUCTION

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LIBRARIES IN EDUCATION

ACADEMIC LIBRARIES

COLLEGE LIBRARIES

College Library Development in India

College Library Development in Kerala

SIGNIFICANCE OF THE STUDY

STRUCTURE OF THE THESIS

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## CHAPTER I

### INTRODUCTION

The world witnessed several information revolutions in the past. The writing was invented about 6000 years ago, which paved the way for the development of manuscripts. The first written book was published in 13th century. The invention of printing press in 1455 was a milestone in the launch of the information revolution. It brought vast quantities of inexpensive reading materials to the mass. This led to the development of agencies to collect, store and circulate the printed materials to the public. These agencies are called the libraries.

Since third millennium BC libraries were developed as storehouse where all the cultural and scientific records of the early societies were collected and preserved. If royal patronage had made libraries to exist, marauding kings were known to have destroyed the valuable collections of the libraries so as to erase the memory of the culture of the people they conquered. Even in the modern civilized world the libraries were destroyed in Iraq during the American invasion in 2003.

Libraries were once known primarily as storehouses of books. From their historical beginnings as places to keep the business, legal, historical and religious records of a civilization, libraries have emerged as center of information resources and services. They are considered as the collections of books, manuscripts, journals and other sources of recorded information. Although libraries have changed significantly in the course of time, especially in the context of emerging information and communication technology, their cultural and social role has not changed. They remain responsible for providing access to books, periodicals, and other media that meet the educational, recreational, and informational needs of their users.

The library has been changing tremendously from the storehouse of knowledge to the powerhouse of knowledge and information. Information is the input of knowledge, which is the building block forming the basis of insight and judgment. The varieties of information, which are recorded in a wide variety of documents, are essential for all purposes. As a result, the process of collection, organization and dissemination of documents has been recognized as an essential element in all educational, research and development activities. The flow of information requires efficient handling for proper and timely utilization, which could be expected from libraries alone. Library is the center where ideas of the scholars, scientists, saints, and sages are collected, organized, and maintained for use.

Barua<sup>1</sup> defined a library as "an organized collection of books and periodicals and of other reading and audio-visual materials, and the services of a staff able to provide and interpret such materials as are required to meet the informational, research, educational or recreational needs of its users. A library is often classified and designated from the point of view of needs or objectives and the category of readers intended to be served. Whatever may be the types of libraries, collection, organization and dissemination are the primary purposes and functions of all libraries."

In the words of Barbara Kyle<sup>2</sup>, libraries preserve knowledge so that nothing is lost; libraries organize knowledge, so that nothing is wasted; and libraries make the knowledge available so that none may be deprived of it. Thus, libraries are the essential ingredients of civilized society, which acquire, store, arrange, and process knowledge for its easier, quicker, and better use.

The basic aim of a good library is to disseminate knowledge recorded in different media. The central function of a modern library is to

acquire information recorded in books and other materials, process them and disseminate them to the right person, in the right form and in the right time. Library is the temple of knowledge and people visit the library to gain more knowledge. It helps the people to develop the ability of learning without a teacher.

This chapter discusses the role of libraries in education, college libraries and their objectives, and college library development in India with special reference to Kerala.

### **1.1. LIBRARIES IN EDUCATION**

Education in its broadest sense is any process by which an individual gains knowledge or insight or develops attitude and skills. The observation made by Kothari Education Commission<sup>3</sup> about the purpose of education: "In a democracy the individual is an end in himself and the primary purpose of education is to provide him with the widest opportunity to develop his potentialities to the full" is noteworthy.

According to Dr. S Radhakrishnan<sup>4</sup>, the great educationist and the former president of India, the aim of education is not the acquisition of information although important, or acquisition of technical skills, though essential in modern society, but the development of that bent of mind, that attitude of reason, that spirit of democracy which will make us responsible citizens. The goal is commitment to knowledge and advancement of learning.

Thus, it is understood that the basic aim of education is to produce young men and women of character and ability for economic and cultural development of the country, for national integration and for realizing the socialistic egalitarian pattern of society. It is also aimed to develop personality of the young people by shaping them for spiritual and

material development. All these aims of education can fully be attained through formal classroom education. The integration of library with education is compulsory to attain these objectives.

The extension of education, intensification of research works, the explosion of knowledge and the resulted explosion of publication have made the libraries indispensable in education systems. The public libraries support both formal and informal education. It also supports continuing education and basic education. Academic libraries and special libraries support formal education alone with certain exceptions. All these indicate that libraries are the important part of education at any level.

The quality of education largely depends upon various factors like the teaching to which a learner is exposed, the educational facilities and the environment available in the institution of his study and his own temperament and approach to studies. Library with its collection and the services is considered to be as one of the important educational facilities needed for the effective teaching-learning process in an academic institution. If the facilities available are grossly inadequate, the academic standards will be very low. It is the higher education, which prepares the students for all other levels of education and expertise for a variety of jobs.

## **1.2. ACADEMIC LIBRARIES**

Education and library services are twin sisters and one cannot be separated apart from the other. It means that library is the chief intellectual heritage and any formal education at any level can be obtained more efficiently and effectively with the help of a well-equipped library.

An academic library is the one attached to an academic institution like School, College, University etc. assigned with the duty of imparting formal education to the students. All academic institutions are supposed

to have rich libraries to feed the students, teachers, and research scholars in order to meet their day-to-day information requirements. It plays an important role in giving right direction to the cultural, political, social, scientific, and technological development of a nation. It helps in promoting the formal education for all round development of the students. An academic institution can be analogued with the teaching community as the head, students as the body and the library as the heart. Without heart, there cannot be a body and without body, one cannot think of a heart to function. Being the heart of academic institutions the role of libraries is pivotal. These libraries supplement the teaching and learning process and encourage the students and teachers to broaden their knowledge base.<sup>5</sup>

Academic libraries are considered as laboratories or workshops where the students go and spend hours together in going through the books, magazines and other reading materials which satisfy their urge for mental food. It helps them to widen their horizon of knowledge. It also helps the student to supplement and support the classroom teaching, avoid deficiencies and shortcomings in the classroom teaching.

According to the Kothari Education Commission<sup>6</sup>, the objectives of a library in a higher educational institution are:

- Provide the resources necessary for research in the fields of special interests to the college
- Aid the teacher in keeping abreast of developments in his field
- Provide library facilities and services necessary for the success of all formal programmes of instruction

- Open the door to the wide world of books that lie beyond conditions, which encourage reading for pleasure, self-discovery, personal growth and sharpening of intellectual curiosity.

In order to meet the objectives listed by the Kothari Education Commission on Education, the library has to assume certain functions. These functions according to Bavakutty<sup>7</sup> are as follows:

- To secure, organize and supply books and other materials required for the instructional and research programmes
- To provide the reading materials for keeping the teachers abreast of their field of teaching and research
- To instruct students in the effective and efficient use of the library and library resources and services
- To encourage students to develop the habit of self education in order that books and libraries may contribute to their intellectual development
- To co-operate with other libraries in the community, region and elsewhere.

The importance of academic libraries in the educational system of the nation is over emphasized by several educationists and Education Commissions appointed by the Central and State Governments in the course of time.

The first Indian Education Commission<sup>8</sup> was appointed by Lord Ripon in 1882 with William Hunter, a member of the executive council of Viceroy as its Chairman to inquire in to the position of education in British India. It recommended special grants for academic libraries, but the British Indian government approved no grants.

The Calcutta University Commission<sup>9</sup> appointed by the Government of India in 1917 under the chairmanship of Sir Michael Saddler has pointed out that the weakness of the existing higher education system is the extra ordinary unimportant part in it played by the library. Few colleges have good libraries. Even the best, that of the Presidency College is defective at many points.

The Auxiliary Committee on Education appointed by the Simon Commission<sup>10</sup> (appointed by the Government of India) in 1919 under the chairmanship of Sir Philip Hartog had reviewed the university education and recommended to maintain well equipped central libraries so as to enable the teachers to keep themselves up-to-date in their field of specialization.

The University Education Commission (1948)<sup>11</sup> clearly observed that teaching is a co-operative enterprise and teachers must have necessary tools for teaching purposes in the shape of libraries and laboratories. The commission further observed that as the library is the heart of university it plays a direct role in research work and an indirect role in teaching. Scientific research needs a library as well as laboratories, and for humanistic research the library is both library, and laboratory in one. Training in higher branches of learning and research is mainly a question of learning how to use the tools, and if the library tools are not provided how can the students learn to use them? A well-organized library is an indispensable part to promote and facilitate both for humanistic and scientific studies.

The Secondary Education Commission<sup>12</sup> appointed by the Government of India in 1952 has made the observation that all schools in the country must have a library with sufficient collection of textbooks and

reference books and the teaching process in the School should be library oriented.

The Kothari Education Commission (1964)<sup>13</sup> has observed that no university, college, or department should be set up without taking into account its library requirements with respect to staff, books, journals and building. Nothing could be more damaging to a growing department than to neglect its library or to give it a low priority. On the contrary, the library should be made a center of attraction in the colleges and universities.

The Expert Committee on Minimum Qualification, Workload etc. of Librarians and Directors of Physical Education in Universities and Colleges<sup>14</sup> appointed by the UGC in 1983 under the chairmanship of R. C. Mehrotra had reported in 1987 that the library performs a crucial role in educational process. It expands and supplements curricula learning and widens the horizon. It has also pointed out that the easiest way to assess the climate, temper, and academic achievements of an educational institution is to visit its library and see how it is being maintained and utilized.

The Committee on National Network System for Universities and Colleges<sup>15</sup> was constituted by UGC in 1988 under the chairmanship of Prof. Yash Pal to study the possibility for the development of Information and Library Network (INFLIBNET) in the country by inter-linking all-important Universities and Colleges including the libraries.

The Expert Committee on College Libraries<sup>16</sup> was appointed by the Government of Kerala in 1993 under the chairmanship of V.P. Joy to examine the functioning of college libraries and to suggest suitable measures for their improvement. The committee has pointed out that the

effectiveness of library services is an important factor in determining the quality of teaching-learning process in a college.

### 1.3. COLLEGE LIBRARIES

A college is considered as an academic institution of higher learning offering three-year degree and two-year post-graduate courses leading to bachelors and post-graduate degree. The library is an integral part of a college.

A college library is the largest and most expensive educational resource center of a college. It requires huge cost to provide books and information supporting to the teaching learning process. The quality of teaching learning is, to a large extent, to the information collected and disseminated in a college library.

A college library is a service as well as a teaching agency. As a service agency, it functions to further the objectives of the college by providing materials of all subjects and interests of the students and teachers. As a teaching agency the library has a positive and active teaching function by suggesting all types of materials for developing and expanding interests of the students.

The American Library Association<sup>17</sup> in its Standards for College Libraries has described the college library as the most intellectual resource of the academic community and it suggested that the services of the college library should be geared to implement the purposes of the college's general program and to meet the specific educational objectives of the institution.

The UGC Committee on Colleges (1967)<sup>18</sup> has emphasized the importance of college libraries in higher education. It states that, the

✓ university should help the colleges to improve their staff, libraries, laboratories, etc.

The role of a college library in the teaching learning process is well recognized by all educational commissions appointed in pre and post-independent India. But the college authorities, faculty and students community are not ready to accept this truth. The authorities consider the college library as one meant for satisfying the University authorities to sanction different courses to the college.

The main objective of a college library is to provide right reading materials to the right users at the right time in a right personal way. In order to meet this objective, a college library does the following activities.

1. Study the users and their requirements
2. Select suitable reading materials to meet the requirements
3. Acquire selected reading materials
4. Register, classify and make ready the reading materials for use
5. Prepare the catalogue to make the search, identification and location of required reading materials
6. Shelve the reading materials ready for service.
7. Admit the students and teachers for using the library collection and service.
8. Educate the users to utilize the collection and facilities available.
9. Help the users to locate and use documents
10. Maintain the collection in good physical condition for use.
11. Conduct exhibitions, lectures, workshops etc. to attract maximum users to the library.

The user community includes students of all categories and levels, teachers, non-teaching staff and others like local public, old students, retired staff of the college etc. The students group is the largest user group of a college library.

In USA, education is more student centered and thereby libraries assume more relevant dynamic role in the learning process. The students are expected to do independent study with the guidance of teachers who are well versed in bibliographic organization and access. Such colleges are called Library Colleges<sup>19</sup>.

The National Education Policy (1985) of the Government of India stressed the need for promoting self-learning by introducing change in teaching methods. This would require more dependence on the libraries.

### **1.3.1. COLLEGE LIBRARY DEVELOPMENT IN INDIA**

Education, being a state subject in India no uniform policy has been followed for the establishment of academic libraries, particularly school and college libraries. There are three stages in the development of academic libraries. The first stage of the library development was the 'storehouse period' when they were treated as warehouses containing books carefully stored for preservation. The second stage was 'service period' during which emphasis was given to use library materials to supplement classroom teaching. The third stage was 'educational' when emphasis was on the educational functions of the library.

In order to know the development of college libraries in the country, a survey of the development of the college education in the country is essential. In ancient India, learning was closely related to religious institutions and the colleges had their origin in monasteries. Among the centers of higher learning, Taxila and Nalanda in north India,

Vallabhi in Kathiavad and Kanchi in south India were well managed. As these centers had ceased, there grew a number of higher learning centers in Hindu Temples, especially in South India. Salotgi in Bijapur district and Ennayiram in South Arcode district were famous temple colleges at that time. Most of the rulers in South India had promoted the development of such colleges in their area. Sanskrit learning centers, called Tols, functioned well in Bengal, Bihar, and Uttar Pradesh. The Mughal rulers encouraged the establishment of colleges, called Madrasas, at Lahore, Delhi, Rampur, Ajmer, Lucknow, Allahabad and other places. These colleges were the specialized centers in teaching of Logic, Literature, Law, Astronomy, Theology, and Natural Philosophy. During the British period, the East India Company and Christian Missions had established several colleges.

There were references of 'pustakalayas' found in the earliest centuries. The Chatikasala Residential College in Nagai in 11<sup>th</sup> century had a good library with six librarians to help its 200 students. There were subsidies to these college libraries by the rulers. In medieval period Mughal rulers established 'Madrasas' having their own libraries. In 14<sup>th</sup> century, Bahamani Kings established many college libraries. A college library at Bidar had 3,000 volumes in its collection.

The first college in India was established at Calcutta in November 1800. The library attached to this college had a collection of 11718 printed oriental books, 5224 European books, and 4253 oriental manuscripts. Due to reduction in budget and students, the college library was closed in 1835. The other college libraries functioned before the year 1857 includes Hindu College (Later known as Presidency college), Calcutta, St. Johns College, Agra; Madras Medical College, and Wilson College Bombay.

The important colleges established during the British period were Delhi college (now known as Zakir Hussain College) (1824), St. Stephen's College (1881), Hindu College in Delhi (1899), Agra College (1823), St. Andrews college, Gorakhpore (1889), Meerut College (1892), UP College, Varanasi, (1909), Patna College (1912), Patna Medical College (1925), Patna Science College (1927), Bihar Veterinary College (1927) and Patna Women's College (1940). Mohammedan Anglo Oriental College (1877), Aligarh (later raised to a university) also started during British period.

When India became independent there were 533 affiliated colleges functioning under 21 universities. There were 750 colleges in the year 1950-51. It increased to 1537 in 1960-61, 3604 in 1970-71, 4722 in 1980-81, 7346 in 1990-91 and 9278 in 1995-96, and 10600 colleges in 2000-2001.

Though the colleges existed in the country for the last several centuries, unfortunately, not much information about their libraries are available. Most of these colleges had some collection of manuscripts and textbooks of that period. In most of the cases, these libraries were mere appendages of the colleges. It is also true that the education of that time is based on the knowledge of the teacher and so libraries were less important in this setup.

The development of college libraries in the real sense occurred along with the development of university libraries in the country. The mandatory provision of library as criteria for granting recognition to colleges has also contributed in great deal to the development of college libraries in country. The records indicate that there were 27 colleges in 1857, which had come up to 75 in 1882 and 193 in 1902. At the time of independence, this number had increased to 650. According to the reports of UGC, there were 4272 colleges (excluding junior colleges) in 1975-76,

4558 in 1979-80, and 7121 in 1990-91. The successive programmes of national reconstruction and development after independence had given a suitable environment to the flourishing of college libraries in the country. In addition to the five-year plans, the appointment of Education Committees and Commissions in 1948 and 1966 and the establishment of the UGC in the year 1951 had strengthened the college library development greatly.<sup>20</sup>

The number of colleges including professional colleges has gone from 591 in 1947 to 8529 in 1997. The student strength in colleges has increased from 2,28,881 in 1947 to 58,98,407 in 1997. The number of teachers has grown from 24,000 in 1947 to 320,000 in 1997. The teacher student ratio increased from 1: 8 in 1947 to 1:20 in 1997.

Though the UGC has recommended norms and standards for the development and maintenance of college libraries in the country, these recommendations were not implemented in their due respect by the State Governments. The deplorable condition of the libraries failed them to serve the readers in an effective way<sup>21</sup>.

### **1.3.2. COLLEGE LIBRARY DEVELOPMENT IN KERALA**

In Kerala, the formal education is imparted through schools, colleges, universities, and specialized educational institutions. Schools provide education up to higher secondary level, which was part of higher education in Kerala till it was de-linked from colleges in the 1990s. While degree, post graduate, and research level education is provided in colleges, the universities take care of the post graduate and research level education only in Kerala. These different types of academic institutions are controlled and managed by the State government as well as central

agencies like UGC. The education is now provided through self-financing scheme also.

The quality of education in any academic institution is linked with the library attached to these institutions. The library, its collection and services decide the quality of teaching learning process in the institution. It is understood that all the academic institutions run by private and the government agencies have a good library, which takes care of the information requirements of their students and faculty. Though the objectives of the different types of academic libraries are the same, the importance given to these libraries by the authorities and users are different. Among different levels of schools (Lower primary, upper primary, high school and higher secondary schools), all high schools and higher secondary schools in the State have library of their own. They take care of the information requirements of community, develop reading habit, and introduce library culture etc. among the children. In addition to these School libraries all the colleges and universities functioning in the State have good libraries.

The college education in the State had its beginning in the second half of the nineteenth century. The colleges as we understand today were formed only after the establishment of the Madras University in 1857. Prior to this, only a few institutions of higher learning were set up in the State.

The earliest college in the Travancore region was the Syrian College established in 1813. This was followed by 'His Highness the Maharaja's Free School' established in 1836 and later upgraded to Maharaja's College in 1866, which is presently known as 'University College', 'The Government Girls School' founded in 1864 was later upgraded to a college in 1896 which is presently known as 'Women's College'. The other

colleges developed in Travancore during the 19<sup>th</sup> century were: The Government Sanskrit College (1889), The Nagarcoil Seminary (presently in Tamil Nadu) (1818) and later raised to The Scott Christian College in 1893 and The Maharaja's College, Ernakulam (1875) which started as an Elementary English School in 1845 and upgraded to a High School in 1868.

In Malabar region, the earliest colleges were the Zamorin's Guruvayurappan College, Calicut (1879), which was started as a school in 1877, the Victoria College, Palakkad (1888) which was founded as a school in 1866 and upgraded to a high school in 1871, and the Brennen College, Tellichery (1890) which started as a school in 1862 and raised to a high school in 1866.

By the end of the 19th century there were only 8 Arts and Science Colleges in the State, of which 2 were in the private sector and the rest in government sector. But during the first half of the twentieth century there were 14 Arts and Science Colleges of which 11 were in the private sector. The following is the list of these colleges:

1. The Government Arts College, Trivandrum
2. The Government Sanskrit College, Tripunithura (1914)
3. The Government College, Chittur (1947)
4. Malabar Christian College, Calicut (1907)
5. St' Thomas College, Trichur (founded as a School in 1886, upgraded to a High School in 1904 and raised to a College in 1919)
6. Union Christian College, Always (1921)
7. St' Berchman's College, Changanacherry (1922)
8. St' Theresa's College, Ernakulam (1925)

9. Sacred Heart College, Thevera (1944)
10. S.D. College, Alleppy (1946)
11. St' Albert's College, Ernakulam (1947)
12. Sree Kerala Varma College, Trichur (1947)

The number of colleges went up several times during the post-independence period. The Travancore University was set up in 1937, which was later renamed as University of Kerala in 1956. Some of the colleges established during the period were given below

1. Mahatma Gandhi College, Trivandrum (1948)
2. Sree Narayana College, Kollam (1948)
3. NSS Hindu College, Changanacherry (1949)
4. NSS College, Pandalam (1950)
5. NSS College for Women, Trivandrum (1951)

The period 1948-68 witnessed an expansion in the field of college education in the State. There were 93 Arts and Science Colleges opened during this period of which only four were in the Government sector. There were 72 colleges started in the State during the period 1956-68, after the formation of the State.

During 1969-87 period 52 colleges were newly started in the State, of which 22 were in Government sector. As per the report of the Directorate of Collegiate Education, Government of Kerala, there were 25 Govt. Colleges and 105 Private Colleges in 1975-76. It may be noted that 36 colleges were opened during the period 1981-82 only. There were a total number of 167 Arts and Science colleges in the State as on 1987, of which 132 colleges were in private sector<sup>22</sup>. The University-wise and District-wise distribution of these Arts and Science Colleges<sup>23, 24</sup> are given in table

1.1 and 1.2. The number of colleges increased to 190 in 1998 of which 148 colleges were in private sector.

**Table 1.1**  
University-wise Distribution of the Arts and Science Colleges in Kerala (1998)

Name of University	1975-76		1998		Total
	Govt.	Pvt.	Govt.	Pvt.	
Kerala	8	71	9	37	46
Calicut	17	34	11	55	66
M.G	--	--	16	44	60
Kannur	--	--	6	12	18
Total	25	42	105	148	190

**Table 1.2**  
District-wise Distribution of the Arts and Science Colleges in Kerala

District	1968-69			1979-80			1996-97		
	Govt.	Pvt.	Total	Govt.	Pvt.	Total	Govt.	Pvt.	Total
Thiruvananthapuram	3	11	14	5	11	16	7	12	19
Kollam	--	13	13	--	13	13	1	12	13
Pathanamthitta	--	--	--	--	--	--	--	9	9
Allapuzha	--	13	13	--	14	14	--	12	12
Kottayam	--	19	19	1	16	17	1	20	21
Idukki	--	--	--	1	1	2	2	6	8
Ernakulam	1	14	15	2	15	17	4	21	25
Trichur	--	13	13	3	12	15	3	17	20
Palakkad	3	5	8	3	5	8	3	7	10
Malappuram	--	--	--	3	4	7	3	9	12
Kozhikode	2	10	12	6	7	13	6	8	14
Wayanad	--	--	--	--	--	--	2	4	6
Kannur	2	6	8	5	6	11	2	9	11
Kasargode	--	--	--	--	--	--	3	2	5
<b>Total</b>	<b>11</b>	<b>104</b>	<b>115</b>	<b>29</b>	<b>104</b>	<b>133</b>	<b>37</b>	<b>148</b>	<b>185</b>

At present there are 317 colleges affiliated to the universities in Kerala. They include Arts and Science Colleges, Training Colleges, Engineering Colleges, Medical Colleges, Ayurveda Colleges, Homoeo Colleges, Dental Colleges, and Law Colleges. Of these 82 are affiliated to Kerala University, 103 are affiliated to University of Calicut, 92 are affiliated to MG University, 27 are affiliated to Kannur University, 5 are affiliated to Cochin University, 8 are affiliated to Kerala Agricultural

University and no college is affiliated to Sree Sankaracharya University of Sanskrit<sup>25</sup> (See Table 1.3).

**Table 1.3**  
**University wise Distribution of Colleges in Kerala (2003-2004)**

University	Arts & Science Colleges	Training Colleges	Arabic Colleges	Law Colleges	Ayurveda Colleges	Medical, Homoeo, Nursing Colleges	Engineering Colleges & IHRD Centers	Total
Calicut	63	11	10	3	2	6	8	103
Cochin	0	0	0	0	0	0	0	5
Kannur	18	3	2	0	1	1	2	27
Kerala	59	14	0	2	1	3	3	82
Kerala Agricultural	0	0	0	0	0	0	0	8
M.G.	68	16	0	1	1	3	3	92
Sree Sankaracharya	0	0	0	0	0	0	0	0
<b>Total</b>	<b>208</b>	<b>44</b>	<b>12</b>	<b>6</b>	<b>5</b>	<b>13</b>	<b>16</b>	<b>317</b>

The number of various categories of colleges mentioned above is increasing due to the liberal education policy followed by the State Government. During the academic years 2002- 2004, a large number of self-financing Engineering Colleges and Teacher Training Colleges were sanctioned in the private sector. It was stipulated that all these self-financing colleges should develop a library with a minimum of 3000 books, subscribe to 20 periodicals and appoint a qualified librarian to manage the library.

The college libraries in the State are grouped into four grades such as first, second, third and fourth grades. There are 68 first grade, 7 second grade, 12 third grade and 78 fourth grade college libraries in the State. The grading is based on the number of documents available in the library and the number of books and other reading materials issued per annum. Now work is going on to remove the grading system of college

libraries in the State. The study on college libraries conducted recently in the State has noted that there are about 1750 users on average in a college library. The college libraries, except the postgraduate college libraries in the State, are not maintained well. When compared to the libraries in private colleges, it was found that the conditions of libraries in government colleges are very poor in terms of physical facilities, document collection, organization, staff employed, technical processes carried out and the services<sup>26</sup> rendered.

In the year 2001-2002, there were 157 postgraduate Arts and Science college libraries in the State, in which 35 were under University of Kerala, 60 under Mahatma Gandhi University, 53 under University of Calicut and 9 under Kannur University. The district wise distribution of these postgraduate college libraries<sup>27, 28,29,30</sup> is given in the table 1.4.

**Table 1.4**  
**District wise distribution of the Post Graduate Colleges in Kerala**

Sl. No.	District	Number of Colleges
1	Trivandrum	16
2	Kollam	10
3	Alappuzha	9
4	Pathanamthitta	8
5	Idukki	6
6	Kottayam	23
7	Ernakulam	23
8	Thrissur	19
9	Palakkad	10
10	Malappuram	11
11	Calicut	11
12	Wayanad	2
13	Kannur	7
14	Kasaragod	2
<b>Total</b>		<b>157</b>

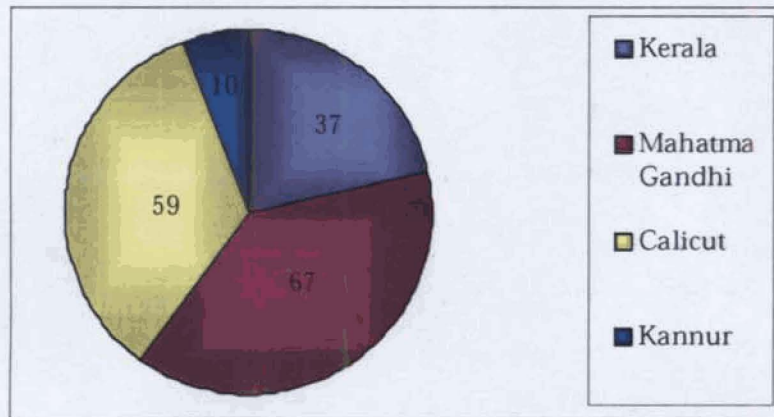
The year wise break-up given in the table 1.5 shows that maximum number of college libraries started during 1961-1970 and no college library was started during the period 1901-1910 and 1931-1940. It may be noted that Malabar Christian College Library, Calicut started in 1848, is the earliest postgraduate college library in the State.

**Table 1.5**  
**Chronological distribution of Post Graduate Colleges in Kerala**

<b>Period</b>	<b>No. Of Colleges</b>
1800 - 1850	1
1851 - 1900	8
1901 - 1910	0
1911 - 1920	2
1921 - 1930	3
1931 - 1940	0
1941 - 1950	18
1951 - 1960	16
1961 - 1970	65
1971 - 1980	11
1981 - 1990	25
1991 - 2000	8
<b>Total</b>	<b>157</b>

The number of affiliated postgraduate Arts and Science colleges in the State increased from 157 in 2001-2002 to 173 in 2002-2003, 186 in 2004-05. Presently there are 10 postgraduate colleges under Kannur University, 60 under University of Calicut, 77 under Mahatma Gandhi University and 39 under University of Kerala<sup>31</sup>. The figure 1 illustrates the number of postgraduate colleges affiliated to the four affiliating universities in Kerala in 2005.

**Fig. 1.1**  
**Number of Post-Graduate College Libraries in Kerala ( 2004-2005)**



The increase in number of postgraduate colleges is due to the liberal sanction of postgraduate courses to Degree colleges to accommodate the surplus teaching staff caused by the de-linking of pre-degree courses from colleges. A complete list of postgraduate college libraries in the State during the year 2003 is given in the Appendix (Appendix I).

#### 1.4 SIGNIFICANCE OF THE STUDY

College libraries are the centers of learning that support the teaching-learning process. A large amount is invested in the college libraries for maintaining a balanced and judicious collection of information resources and for providing necessary facilities and services to cater to the needs of their user community. This investment would be fruitful when the academic community utilizes the library resources and services to a great extent for their study and learning.

A college library may cover all the aspects in general or specific aspects like collection, physical facilities, services, staff, users, budget, technical services etc. Most of the library studies being reported are done in this direction. The utilization of a library depends upon the quality of the collection and services available there. However, the concept of quality

is very little considered in library field. An attempt for measuring the quality of library collection and services of colleges in Kerala brings forth important information for the government, academicians, administrators and the library professionals so as to make decisions with regard to investment in libraries, reorganization of libraries, introduction of new library services, user oriented programmes etc. It will also help to maintain a quality assurance for the college libraries organization and services.

Quality is an elusive term that cannot be defined in precise terms. It is treated as the goodness of a product or service or the extent of the product or service that meet the stipulated target or standard specified. Quality of a product can be ascertained easily with the help of available standards, but is very difficult for assessing the quality of services offered in a service organization like libraries. There are no stipulated standards for assessing the quality of services offered in libraries. Attempts are now being made to develop certain service standards for libraries to measure service quality. A study on the quality of services offered in libraries may help the people concerned to understand the actual level of service quality offered, which can be used in their library improvement programmes.

Quality of collection and services available in the college library greatly reflects in their educational quality. A good quality library is the backbone of every good academic institution. Therefore, major portions of library studies are from academic library fields. Reports of such studies indicate that quality studies are frequently conducted in western countries like USA, UK etc, where as they are less frequent in countries like India. The studies on college library service quality will prove the relation between the quality of the library and the quality of education offered in the College.

Quality of library resources and services can be measured in two different ways. 1. Assessing the library service performance and comparing it with the available service standards and 2. Asking the users about their perceptions and expectations of library resources and services, and comparing them with what to find the service quality gaps. In the first case, library professionals decide the quality, but in the latter, it is the users who decide the quality. In most cases, users are more reliable than library professionals in measuring library service quality as it may bring correct results as opposed to a biased one from the other. This study has attempted to measure the library service quality from the side of users. No such research studies are reported in India so far.

## 1.5 STRUCTURE OF THE THESIS

The thesis of the study contains list of tables and figures, 7 chapters, bibliography and appendices.

Chapter 1 contains brief descriptions about the libraries in education, academic libraries, importance of college and university libraries in higher education, college libraries and its development in India and Kerala, and post graduate college libraries in Kerala.

Chapter 2 gives a brief account of service quality and its features, role of customers in deciding service quality, dimensions of service quality, expectations and perceptions of customers, measuring service quality, gap model, SERVQUAL and criticisms leveled against it, SERVPERF, libraries and service quality, and LibQUAL+.

Chapter 3 contains reviews of related studies on users satisfaction, quality standards, service quality, SERVQUAL, other tools, and LibQUAL+.

Chapter 4 discusses about the problem of study, significance, objectives, hypotheses, scope and limitations, sample selection, data

sources, data collection and its analysis and presentations, and the organization of the final report of the study.

Chapter 5 gives the result of the analysis of the data collected through a questionnaire. A brief account of the users, physical facilities provided, document collection available, staff employed, technical processes carried out and the services offered in the fourteen college libraries under the purview of the study are explained.

Chapter 6 is dealt with the analyses of the data. The results of the general analysis, as well as the dimension wise, item wise and the government and private college library wise analyses are given here. The expectation and perception score and the gap score between perceptions and expectations of users according to the status, subject and gender are also given in this chapter.

Chapter 7 discusses the findings of the study, tenability of hypotheses, suggestions for the improvement of college libraries in the State, and areas for further research.

At the end of these chapters a comprehensive bibliography of documents published on the various aspects of library quality, as well as the appendices, such as list of post graduate colleges in Kerala, SERVQUAL questionnaire, the questionnaire administered to the college librarians, and the questionnaire administered to the post graduate students and teachers of the 14 colleges under study are given.

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# SERVICE QUALITY MEASUREMENT

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CHAPTER II

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**SERVICE QUALITY MEASUREMENT**

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SERVICE QUALITY

SERVICE QUALITY AND CUSTOMERS

MEASURING SERVICE QUALITY

Gap Model

SERVQUAL

LIBRARIES AND SERVICE QUALITY

LIBQUAL+

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## CHAPTER II

# SERVICE QUALITY MEASUREMENT

Libraries are service organizations offering a variety of information and document services. However, the quality of the services offered is little considered and verified. The library professionals in general and in developing countries in particular are not much bothered about the quality of services offered in libraries. This chapter explains the concept of service quality, its application in library service and different tools/methods used for assessing the service quality, such as SERVQUAL, LibQUAL, etc.

Quality is an elusive term that cannot be defined in precise terms. The definitions may vary from person to person and situation to situation. It has many different definitions ranging from conventional to those that are strategic. The term 'quality' is conventionally used to describe an item that wears well, is well constructed and will last for a long time. The strategic definition of quality is 'meeting customer requirement'.

According to *Webster's New World Dictionary* 'quality' is 'physical or non-physical characteristic that constitutes the basic nature of a thing or is one of its distinguishing feature'.

International Standards Organization (ISO)<sup>1</sup> defines quality as 'the totality of characteristics of an entity that bear on its ability to satisfy stated and implied needs'.

American National Standards Institute defines quality as 'Totality of features and characteristics of a product or service that bears on its ability to satisfy given needs'.

Quality, for British Defense Industries Quality Assurance Panel, is the conformance to specification. For J. M. Juran<sup>2</sup>, it is the fitness for purpose.

According to the British Standard 4778, 1987, "Quality is the totality of features and characteristics of a product or service that bear on its ability to satisfy stated or implied needs."

Crosby<sup>3</sup> defines Quality as conformance to requirements.

'Quality is aimed at the needs of the consumer, present and future', says Deming<sup>4</sup>

Services and products are different from each other in terms of the assessment of their quality. These differences have direct impact on the assessment of quality. The major differences<sup>5</sup> are:

1. *In-separability of production and consumption.* As soon as the service is created, full or part of it is consumed by customers. So quality is directly related to the level of satisfaction attained from the consumption. The behavior or remarks of experienced customers influence other customer's perception of service quality that is absent in manufacturing sector.
2. *Intangibility of service.* Most of the services are intangible. The customer or the producer cannot see, feel, hear, smell or touch the service before it is purchased. Therefore the customer looks for quality signs like word of mouth, reputation, accessibility, communication etc. So care should be taken to deliver the services promised without the erosion of quality right from the beginning.
3. *Perishability of service.* Services are perishable and cannot be stored for future use.

4. *Heterogeneity of service.* It is very difficult to produce a service of same kind consistently and exactly. The behaviour of service provider may change from time to time. There is no possibility to standardize and control the service delivery system as in the case of manufacturing products. The customer's expectations and priorities may change in the course of time.

Services are more difficult to evaluate than products. Due to impermanence of service the customers refer back to his/ her memory for future review of the experience. It is identified that both service personnel and customers have a direct role in the production and delivery of a service. Services are consumed as and when they are produced, with the consumer playing an integral role in the process. In certain cases, the consumer is required to contribute information or effort before the service is delivered.

## 2.1. SERVICE QUALITY

A service is an intangible entity. Customer judges the quality of a service after its consumption. The customer judges its quality by comparing the perceptions service he/she received with the expectations he/she has got for it. Both expectations and perceptions are experimental sensations and not real. Therefore service quality definitions are customer led type.

Service quality is a measure of the extent to which the service delivered meets the customer's expectations. The principles underlying the concept of service quality<sup>6</sup> are:

1. Service quality is more difficult to measure than quality of a product;
2. Service quality is based on the consumer's perception; and

3. Service quality is the difference between the perception of the service and the expectations of the customer before it is delivered.

According to Lewis<sup>7</sup>, service quality is 'a measure of how well the service delivered matches customer expectations. Delivering quality service means conforming to customers' expectations on a consistent basis'.

According to Parasuraman *et al*<sup>8</sup>, service quality is 'the discrepancy between customers' expectations and perceptions'.

It is a hard task to attain the quality of service. The following reasons may be attuned to this problem<sup>9</sup>:

1. *Lack of visibility.* Problems of quality in services are not visible to its provider. Even if the customer understands it, only 4% of them will complain to the provider about it. If it is less than 25% of the quality expected, or dissatisfy the customer, he will not complain it.
2. *Difficulties in assigning specific accountability.* The service delivery system greatly influences the customer's perception of service quality. But it is very difficult to account the exact position where a quality problem exists in the service delivery process.
3. *Long time requirement.* Once a problem is identified it requires long period of time to resolve it, as it is more dependant on people than on machines or scientific procedures.
4. *Delivery uncertainty.* At both ends of the service delivery system are persons only. If at one end are the providers, at the other end are the customers. The service delivery is largely unpredictable due to the uncertainty of the nature of people involved in it, i.e. the providers and the customers.

Quality is an important factor in the delivery and marketing of a service. It affects both the existing and potential customers. If the service delivered is of poor quality, it may not attract more number of potential customers. A poor customer service becomes more popular than a positive one.

## 2.2. SERVICE QUALITY AND CUSTOMERS

The role of customers has been greatly appreciated in the assessment of service quality. Parasuraman *et al*<sup>10</sup> considered only those criteria that are identified by customers in evaluating service quality. They have identified ten criteria that the customers may use to judge the quality of the service delivered. The first five are related to the quality of the final out come of the service and the rest are related to the quality of the process of service delivery. Following are the ten criteria or dimensions of service quality:

1. **Reliability** indicates the ability of the service provider to perform the promised service dependably and accurately.
2. **Access** relates the accessibility and timing of delivery of service.
3. **Security** indicates the freedom of service from danger, risk or doubt.
4. **Credibility** means trustworthiness and honesty possessed by the service provider.
5. **Understanding** the customer is related to the effort the service organization puts in to understand the customers and their needs.
6. **Responsiveness** means the willingness of the service employees to help customers and deal with their specific problems.
7. **Competence** indicates the extent of required skills and knowledge the staff possess to perform the service.

8. **Courtesy** indicates the politeness and considerations given by staff to customers.
9. **Tangibles** mean the appearance of the physical facilities, equipments, personnel and communication materials used in service.
10. **Communication** indicates the effectiveness of communicating what is provided in the service and what roles are assigned to customers.

On further research on the topic, Parasuraman *et al.* advocated that only five criteria are required to judge the quality of service delivered. These criteria or dimensions<sup>11</sup> are given below:

*Tangibles* = physical facilities and appearance of personnel.

*Reliability* = ability to perform the promised service dependably and accurately.

*Responsiveness* = willingness to help customer and provide prompt service.

*Assurance* = knowledge and courtesy of employees and their confidence.

*Empathy* = caring, individualized attention the firm provides to its customers.

Assurance indicates the knowledge and courtesy of staff and their ability to inspire trust and confidence in the service provider. It is a combination of Competence, Courtesy, Credibility, and Security criteria mentioned above. But, Empathy indicates caring and individualized attention the provider gives to the customer. It is a combination of access, communication and understanding the customer.

Parasuraman *et al.* identified that customers judge the quality of a service by comparing the service they received with the quality

dimensions of the service they expected to be offered. The service quality was defined as the difference between customer's expectations and perceptions. If perceived quality exceeds expectations, the customer is satisfied and if performance falls below their expectations, they will be dissatisfied.

According to Gronroos<sup>12</sup> service quality comprises three dimensions viz. 1. Technical quality of Outcome, 2. Functional quality of Service, and 3. The Corporate Image.

Technical quality of outcome is the actual outcome of the service encounter. The customer can measure service outcome in an objective manner. The functional quality of service is concerned with the interaction between the service provider and the customer and it is often perceived in a subjective manner. It is highly related to the courtesy shown by the service provider to the customer. Corporate image is concerned with consumers' perceptions of the service organization. It is related to the technical and functional quality, communication, location, appearance, competence and behaviour of employees.

Lehtinen and Lehtinen<sup>13</sup> had identified three dimensions of service quality viz. 1. Physical Quality, 2. Corporate Quality; and 3. Interactive Quality.

Physical Quality is related to building, furniture, fittings, equipments used etc. Corporate quality is related to the overall image of the organization. Interactive quality is related to the interaction between the service providers and customers as well as the interaction between customers themselves.

Sasser *et al.*<sup>14</sup> identified seven attributes of service quality. The following are the list of these attributes:

1. Security - Confidence as well as physical safety.
2. Consistency - Receiving the same each time.
3. Attribute - Politeness and social manners.
4. Completeness - Ancillary services available.
5. Condition - Of facilities (Clean, comfortable)
6. Availability - Access, Location, Frequency; and
7. Training - Propitious execution.

Haywood Farmer<sup>15</sup> recognized three distinct attributes to service quality. They are: 1. Physical facilities and processes; 2. People's behaviour; and 3. Professional judgement.

According to Johnson *et al.*<sup>16</sup> there are three common dimensions to service quality, namely 1. Input Quality; 2. Process Quality; and 3. Output Quality.

The input quality includes consideration of equipments and its working order, waiting areas and its furnishing, cleanliness and lighting, and service providers and their knowledge and skills. Process quality refers to the quality of the interaction between provider and consumer, i.e. how the service is produced. Service accessibility and availability, and providers' courtesy, friendliness and willingness to answer questions are aspects of process quality. Output quality is a measure of what is produced as a result of providing the service. It includes intangible benefits as well as any tangible outputs of the service. A measure of overall service quality should include judgments of all dimensions of the service, i.e. inputs, processes and outputs.

It is admitted that dimensions/determinants/attributes of service quality may vary from person to person and from service to service. But the determinants identified by Parasuraman *et al.* are more prominent

than of the others. According to Parasuraman et al. service quality is the difference between the customers' expectations and perceptions.

### **Expectations**

Expectations are pre-trial beliefs about a product or service. It is defined variously as desires and wants that a service provider should offer and that the customer hopes to receive from an adequate service. Parasuraman *et al.*<sup>17</sup> defined expectations as "desires or wants of the customer that the service provider should offer."

According to Boulding *et al.*<sup>18</sup> there are three types of expectations as given below:

1. Customers form expectations about what will happen in their next service encounter.
2. Customers form expectations about what should happen; and
3. Customers' ideal standard.

However, most of the customers enter a service encounter with some form of expectations and these expectations have a significant bearing on perceived service quality. There are four key factors that influence the service quality expectations of a customer. They are:

1. Word of mouth communications
2. Personal needs and preferences
3. Past experiences; and
4. External communications.

### **Perceptions**

Perceptions of service quality is defined as the discrepancy between what the customer feels a service provider should offer and his/ her

perceptions of what the service firm actually offer. Perceptions are reality as far as the customer and service quality is concerned. It is the mismatch between the customer expectations and the perceived service performance.

Customers' perception of service quality is influenced by service outcome and service process. It is the total of customer expectations, actual process quality and actual outcome quality. Actual quality is the real level of service quality provided. Perceived quality is what the customers feel of the quality of the service. It determines the extent of customer's satisfaction and quality of the service. There may be three levels of perceived quality. 1. Satisfactory quality, 2. Ideal quality, and 3. Unacceptable quality. When the customer expectations are exactly met, perceived quality is satisfactory (customer expectations = customer perceptions). The quality is said to be ideal when perceived quality is higher than the customer expectations (customer perceptions > customer expectations), and when the perceived quality is less than the customers' expectations (customer perceptions < customer expectations), the quality becomes unacceptable.

### **2.3. MEASURING SERVICE QUALITY**

The management and evaluation of service quality assume increasing importance throughout the world for a number of reasons. The concern of a profession for the quality of its service constitutes the heart of its responsibility to the public. Improving service quality is of paramount importance to all service firms. But, unfortunately no reliable and universal tool has yet been devised for the objective measurement of service quality as no serious research has been taken place in this direction. The major reasons for measuring service quality are:

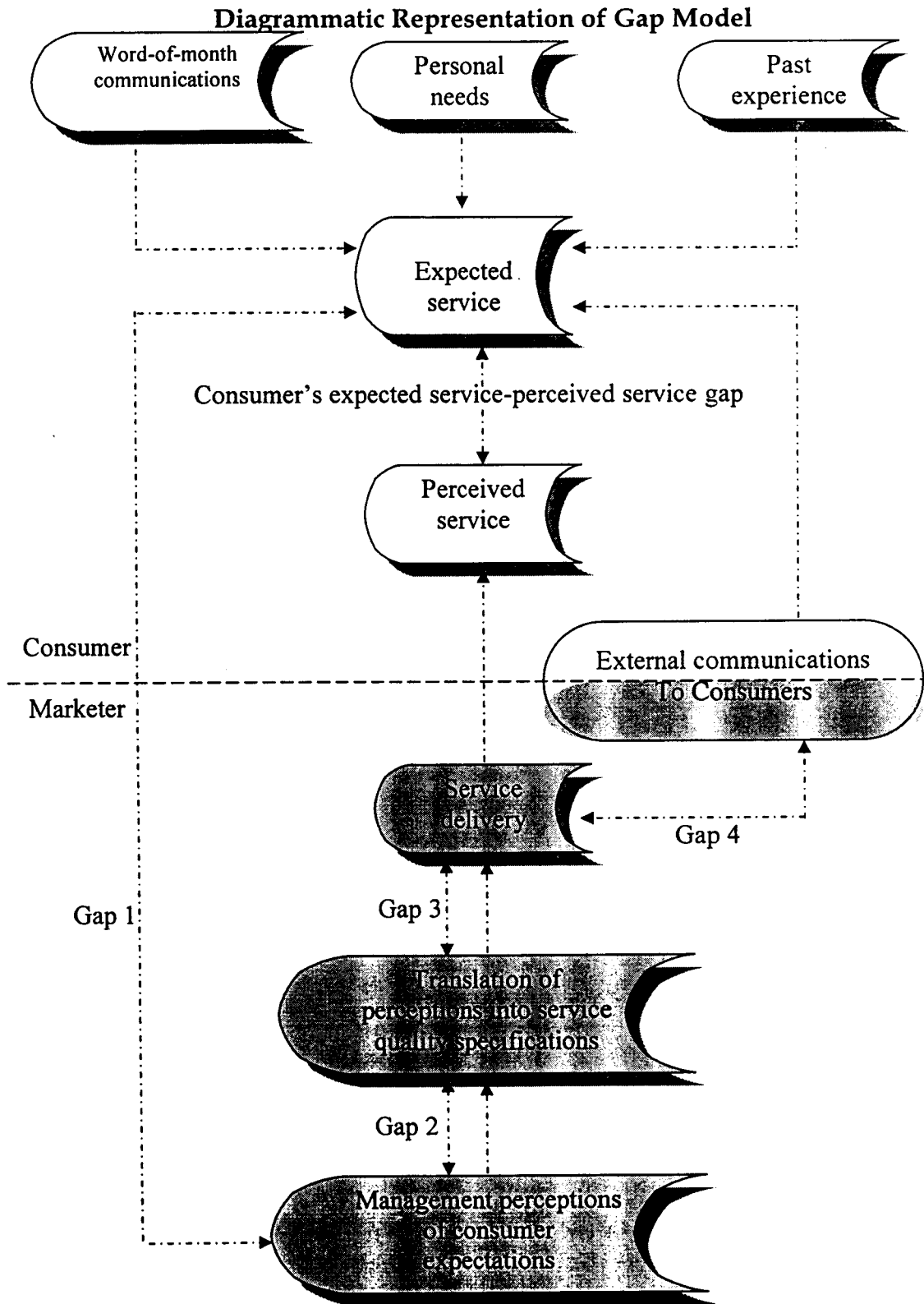
1. *To learn about customer perception.* Customers are individuals who perceive services differently and information about customer perceptions will help to improve service quality further.
2. *To determine customer needs, wants, requirements and expectations.*
3. *To close the gaps between customers and service providers.* The gaps are based on differences in perception between what the service firm believed it had provided and the customers' perception of what was received.
4. *To improve service quality and customer satisfaction.* Standards are to be set and actual performance is to be measured.
5. *To improve performance and attract more customers.*

It is confirmed that the service quality is the gap between the customer perceptions and expectations as identified by Parasuraman et al in their gap theory.

### **2.3.1 GAP MODEL**

A conceptual model of service quality was developed by Parasuraman *et al.*<sup>19</sup> It attempts to show the salient activities of the service organization that influence the perception of service quality. It shows the interaction between the activities and identifies the linkages between key activities that are pertinent to the delivery of a satisfactory level of service quality. These linkages are described as gaps. A gap represents a significant hurdle in achieving a satisfactory level of service quality. Five potential gaps are identified. The first four gaps are organization related and the fifth one is customer oriented and it is the sum of the first four gaps (See figure 2.1).

Fig. 2.1



**Source:** Adapted from A. Parasuraman, Valarie A. Zeithaml, and Leonard L. Berry, "A Conceptual Model of Service Quality and its implications for Future Research," *Journal of Marketing*, Fall 1985, pp41-50.

Gap 1 is the difference between what the customers expected and what the management perceived of customers' expectations. Management may provide a service assuming that customers expect it, but in fact customers do not expect it. The size of this gap can be reduced by identifying customer expectations either through communications with customers, market research, and upward communications or by decreasing layers of management.

Gap 2 is the difference between management's perceptions of customer expectations and the translation of those perceptions into service quality specifications. This gap arises when the management understands what customers actually expect but fail to translate the expectations into correct service specifications. It may happen due to resource constraints, bad market conditions or management indifference. The commitment of top management for providing high level of service quality, development of customer oriented service quality goals for improving market conditions, standardization of tasks for improving work methods, and the provision of a uniform delivery of service to the customers will help to reduce the gap to a great extent.

Gap 3 is the difference between the service quality specifications and the delivery of these specifications to the customers. It arises when employees do not provide the service as per the quality specifications. It may happen when employees are unaware of the service quality specifications and do not have adequate skills to perform these specifications properly. It also happens when employees are unwilling to perform according to service quality specifications. Such gaps can be avoided or reduced to the minimum by enhancing teamwork among employees, ensuring fitness of employees and technology for jobs, and developing a supervisory control system for ensuring their job performance.

Gap 4 is the difference between the service delivered and the external communications about the service. It arises when the organization fails to provide the service they promised. It may happen when the employees lack information about the promise given to customers or when the organization intentionally gives excess promises to customers. This can be avoided if the employees are informed well about the promises given to the customers. Giving excess promises to the customers should also be avoided to reduce this gap.

Gap 5 is the difference between what customers receive and what they expect. It is the sum of the first four gaps and it arises when any of the first four gaps exists.

Gap model enables the management to identify systematically all service quality shortfalls. It facilitates the identification of gaps between different aspects affecting service quality. It helps the management to identify the pertinent service quality matters from the perspective of customers. The SERVQUAL is an instrument developed on the basis of this gap model to measure the service quality.

Besides this model, Moore<sup>20</sup>, Haywood-Farmer<sup>21</sup>, Nash<sup>22</sup>, Johnston<sup>23</sup>, and Beddowes *et al.*<sup>24</sup> have developed different service quality models based on some other service quality variables.

### 2.3.2 SERVQUAL

SERVQUAL is a multiple item scale for measuring consumer perceptions of service quality and not a tool for improving the service quality. It is based on the premise that service quality is the difference between customers' expectations and their evaluation of the service received. It was developed by Parasuraman *et. al.*<sup>25</sup> in 1985 and further modified in 1988<sup>26</sup>, 1991<sup>27</sup> and in 1994<sup>28</sup>.

The conceptual foundation for the SERVQUAL scale was derived from the works of researchers who examined the meaning of service quality and from a comprehensive qualitative research study that defined service quality precisely and identified the dimensions with which the customers perceive and evaluate service quality.

SERVQUAL scale measure perceived quality of a service. Perceived quality is the customer judgment of an entity's overall excellence or superiority. It is a form of attitude, relating to satisfaction, but may not be equal. It is the result of the comparison of the perceptions with the expectations of customers.

The SERVQUAL is based on the service quality gaps as identified by Parasuraman et.al in 1985. It is a major contribution in the marketing research and it laid the foundation for the service quality research later. The following are these five gaps:

- Gap 1: Difference between customer expectation and management perception of customer expectation.
- Gap 2: Difference between management perception of customer expectation and service quality specification.
- Gap 3: Difference between service quality specifications and the service actually delivered.
- Gap 4: Difference between service delivery and what is communicated about the service to consumers.
- Gap 5: Difference between customer expectation and perceptions.

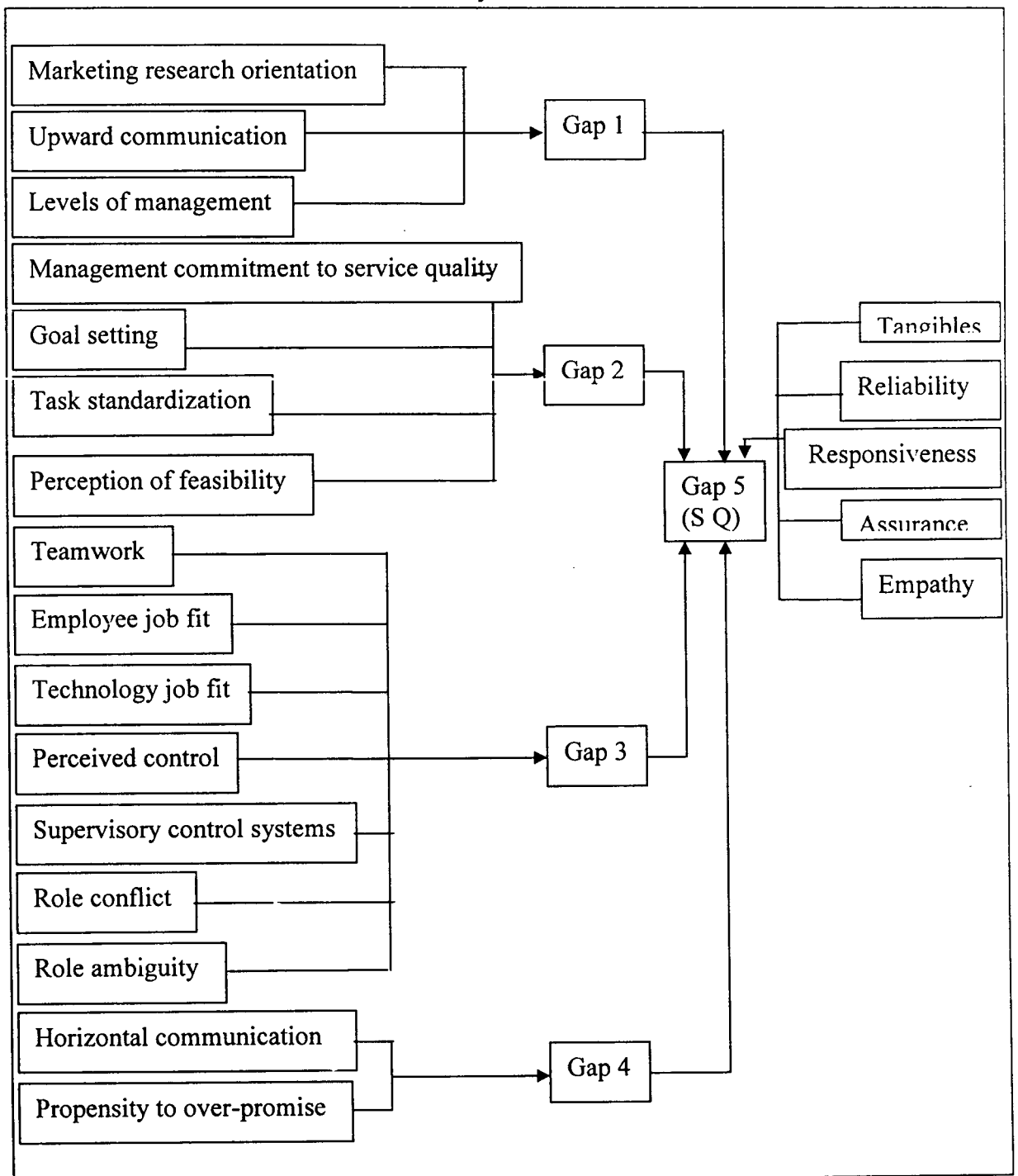
Delivering superior service quality appears to be a pre-requisite for the success of business and service organizations. The quality of a product can be measured objectively with the help of indicators like durability, number of defects etc. But the quality of a service cannot be measured

objectively because of the three features unique to services, namely intangibility, heterogeneity and inseparability of production and consumption. There is no quantitative yardstick available for assessing the quality of service. The search for a quantitative tool for measuring the service quality led to the development of SERVQUAL, a multiple item scale for measuring consumer perceptions of service quality. The SERVQUAL tool is given as *Appendix II*.

It enables an organization to compare expectations and perceptions of customers. The SERVQUAL scores can be compared with the scores of competitors and understand the service quality of the organization with other similar organizations. It can be used to understand the category of customers who are regular for a long period. It can also be used to measure the quality perceptions of internal customers and employees in different departments in the organization.

In 1988, Zeithaml *et al.* identified a variety of factors pertaining to the internal of an organization that affect the level of service quality delivered to the customers. They offered an extended model of service quality. The internal factors<sup>29</sup> related to the service quality gaps are shown in figure 2.2.

**Fig. 2.2**  
**Diagrammatic representation of the Service Quality Gap model**  
**identified by Zeithaml et.al.**

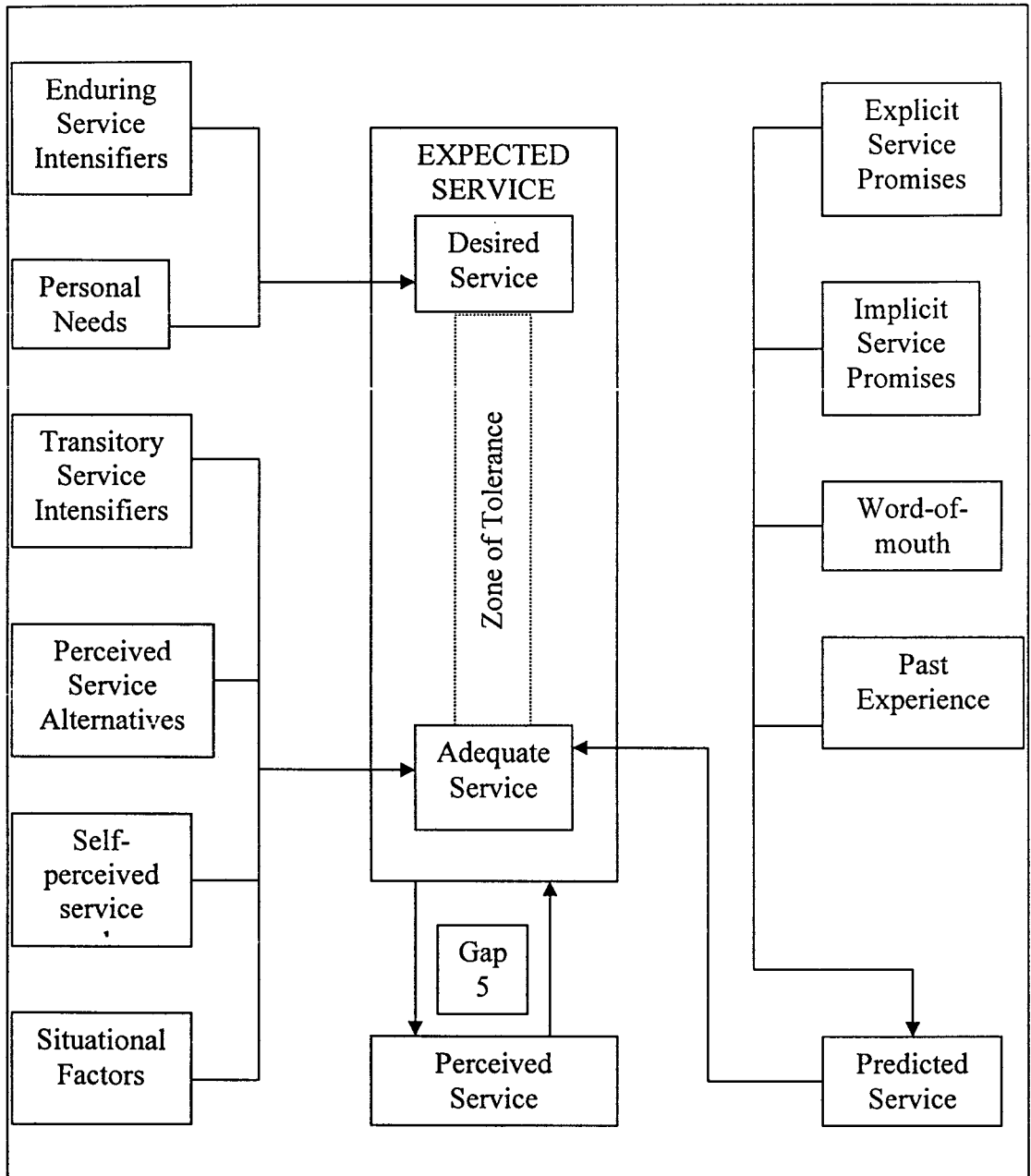


In 1993, Parasuraman *et al.*<sup>30</sup> developed the 'Zone of Tolerance' concept as part of their conceptual model of service quality. Zone of tolerance is the area between customers' adequate service level and the desired service level. There are a number of factors that affect zone of tolerance, which includes situational factors, past experience and explicit business promises. Based on zone of tolerance, Parasuraman *et al.* have developed a new model of service quality, which is based on two propositions:

1. What they desire and what they deem acceptable, and
2. A zone of tolerance separates desired service from adequate service

The diagrammatic representation<sup>31</sup> of the new model is given in the figure 2.3.

**Figure 2.3**  
**Service Quality Gap Model based on Zone of Tolerance**  
 developed by Parasuraman et.al.

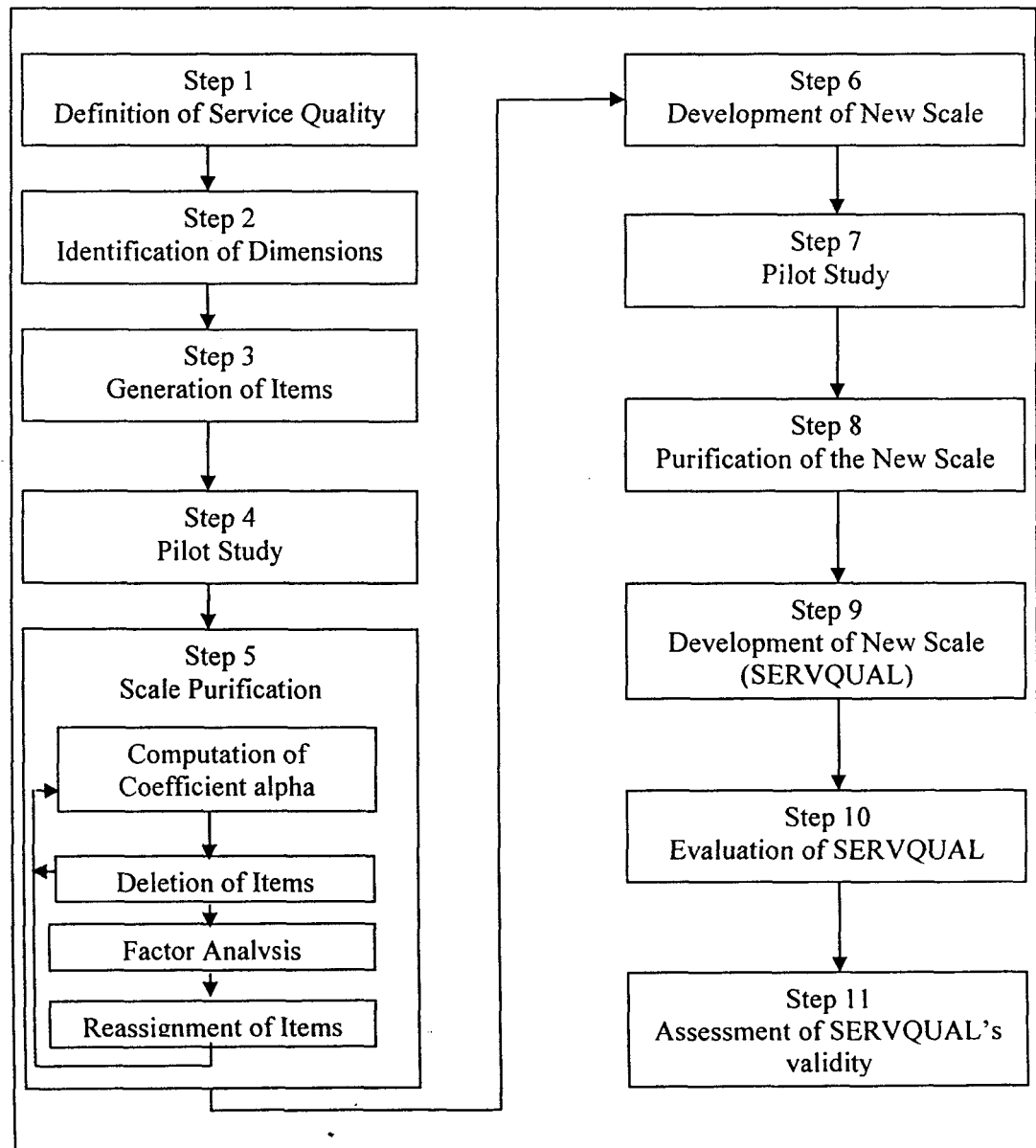


In 1994, Parasuraman *et al.*<sup>32</sup> further tested and improved the operational definition of the zone of tolerance concept. They devised a three-column format to calculate zone of tolerance. It includes minimum service level, desired service level and perception level of service.

### Steps involved in the construction of the SERVQUAL Scale

The basic steps involved in the construction of the SERVQUAL scale<sup>33</sup> are given in the figure 2.4.

Figure 2.4  
Steps for the Construction of the SERVQUAL Scale



### **Step 1. *Definition of Service Quality***

Parasuraman *et al.* has defined service quality as “the discrepancy between consumers’ perception of services offered by a particular firm and their expectations about firms offering such services.

### **Step 2. *Identification of Dimensions***

As part of the scale development, ten dimensions, namely *Reliability, Access, Security, Credibility, Understanding, Responsiveness, Competence, Courtesy, Tangibles, and Communication*, which make the domain of service quality, are identified.

### **Step 3. *Generation of Items***

Initially 97 items representing the 10 dimensions have generated for the purpose of use in the scale.

### **Step 4. *Pilot Study***

In order to assess the suitability of the 97 items and the 10 dimensions of service quality, a pilot study is conducted. The data with regard to the expectations and perceptions from a sample of 200 respondents, who were the current or recent user of a commercial service, were collected.

### **Step 5. *Scale Purification***

Based on the data collected and analyses made, the proposed scale is purified through an iterative sequence. This sequence includes:

1. Computation of coefficient alpha and item-to-total correlations for each dimension.

2. Deletion of items whose item-to total correlations were low and whose removal increased coefficient alpha.
3. Factor analysis to verify the dimensionality of the overall scale.
4. Reassignment of items and re-structuring of dimensions wherever necessary.
5. Repetition of the above 4 steps till the scale purification is complete.

#### ***Step 6. Development of Purified Scale***

As a result of the purification process of the 97 items and the 10 dimensions of service quality, a modified scale containing 34 items and 7 dimensions are identified.

#### ***Step 7. Pilot Study***

For assessing the suitability of the 34 items and 7 dimensions of service quality, another pilot study is conducted. The expectation and perceptions data from four independent samples of 200 respondents, who were current or recent customers of service firms were collected.

#### ***Step 8. Purification of the Scale***

With the help of the pilot study, the 34 items and 7 dimensions of service quality are further evaluated and purified through the same iterative sequence mentioned in step 5.

#### ***Step 9. Development of the New Scale***

The purification process of the 34 items and 7 dimensions of service quality identified a new scale, which contains 22 items representing 5 dimensions of service quality, called SERVQUAL

### **Step 10. Evaluation of SERVQUAL**

Before to the finalization of the scale, evaluation of the reliability and factor structure of the scale is done. An analysis of data collected in step 4 is done to prove the SERVQUAL's reliability and factor structure.

### **Step 11. Assessment of SERVQUAL's Validity**

Research to assess the validity and applicability of the SERVQUAL instrument in different service environments.

SERVQUAL instrument uses 22 pairs of 7-point Likert scale statements to measure the five dimensions of service quality, namely Tangibles, Reliability, Responsiveness, Assurance and Empathy. While the first 22 statements are designed to measure customer expectations, the rest are meant to measure the perceptions of services provided. The level of service quality is determined by subtracting the perceived service score from the customers' expectation score for each of the statement. This method of determining service quality is called the GAP theory.

The SERVQUAL study initially identified the criteria called dimensions used by consumers in assessing service quality. These 10 dimensions identified are: tangibles, reliability, responsiveness, communication, credibility, security, competence, courtesy, understanding /knowing the customer and access. These 10 dimensions and their descriptions served as the basis of SERVQUAL scale. Then items representing these dimensions were generated. Accordingly 97 items were identified. Each of these items is recasted into two statements, one to measure expectations and the other to measure the perceptions of service quality. A seven-point scale ranging from 'strongly agree' (7) to strongly disagree (1), with no verbal labels for scale points 2 through 6. The first half of the SERVQUAL instrument contains statements on expectations

and the other contains statements on perceptions. The perceived service quality is derived on the basis of the principle 'Q = P - E' where Q = perceived service quality, P = Perceptions and E = Expectations.

The reliability and factor structure of the SERVQUAL scale was evaluated and found that the reliabilities and factor structures are consistently high. The total-scale reliability was also found to be very high. The reliabilities and factor structures indicate that the final scale and its five dimensions have sound and stable psychometric properties. Therefore, SERVQUAL can be used in its original form to assess and compare service quality across a wide variety of service firms, units within a firm or a particular service. Appropriate adaptation of the instrument for specific services or service firms is desirable. Items under each of the five dimensions can be suitably reworded or augmented for the context in which the instrument is to be used.

The instrument has been designed to be applicable across a broad spectrum of services. It provides a basic skeleton through its expectations/perceptions format encompassing statements for each of the five service quality dimensions. The skeleton can be adapted or supplemented to fit the characteristics or needs of a particular organization.

#### **Applications of SERVQUAL Scale**

The SERVQUAL scale is applied to carry out the following tasks:

1. To understand the service expectations and perceptions of customers.
2. To understand service quality trends periodically
3. To assess the service quality using the five dimensions of the organization.
4. To assess the overall service quality of the organization.

5. To determine the relative importance of the five dimensions in influencing customers' overall quality perceptions.
6. To categorize customers into several perceived-quality segments, as high, medium and low, on the basis of their individual SERVQUAL scores.
7. To help in pinpointing areas regarding managerial attention and action to improve service quality.

#### **2.4. LIBRARIES AND SERVICE QUALITY**

The concern for quality is not one of the recent fashions of library management. It was there earlier in the classical Pergamon and Alexandria libraries where the scholars in their quest for systematic knowledge became librarians. The renaissance princes created such magnificent collections of books as they gathered precious pieces of art and nature. It is true that the desire for quality has always been an attribute of librarianship. Though books were considered as valuable objects since long, the librarian's perception of quality as residing in the book as a physical, intellectual or cultural object prevailed quite recently. Another aspect of perceived quality was the comprehensiveness of collections. The intellectually based functions like classification, cataloguing, documentation etc. were also treated as objects of librarian's thirst for quality.

A paradigm shift in librarian's concept of quality has been evolving for a long period. For instance, the King of Denmark opened his library to the general public in 1793 resulting in a redefinition of the library from a storehouse to an information service center. These libraries or information centers are now increasingly based not on printed materials alone, but non-print and electronic resources are also very much a part of them. The

concept of a good library and the quality of library service has become very different from the earlier ones.

Libraries were made, in the annals of history, responsible for collecting and processing information and they were engaged exclusively in this task. But the quality of services rendered was not given much concern by the professionals. The user was not taken into confidence while deciding the sort of service to be provided meeting their needs and interests. It was done exclusively and at the discretion of the librarian. Even no attempt was made to review the services rendered to check their suitability and relevance for whom it is meant.

Libraries enjoy monopoly in the provision of information products and services. Academic and special libraries provide its products and services to the users within their parent organization alone. The academic and special libraries restrict membership, and offer services to their user community only for free of cost. Since they do not market information products and services and face any kind of challenges from other agencies like private lending libraries, bookshops, etc. libraries are not much concerned about the quality of its products and services so far.

The stakeholders of a library may include persons from all walks of life and are entitled to use and evaluate its resources and services. The stakeholders of an academic library may include students and teachers, non-teaching staff, library staff, administrators and managers, government, the society, research community etc. They expect reliable collection and services to meet their requirements properly. Each group may have its own interests and concerns. So it is very difficult to design a service considering the interests and requirements of all these groups of stakeholders. Therefore, the identification of the most important category of the stakeholders of the library is most important. In the case of an

academic library, the most important category of stakeholders is students and teachers. They have to be considered seriously while designing a service in academic libraries.

It is observed that the users are not much concerned about the quality of the collection and services availed from the library. They are not ready to complain against the low quality of the physical facilities, document collection, staff employed, tools and techniques used and services offered in the library. Libraries are also not considering the opinions of users regarding the quality of library services provided under the assumption that the services are provided satisfactorily and therefore, no complaints are received from the users. It is said that people do not generally complain against services that are offered free of cost unlike a priced one. So, it is observed that the provision of library and information services for free of cost and the wrong attitude of library professionals are the two major factors contributing towards the low quality of library services.

However, things are changing rapidly due to the introduction of marketing library and information products and services, charging heavy fee from library users, downloading information from Internet and other information sources, increased user concern about service quality and the like. The librarians are becoming aware of the fact that they are answerable to the stakeholders for the low returns from the investment made on libraries. It forces the libraries to fix adequate price for their products and services, identify suitable places, market them, and maintain good quality to keep the market and customers for ever.

It is very difficult to measure users' expectations and perceptions of library services. The library manager often fail to understand the customer expectations in the right perspective and their professional judgement

about user needs often go wrong. A library may be offering a variety of services and they may be excellent, good or poor but all these may not be used by the users. While some of the users may be using newspaper reading rooms, others may be spending their time in reference section, and yet others may be making use of the amenities like drinking water, toilet etc.

Libraries generally collect the numerical data on various aspects like number of books added, periodicals subscribed, number of books issued, etc and analyze quantitatively. But they have little concern to measure the quality aspects like responsiveness, courtesy, competence, and credibility of library staff and the other tangible items like building, furniture etc., and the accessibility and security of the library services.

Now librarians are put themselves in a situation where they are not made satisfied only with the offering of books and periodicals, but they have also to consider the target users, their needs, interests and tastes, perception of service quality etc. Therefore, librarians are willingly or unwillingly, interested in marketing strategies, service quality, psychology of user perceptions and expectations etc. Librarians who are more concerned with the quality of libraries often face a mire of questions regarding the users of library services; degree of their satisfaction, the components more relevant to them, and finally the factors influencing the choice and evaluation of the services. Therefore, attempts are being made on the part of librarians to develop suitable tools for measuring the quality of library service. A comparison of users' perceptions with their expectations of the services they received reflects the service quality.

The quality of the services offered in a library can be measured either on the basis of the service quality standards, like ISO/FDIS 11620, set for the purpose or by assessing user expectations and perceptions

using quality measurement tools like LibQUAL. Such user based service quality assessments are largely conducted in developed countries like USA, UK etc. Association of Research Libraries and their member libraries are far ahead in this direction.

#### 2.4.1 LibQUAL+

The LibQUAL+ is a research and development project<sup>34</sup> undertaken to define and measure the service quality of libraries in the institutions and to develop useful quality assessment tools for local planning. It is a web-based survey tool piloted by Association of Research Libraries (ARL) in collaboration with Texas A&M University Libraries. The tool is used to assess the quality of 169 participating libraries including University of Illinois at Urbana, Ohio State University, Penn State University and Northwestern University of Health Sciences. It is intended to provide a measurement scale of the value of service quality of academic and research libraries. The LibQUAL+ instrument has been developed to measure the perceptions of the library users to identify the gaps between minimal, desired and perceived levels of service.

The LibQUAL instrument is adapted from the SERVQUAL instrument developed by Parasuraman et al. The SERVQUAL instrument was modified based on a series of interviews with library users and revised through pilot phase. The tool asks the library patrons to identify their minimum service level, desired service level and perception of the library service. Similar studies are going on in the different parts of the world using service quality measurement tools developed on the gap theory developed by Parasuraman et.al in 1985.

The LibQUAL+ project sets out the following major goals:

1. Establish a library service quality assessment program at ARL;

2. Develop web-based tools for assessing library service quality;
3. Develop mechanisms and protocols for evaluating libraries; and
4. Identify the best practices in providing library service.

The LibQUAL tool comprises 25 questions grouped under four service quality dimensions, namely Access to information, Affect of Service, Library as place and Personal control and uses a 9-point Likert scale to mark user responses. The model questionnaire<sup>35</sup> used by the Association of Research Libraries, New York is given below:

<b>Access to Information Dimension:</b>	
<i>Question</i>	
1	Complete runs of journal titles
2	Timely document delivery/interlibrary loan
3	Interdisciplinary library needs being addressed
4	Convenient business hours
5	Comprehensive print collections
<b>Affect of Service Dimension:</b>	
6	Willingness to help users
7	Employees who are consistently courteous
8	Dependability in handling users' service problems
9	Giving users individual attention
10	Employees who deal with users in a caring fashion
11	Employees who have the knowledge to answer user questions
12	Readiness to respond to users' questions
13	Employees who instill confidence in users
14	Employees who understand the needs of their users
<b>Library as Place Dimension:</b>	
15	Space that facilitates quiet study
16	A haven for quiet and solitude
17	A place for reflection and creativity
18	A comfortable and inviting location
19	A contemplative environment
<b>Personal Control Dimension:</b>	
20	Making electronic resources accessible from my home or office
21	Modern equipment that lets me easy access the information I need
22	A library website enabling me to locate information on my own
23	Easy-to-use access tools that allow me to find things on my own
24	Making information easily accessible for independent use
25	Convenient access to library collections

The individual libraries using the LibQUAL tool can identify whether their services need improvement in the views of their users. They can also compare their service quality with that of peer institutions in an effort to develop benchmarks and identify the best practices in these institutions. Based on the information they receive from their library users and participating libraries, the libraries can provide services that are more closely aligned with user expectations. As library services are improved, it will help the users to make their learning and research objectives easier.

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# REVIEW OF RELATED STUDIES

Abdul Majeed K. C. "College library services a quality assessment" Thesis.  
Department of Library and Information Science , University of Calicut, 2005

**CHAPTER III**

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**REVIEW OF RELATED STUDIES**

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**USER SATISFACTION STUDIES**

**STUDIES ON QUALITY STANDARDS**

**SERVICE QUALITY STUDIES**

**SERVQUAL STUDIES**

**STUDIES WITH OTHER TOOLS**

**LIBQUAL STUDIES**

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## Chapter III

### REVIEW OF RELATED STUDIES

Survey and review of related studies of a study is intended to give clear idea about the studies already conducted in the area of research, its aims and objectives, methods used for data collection and analysis and the results derived. It will help the researcher to conduct the study in good manner. It will also help the researcher to decide whether the study is relevant or not. This chapter discusses the review of related studies under six headings namely, user satisfaction studies, studies on quality standards, service quality studies, SERVQUAL studies, studies with other tools, and LibQUAL+ studies.

#### 3.1 USER SATISFACTION STUDIES

Measuring library effectiveness is identified as one of the type of common studies conducted in libraries aimed to assess the level of satisfaction of users. It is observed that satisfied users are the symbol of quality library services and so, many library effectiveness studies are going on to assess the quality of library and information products and services.

Roshan Raina (1995)<sup>1</sup> studied student users in the Indian Institute of Management Library to understand the effectiveness of services rendered in the Indian Institute of Management Library, Lucknow and the level of satisfaction attained by the users. Primary data for the study were collected through administering a questionnaire to 118 student users of the library. Four-point scale was used to mark the responses of users. The study revealed that users' awareness about the library resources and services is limited and so there is a scope for an increase of the level of awareness of users. Users had limited knowledge about the availability of

microform collections, audio-visual material collection, corporate reports collection, and CD Rom collections. The book collection was up to their expectations. The students were satisfied with the reference collection available in the library. The perception about library collection and services was up to their expectations. They were very much impressed with the strength of library collection and its scientific arrangement in the library as well as the information technology used. At the same time, their perception related to the reading space, environment, shelving of documents etc. in the library is very low. As a whole, the library was viewed as the best resource center professionally managed and offers good collection, services and facilities.

Cullen and Calvert (1995)<sup>2</sup> attempted to measure the stakeholder perceptions of university library effectiveness in New Zealand. The study was carried out in two stages. The first stage was to examine the perceptions of library effectiveness held by key constituencies of all seven New Zealand university libraries and explore the constituency satisfaction model and the second stage examined actual library performance as assessed by all library staff in the same seven universities. A questionnaire containing 99 statements was used for data collection. The study collected responses from undergraduate students, graduate students, faculty members, resource allocators and library staff. These responses were analyzed with the help of SAS version 6.07 statistical package. The study revealed that 'competence of library management' is the key indicator of library effectiveness to resource allocators, but it is 'helpfulness and courtesy of staff' for library staff. The academic community preferred 'expert staff assistance to users when need help' and 'match of hours of opening with the user needs' and 'provision of multiple copies of items in high demand' as most important indicator of library effectiveness for graduate and undergraduate students. The cross-examination of the

indicators of library effectiveness suggested by different category of stakeholders and by different constituencies reflected their similarity in approach and thought. All the categories of stakeholders hold the view that 'library management' is an important factor reflected in the results of library effectiveness studies.

Similar to library effectiveness, user satisfaction is directly studied for assessing the quality of libraries and information centers. User satisfaction surveys are regularly conducted in libraries to assess the level of satisfaction of users.

Wilson and Orr (1995)<sup>3</sup> studied about the user satisfaction with the library services among part-time students in a university. The aim of this study was to evaluate the levels of satisfaction with library facilities among part time students in the University of Ulster at Jordanstown (UUJ). A questionnaire was administered through post to two hundred part time students within the Faculty of Business and Management obtaining a response rate of 45%. Factor analysis was used to identify factors underpinning user satisfaction. These reflected two general dimensions of staff and facilities. A clear trend emerged suggesting that part time students rated a higher satisfaction with staff than with facilities. Significant testing concluded that there were no differences in levels of satisfaction between regular and irregular users of the library. This study indicated that efforts for improvement should be directed primarily in the direction of facilities to raise part time students' satisfaction.

Hernon and Altman (1996)<sup>4</sup> argue that higher level of service quality results in increased user satisfaction and view that there are two perspectives for viewing the user satisfaction of library services, 1. Service encounter satisfaction and 2. Overall service satisfaction. If all service transactions are up to their expectations, it will give raise to good

perception and satisfaction with regard to the service quality and its determinants such as tangibles, reliability, responsiveness, assurance and empathy, an overall satisfaction to the users.

Talbot, Lowell, and Martin (1996)<sup>5</sup> conducted a user survey at San Diego Libraries, University of California in 1996 to understand the primary users opinion about UCSD libraries collections, services, programs, staff, and facilities. The survey covered all primary users like faculty and researchers, key administrative staff, graduate and undergraduate students. Three questionnaires were developed through focus groups. The questionnaire contained an overall satisfaction question and questions that deal specifically with user satisfaction or dissatisfaction with facilities, staff, collections and services. It used a five point Likert Scale with 1 = very satisfied and 5 = not at all satisfied. 3689 questionnaires were distributed, of which 2861 were completed and returned properly. Faculty and researchers tend to use the library more than once per week. All the user groups rated higher satisfaction with their library. All have rated the photocopy service very low. The students were not satisfied with the business hours and physical facilities of the library as they use the library as a study hall. Most of the users expect good user instruction program and printed document collection even in the electronic era. It is reported that the survey results may help the library staff and administrators to make their library more user centric. The identification of weak areas like photocopying service, business hours, physical facilities, print collections etc. will enable them to improve them on a war foot.

Hiller (2001)<sup>6</sup> had assessed the user needs, satisfaction and library performance at the University of Washington Libraries. The user survey was aimed to determine their users, reasons for library use, information

sources used, user needs and users satisfaction with the library facilities, collection and services. A questionnaire was circulated among 3900 faculty members, 1000 randomly selected graduate students and 1000 undergraduate students. The questionnaire included questions on information sources needed for research, its availability in the library, use of electronic resources available in the library network, satisfaction about the library resources, services and facilities. The survey revealed a great change among users in the use of library resources and services. The study pointed out that the faculties were more satisfied with library facilities, collection and services than the satisfaction of students. All the users expect good library building, collection, networks, bibliographic databases and online public access catalogue. Faculty had greater focus on collection and its access than on other matters. Both the groups of users had different perspectives on the library as a place for study and learning. The study identified that remote use of library resources and services was not a measure of service quality.

Global digital environment and increasing competition are the two major threats faced by academic libraries. They must improve the quality of their services in order to survive. Cullan (2001)<sup>7</sup> explored the relationship between service quality and user satisfaction and examined how user surveys have been employed in a number of previously published data sets. A model, which demonstrates how satisfaction can be seen as both, a micro level response to individual transactions and at the macro-level as an outcome of service quality was proposed. Using an evidence-based approach, the author explored the gaps between user expectations and perceptions as well as the gap between user expectations and managers' perceptions of these. The studies that include user surveys of electronic library services were also analyzed in terms of customer expectations. The author had offered suggestions about the ways in which

library and information service providers could make more use of the information derived from their own and other organizations' user surveys to improve their services

### 3.2 STUDIES ON QUALITY STANDARDS

Brophy (1993)<sup>8</sup> reported the experience of implementing ISO 9000 quality management system at the library of University of Central Lancashire, the first major library known to have done so. In the implementation process, the library had fundamentally researched the concept of quality as applied to public service. This challenge was undertaken mainly to provide highest quality library services to users. At the strategic level, an overview of the library's performance and success in meeting strategic aims was done. At the operational level, the quality of service the individual user receives was analyzed. At the third level, monitoring, maintaining and improving quality was ensured. A well-qualified and experienced staff was appointed as 'Quality Co-ordinator' to look into quality matters. The library staff is committed to provide best services to their users. It is reported that quality approach helps to focus all activities on meeting the needs of the customers, and prioritize and arrange services that truly meet users' needs. The study proved that, it is the user who ultimately judges the quality of the library, its collection, and services.

Date and Gokhale (1999)<sup>9</sup> had conducted a survey of 13 industrial libraries in Mumbai to understand the level of quality of services offered and bench marks on low quality indicators. The sample libraries included four libraries accredited with ISO certification. Different sets of structured questionnaires were distributed to librarians and users. A separate questionnaire was distributed to ISO certified libraries. The questionnaire was developed based on ISO 9004-2:1992 guidelines, which include the

quality indicators like collection development practices, circulation practices, information services, budget, administration and personal issues. The data were analyzed using weighted method, a five-point scale. Desired quality levels were found among users in collection usage and staff attitude. However, librarians found desired quality in collection awareness, job satisfaction, etc. At the same time low quality was found by users, in acquisition procedures, documentation, retrieval, customer focus, communication, response time, staff reliability etc. A comparison of the results of ISO certified and non-ISO certified libraries indicated that there are many differences in the level of quality of services provided by these libraries.

Verma (2002)<sup>10</sup> studied the quality management approaches in Library and Information Service sector in India with special reference to ISO 9000 and Total Quality Management concepts. The main objective of the study was to assess the impact of six factors on quality management level of special libraries in India. These factors are 1. Status of the Library; 2. Size of library and information service units; 3. Sector of Organization; 4. Type of Organization; 5. Resources and 6. Quality awareness level. The data were collected through a questionnaire containing five parts, namely 1. Factual data; 2. General issues; 3. Strategical issues; 4. Operational issues; and 5. Open-ended question. The study revealed that for proper performance measurement of Library and Information Services sector, libraries use TQM oriented instrument. Quality management level is closely associated with innovation and reorganization process rather than securing routine functions and processes.

### 3.3 SERVICE QUALITY STUDIES

Edwards and Browne (1995)<sup>11</sup> made an attempt to ascertain the differences in the expectations that academics hold of information services provided by academic libraries and librarians' perception of these expectations. The study also aimed to identify the dimensions along which users of academic libraries assess the quality of information services and to develop a questionnaire that can be used by university libraries to evaluate their information services from a user point of view. A questionnaire containing 93 statements in one part and five questions on dimensions in second part were used for data collection. In addition to that, focus groups were used for additional data required for the study. A sample of 300 academics in four Australian universities and 55 university library professionals were responded for the study. A seven-point scale was used for marking the responses. The data were analyzed according to Cronbach alphas to measure reliability in the questionnaire. The study revealed that there are agreement in the ranking of the quality dimensions by academics and librarians. Academics gave higher means to a greater number of items (51) than did the librarians (42). There are some gaps between academics' and librarians' expectations of service quality. Both the categories gave most important priority to electronic information sources and services. The academics considered 'reliability' as most important dimension, but it is 'assurance' to librarians.

Chang and Hsieh (1996)<sup>12</sup> presented the results of a study of users' perceptions of service quality in university libraries in China, using data collected from 691 respondents of 10 universities. The top five indicators of quality from the viewpoint of user were: collections supporting research needs; wide range of materials; up-to-date equipment; up-to-date collections; and comfortable layout. Faculty ranked 'collections supporting

research needs' first, while 'up-to-date equipment' was most favoured by students. Results showed significant differences between faculty and students in terms of the rankings of indicators and the perception of service quality factors.

Pors (1996)<sup>13</sup> conducted a large questionnaire survey of 2700 students in the Copenhagen area, Denmark, in the autumn of 1994, to investigate some of the factors, which influence the students' perception of the quality of library services. The study explored in detail the relationship between expectations and perceptions. The libraries involved were the 3 departments of the Royal Library, the 2 service points of the Copenhagen Business School Library, and the Copenhagen Municipal Library and one of its departments. The study identified that the attitudes of students about their library service quality is low compared to their expectations.

Quinn (1997)<sup>14</sup> made a theoretical study about service quality concepts and its adaptability in academic libraries with a view to assist academic librarians and library managers in the matter of measuring service quality in libraries. He analyzed the historical development of the concept and its application in libraries. He argued that the difficulty of adapting service quality concepts to libraries in general and academic libraries in particular, stems from differing definitions of basic concepts 'quality' and 'service'. Many of the researchers in the field believe that quality service is what the customer expects and finding the best way to meet those expectations. The major areas where service quality can be adapted well are Reference services, Access services, Collection development, etc. It is argued that making the physical environment of the library appear more like a store and less like a warehouse may be as important as good customer relations in helping the customer appreciate the value of the library and its content. Adapting the service quality in

academic libraries will surely bring fruits to the library either in terms of good reputation or in the form of satisfied academia.

Yang (2000)<sup>15</sup> had conducted a case study of the Texas A&M University faculty's perception of a library liaison programme to identify what faculty consider to be important services that should be provided by the liaison librarian; to determine whether faculty have seen any improvement in library services as a result of liaison programme; to determine whether faculty deem liaison librarian's subject background indispensable and ascertain whether the Texas A&M University faculty support the liaison programme. The primary data required for the study were collected through a questionnaire containing 23 questions. 42 faculty members belonging to various disciplines responded well in the study. The faculties were asked to rank the degree of importance of the 11 services offered in the program. The data were analyzed and tabulated by using the Statistical Package for the Social Sciences (SPSS). The study reported that majority of the faculty members ranked all the services as important. The services provided to the faculty by the liaison librarian were consistent with the expectations of the faculty members. Ordering books and serials for the faculty, updating the faculty on the services available in the library and informing them the changes in the library were considered as the most expected services from the liaison librarian. Most of the faculty members were positive in keeping liaison librarian in the library and they did not think that subject background was necessary for a good liaison librarian. All of the faculty members were supporting the liaison programme in the library and saying that they had received benefits from that programme. In addition to that, the faculty members were very much satisfied with the library collection and requested to replace lost volumes and back issues of important serials.

Phipps (2001)<sup>16</sup> had surveyed the users and staff of libraries in the Association of Research Libraries to understand their views about the library, their processes and services, and the importance of collecting their voices in attaining library service quality. The Association of Research Libraries began seriously to assess how well they are anticipating, meeting, and delighting students and faculty, the primary focus should be on understanding customers' needs, learning quick and clean methods of data gathering and analysis, improving critical processes and developing internal capacity to be successful in the future. To transform the work and how it is accomplished, libraries must begin listening and acting on the voices of customers, staff, work processes, and the organization for the purpose of learning new directions and partnering with customers. The purpose of sharing macro data among member libraries of the Association of Research Libraries should be to provide benchmarking information for the overall improvement of academic libraries. The purpose of gathering service quality data should be to identify what is working well and what is not and to increase knowledge of customer requirements. Data gathering must be easy, meaningful, and clearly related to customer satisfaction for staff to commit to using performance measures. Involving staff in strategic library-wide and unit level strategic planning will be key to building this commitment. Methodologies, such as LibQUAL+, can work as "pointers" to the need to study specific processes. Gathering data from the process itself is one of the most efficient methods for measuring performance and is also useful for helping staff recognize the need to change and enhance services. Using these data to develop performance and learning goals will support continuing customer focus. As the customer perspective is integrated into planning and decision-making, practicing the disciplines of the learning organization will ensure the development of the organizational capacity to respond to this new picture of reality.

Kyrillidou (2001)<sup>17</sup> reported about the Symposium on Measuring Library Service Quality, sponsored by Association of Research Libraries, held on 20-21 October 2000 in Washington, D.C. The main objective of the symposium was to address the increasing interests in identifying new tools for assessing library performance. 180 experts, representing performance measurement, organizational effectiveness, and service quality attended the symposium. The meeting was intended to help the academic library community better understand the strengths and weaknesses of implementing service quality assessments. The program also provided a forum for exchange of theoretical frame works for measuring service quality and for considering the practical implications of implementing service quality measurements in libraries. The symposium also highlighted the Association of Research Libraries pilot project, LibQUAL+, meant to define and measure library service quality across institutions and to create quality assessment tools for libraries. Parameswaran, A, the founder of the Gap theory and SERVQUAL Instrument gave away the keynote address in the symposium. On the first day of the meeting, SERVQUAL and other service quality measurement efforts were discussed and on the second day, the discussion was on LibQUAL+, the project of Association of Research Libraries.

Jayasundara (2001)<sup>18</sup> had conducted an investigation in to the determinants of service quality in University Libraries of Sri Lanka with an objective of measuring user perception of service quality. Careful inspection of tabulated data on the usefulness of determinants of service quality in academic libraries reveals that there are eight determinants to be assessed to understand service quality in academic libraries. The study revealed that the students and faculty members were satisfied with the determinants of reliability, courtesy, competence, and tangible and not satisfied with responsiveness, communication, and access. The study

suggested that the librarians, especially those in university libraries, must put more emphasis on service quality than on high quality tangible facilities.

### 3.4 SERVQUAL STUDIES

SERVQUAL is an internationally popular tool for measuring service quality and heavily used in marketing research. Campbell, Coleman, Simmonds and Andaleeb, Abdul Majeed and Bavakutty, Nitecki, etc have used the original SERVQUAL tool and its five quality determinants such as Tangibles, Reliability, Responsiveness, Assurance and Empathy to study the service quality of libraries.

Campbell *et al* (1995)<sup>19</sup> had reported the results of an assessment of the quality of service provided by the library service of Stirling District Council, Scotland, using the SERVQUAL model developed by Parasuraman. The 22-item survey form was adapted to measure characteristics peculiar to libraries. The study presented an analysis of Stirling library service users' responses in 368 completed SERVQUAL questionnaires. The two dimensions with negative gap scores between perception and expectation (tangibles and reliability) were ones most affected by budget constraints. Although the SERVQUAL approach only measures the quality of service as perceived by those who actually use the service, the authors commented that SERVQUAL is a potentially valuable instrument which can be applied by managers to measure and monitor service quality the aspirations as well as the considering experiences of service users.

Nitecki (1996)<sup>20</sup> have used SERVQUAL to measure the service quality of the reference service offered in academic libraries and to see how far this tool is suitable for assessing service quality in academic

libraries. She noted that reference service providers should concentrate on both showing sincere interest in user problems and willingness to help users for increasing the service quality of reference service.

Coleman and others (1997)<sup>21</sup> conducted a study to measure the service quality in Sterling C. Evans Library, Texas A&M University in the fall of 1994 using the SERVQUAL instrument. This general user survey using questionnaires provided feedback from customers on their minimum, perceived, and desired levels of service from this library. The survey is designed to measure service quality in five dimensions: tangibles, reliability, responsiveness, assurance, and empathy. Survey results showed a discrepancy in the quality of the service provided by the library and those desired by its customers.

Simmonds and Andaleeb (2000)<sup>22</sup> conducted a study to know why students and faculty at the Pennsylvania state University were using other library's resources more than their own library and express a preference for those resources. The study had tried to understand the level of satisfaction with the services provided by their libraries, what the other libraries were doing to attract their users to libraries, what special services are provided by other libraries. A SERVQUAL questionnaire containing statements of perception on a seven-point Likert Scale was administered among the academic community to collect comments on important services, resources, staff and physical facilities. The users were interviewed in depth to understand their perception of library services. The relationship between user satisfaction and resources, responsiveness and competence of library staff and physical appearance of library facility were investigated. It is found that students' expectations of the library services, resources and staff were very high. The resources and demeanor of library staff were of two most important problems identified by

students in the service quality matters. It is commended that users saw competence and demeanor, quality of available resources and physical appearance of the library have great effect on user satisfaction.

Abdul Majeed and Bavakutty (2002)<sup>23</sup> assessed the quality of information sources and services in a post-graduate college library in Kerala. The study used a questionnaire developed on the basis of the SERVQUAL instrument containing 22 statements grouped under five quality determinants namely Tangibles, Responsiveness, Reliability, Assurance and Empathy and used five-point scale to mark the responses. The questionnaire contained three parts, namely General Information of the user, Statements on user expectations, and Statements on user perceptions. Sixty-nine users (37 post graduate teachers and 32 post graduate students) participated in the survey. The data collected were entered into SPSS software for analysis. The study identified that collection is the most expected item from a good library, followed by personalized attention of staff. Among the determinants, 'Tangibles' and 'Responsiveness' were most expected by the user community. At the same time, the determinants 'Empathy' and 'Assurance' were least expected. It is also found that personal attention, physical facilities, and promptness of service provided are perceived as equal to their expectations. However, collection of books and periodicals and the services provided are perceived low compared to their expectation.

Manjunatha and Shivalingaiah (2004)<sup>24</sup> had studied the customers' perception of service quality in academic libraries. The study was conducted to investigate the quality of library and information services from customers' perspective in eight academic libraries, belonging to Medicine, Engineering, Science and Social Science disciplines, in Dakshina Kannada and Udupi Districts in Karnataka state. Responses were

collected from 1252 users, which include faculty members, research scholars and post graduate students. The study used an adapted SERVQUAL questionnaire as the principal instrument for data collection. The user expectations and perceptions of service quality were measured as per the directions in the original SERVQUAL instrument. The service quality dimensions and gaps were analyzed. It is reported that, the 'Reliability' dimensions relatively more important to users than other dimensions. At the same time, the dimension 'Empathy' is least preferred by the user community. All the dimensions have perceived low compared to its expectations. The customer satisfaction and word of mouth communications have direct impact on customer perceptions of library service quality. The improvement of tangibles may improve the user perception of library quality. The demographic characters of the users, such as age, status, past experiences etc. have direct influence on the perceived quality of the library.

Many researchers like Nitecki and Herson, Cook and Thompson, etc have studied the applicability of SERVQUAL tool for measuring service quality of libraries and information centers. Nitecki and Herson (2000)<sup>25</sup> studied the Yale University Library users' perception about library resources and services to understand the actual service elements for improvement, to weigh the evaluation of service elements relative to the importance that customers place on them and to encourage the allocation of resources for meeting those expectations that a library and its users deem important. The study was aimed to develop and test an approach for converting SERVQUAL into an instrument that reflects the expectations of a library and its users, to determine the feasibility of libraries pursuing that approach and to compare study findings with other studies in Library and Information Science. A total of 500 users, consisting of faculty members, students and others in the Yale University, were

covered by the study. A SERVQUAL based questionnaire containing three sections was used for collecting necessary data. The first section covered 40 statements on users perceptions and expectations about their library, the second contained statements to assess readers perception about the dimensions of quality and the third section contained an overall expectation statement. The study revealed that the library did not surpass reader expectations on any service attribute. Users identified 11 attributes as very important and the library performed them well. Three attributes were relatively less important to users and the library performed them very low. Users were not satisfied with the comprehensiveness of collection, remote access to the collection, accuracy of check-in process, and the amount of overdue fine. All dimensions of quality were considered important in service quality assessment of libraries.

Cook and Thompson (2000)<sup>26</sup> explored the SERVQUAL score validity in the assessment of library service quality due to the increased interest in measuring service quality in libraries and information centers. The library administrators and managers assumed that measuring service quality is the ultimate assessment of library performance against the traditional measures of performance such as mere counts on various holdings. The basic aim of the study was to find answer to the question on SERVQUAL, i.e., 'Do perceptions of quality service emerge as the expected five first-order and single second-order construct for the SERVQUAL protocol in the research library setting?' The study involved the perceptions of 596 users comprising undergraduate students, graduate students, and faculty members from the general library of Texas A&M University. The respondents were issued with SERVQUAL questionnaire in three different periods. The research data thus collected were analyzed with the computer programme SECONDER. The study revealed that three dimensions out of five dimensions, namely Tangibles, Reliability or

Service efficiency and the dimension that is intended to measure the affect of service, were very important. The higher order factor analysis indicates that all 22 questions can be constructed to represent a generic higher order dimension, i.e., Service Quality, of quality of service in libraries. Thus it is found that the first order and second order factor analysis of SERVQUAL instrument was found suitable for assessing the quality of individual services offered in libraries and the quality of library services as a whole.

Cook and Thompson (2000)<sup>27</sup> studied the reliability and validity of the SERVQUAL scores used to evaluate the perceptions of library service quality today. The study was aimed to explore how reliable are the various SERVQUAL scores across different times of measurement and across different respondent user groups. It also aimed to see how far the dimensions used in the instrument are important. The study covered 697 participants, which include faculty members, staff and students in the Texas A&M University. The participants were asked to rate the service quality of the library by using 22 SERVQUAL statements in three perspectives, namely minimally acceptable library performance, desired library performance and perceived level of performance. Each statement is to be rated using a nine-point Likert scale. The study noted that the SERVQUAL scores tended to be slightly less reliable on 'tangibles', and 'assurance' scores and most reliable on the 'reliability' scores. On the other hand, the three separate analyses of the statements did not recover the five dimensions used in the original SERVQUAL. The identified dimensions were 'tangibles', 'reliability or service efficacy' and 'affect of service'. The study had proved that the users can easily differentiate minimum, desired and perceived level of service quality. The authors suggested that further research is needed to explore the reliability and validity of service quality measurements in different library settings, namely, academic, public and special library settings.

The Reliability dimension in SERVQUAL tool is separately studied to see how far it can be used to understand the problem areas in library services. Jeannette Ho and Crowley (2003)<sup>28</sup> made a focus group study of user perceptions of the 'reliability' of library services at Texas A&M University to understand the problem areas and improve it. Five items on the SERVQUAL instrument, providing services at the promised time; maintaining error free customer and catalogue records; providing services as promised; dependability in handling customer service problems; and performing services right the first time, were generally taken for assessing the reliability of library services. Based on content analysis five themes related to service reliability were identified, finding materials on shelf; arrangement of materials; inter-library-loan/circulation procedures; signage; and experiences with searching LibCat. The study proved that reliability is an important factor in library service quality measurement. Based on the results of the study, the library had made changes in circulation department, staff training, stack maintenance, catalogue, etc to improve the quality level of library tools and services.

### **3.5 STUDIES WITH OTHER TOOLS**

Instead of using SERVQUAL tool, many researchers are using special tools developed on the basis of the principles and structures used in SERVQUAL tool. Hiller, Crossno, Philip and Hazlett, Landrum and Prybutok etc have developed new tools based on SERVQUAL.

Hiller (2000)<sup>29</sup> conducted a faculty and student library survey at University of Washington to determine habitual and potential users, library use, sources of information, user needs and satisfaction of users with the libraries. Questionnaires were sent to 3750 faculty members, 1000 graduate students and 2000 undergraduate students. The data were analyzed with SPSS software. The questionnaire contained 41 questions

and used SERVQUAL three-column response format of minimum, perceived and desired level of service quality. It also included 14 behavioural questions, 2 questions on library use and 1 on overall service quality. It used a 5-point Likert Scale to mark responses of users. The responses were received from 40.1% of faculty members, 45.7% of graduate students, and 39.4% of undergraduate students. The sample population had 48.6% representation from Health Sciences, 26.2% from Sciences and Engineering and the rest from other disciplines. The survey showed that faculty had highest overall satisfaction about their library. However, undergraduate and graduate students have lowest satisfaction with business hours. In contrary to this, the faculty had the highest satisfaction with business hours. All categories of respondents gave priority to build collections, network, bibliographic databases and improve online public access catalogue. Students and faculty had different perspectives on the library as a place for reading and learning.

Crossno and others (2001)<sup>30</sup> had conducted a pilot study of using SERVQUAL, a respected and often-used instrument for measuring customer satisfaction, in a library and it had good results and received some serious and well-founded criticism from the respondents to their survey. The purpose of the study was to test the comparability of the results of SERVQUAL with a revised and shortened instrument modeled on SERVQUAL. The revised instrument, the Assessment of Customer Service in Academic Health Care Libraries (ACSAHL), was designed to assess customer service in academic health care libraries in a better way. Questionnaires were sent to clients who had used the document delivery services at three academic medical libraries in Texas over the previous twelve to eighteen months. ACSAHL questionnaires were sent exclusively to clients at University of Texas (UT) Southwestern, while the client pools at the two other institutions were randomly divided and provided either

SERVQUAL or ACSAHL questionnaires. The results of the study indicated that more respondents preferred the shorter ACSAHL instrument to the longer and more complex SERVQUAL instrument. Also, comparing the scores from both surveys indicated that ACSAHL elicited comparable results.

Philip and Hazlett (2001)<sup>31</sup> evaluated the service quality of information services using a new P-C-P (Pivotal, Core and Peripheral) attributes model, a modified SERVQUAL instrument. They discussed the validity of the new model and the findings of the in-depth study of the service quality of information services in Northern Ireland. Based on the three attributes identified, 1000 questionnaires were distributed among the users of agencies providing information services and 276 responses were received. The results showed that the respondents were fairly satisfied with the level of service they received. Some significant differences were identified between the responses and open comments, which indicated that service quality evaluation should not be based solely on fixed-choice questions and the respondents should be given opportunity to make general comments on any aspect of the service they received.

Lincoln (2002)<sup>32</sup> studied the users' perceptions of library service quality based on a series of interviews conducted with the users of 30 libraries in the Association of Research Libraries in North America. The collected data have been subjected to a unitization and categorization process and the results were entered in to a computer-managed qualitative programme, called ATLAS-ti™, in order to array all the data in a category simultaneously. An attempt was made to connect library users constructions with other bodies of research and interpretive social science. For that Bourdieu's idea of 'habitus', Fisk's formulations of texture and density as analytic categories in cultural analysis and Foucault's idea of

'Individualization' was used. The scholars found the library as a utilitarian place, as suggested in the idea of 'habitus'. For the students the library was a place for study also resembles to the idea of habitus. Formats, convenience and timeliness of access can lower the perceptions of user satisfaction and sense of service quality, which is related to 'texture'. Another factor identified was 'self-reliance' which includes the ability and desire to navigate the library and its resources independent of library staff. This factor was strongly related to the idea of 'individualization'. It is assumed that both users and libraries are going to have to discover new ways of interacting with each other and in such contexts viewing the users and the library from a social, cultural and other angles are good. The users are eager to become self-reliant and the library has to explore new methods and techniques for helping this new category of users emerging.

Landrum and Prybutok (2003)<sup>33</sup> had studied the relation between library service quality and the success of the library. A modified version of SERVQUAL instrument was used to collect the responses of users of two libraries with US Army Corps of Engineers. The SERVQUAL based questionnaire was distributed among library users. The respondents were asked to rate importance, expected level of service and perceived performance of each item on a seven-point scale ranging from low to high. They were also asked to rate the importance of each dimension by allocating a total of 100 points among the dimensions. They were not asked to rate minimal acceptable level of service. A modified version of SERVQUAL was used to measure the variables associated with information success. Six questions on information quality and four on system quality were also included in the questionnaire. The users were asked to mark their responses on a seven-point Likert scale. All the dimensions used in SERVQUAL instrument were used in this study. The study revealed that the best model of library quality is a three-factor

model consisting of Tangibles, Reliability, and Responsiveness, Assurance and Empathy as one dimension. The library success model should contain service quality, system quality, information quality and usefulness. Based on the results of the study, a new instrument, called ISYSCCESS, was developed to measure variables associated with information system success.

Instead of SERVQUAL tool, many researchers have developed their own tools for measuring service quality of libraries. Some have tried for developing a common tool applicable for all types of libraries, and others developed a tool suiting their requirements.

Doyle (1995)<sup>34</sup> was in-search of a tool for measuring the user perceptions of library service quality that led him to the development of a questionnaire, Perceptions of Library Service Questionnaire (PLSQ), a reliable instrument for the purpose. It is a tool to evaluate student awareness and use of library services and staff support. This included the simultaneous development of a 'factual' questionnaire and two small-scale observational studies, backed up with 'market research-type' interviews to evaluate the effectiveness of the 'help desk' and ease of use of the computer catalogue. A 'triangulation' technique was thus used to provide indirect evidence to show that the questionnaire was validly measuring user satisfaction. The results from the initial trial of the questionnaire were described and compared with relevant findings from the 'factual' questionnaire and the help desk study. Though two samples completed different questionnaires, the frequency results were either in complete agreement or mutually supportive. The results of the help desk study were also supportive, again suggesting that the questionnaire is a valid measure. Following statistical analyses, the final sixteen-item PLSQ emerged which produces internally consistent responses and which appears to measure satisfaction with staff helpfulness and physical

conditions in the library and perceptions of ability to find information and knowledge of CD-ROM and other services.

Hernon and Calvert (1996)<sup>35</sup> evaluated the methods for measuring service quality in university libraries in New Zealand and developed a self-reporting data collection instrument for measuring the service quality in university libraries in a better way. A series of focus group interviews were conducted in all the seven universities in New Zealand to elicit required data. 69 librarians were participated in the focus group interviews. Based on the results of the interviews, a 61-item questionnaire using a seven-point scale was developed and pre-tested on 500 library users at two universities in the country. The pre-testing revealed that questions on local situations and service priorities are to be reduced to the least. In addition to the responses of users, a direct observation of the prevailing condition is also found good. It was reported that developing a generic instrument applicable to all libraries in all circumstances was not possible and so it is good to prepare an instrument considering all local requirements and objectives of the study.

Calvert and Hernon (1997)<sup>36</sup> conducted a study in seven university libraries in New Zealand, to refine a framework for understanding and measuring service quality in academic libraries. A set of 101 statements describing aspects of service quality in a university library was developed. These statements were then tested via a questionnaire survey, which was conducted at Victoria University of Wellington, and Lincoln University, Christchurch. 459 respondents participated in the gap analysis survey and found that the statements identified were suitable for assessing service quality in university libraries in New Zealand.

Dow (1998)<sup>37</sup> had observed that libraries had traditionally used resource-based input and output measures to measure quality and its

impact on users. He had assessed the educational impact as an alternative measure of library service quality based on a study conducted at River Campus Libraries of the University of Rochester in 1996/97. The study used the American Association of Higher Education's principles of Good Practice for Assessing student learning. The study focused on gathering evidence as to how and to what extent its programmes have influenced the quality of effort the faculty and students had invested in teaching and learning process and on evaluating the effect of library service quality on the quality of life of the academic community. The study evaluated the students' and faculty's expectations about library's services and collections. The primary data were collected through questionnaire, focus groups and direct conversations. Opinions about reference collection, reference help, overall performance, seating plan, card catalogue, OPAC, special collections, information technology, extension programmes, etc. were assessed. The study proved that the work was more qualitative than with other assessment programmes. The study identified a number of opportunities for improvement and for change like orientation program, variations in entries in card catalogue and the OPAC, information technology for accessing, the library collections and services etc.

Calvert (1998)<sup>38</sup> reported the way in which a user questionnaire instrument for measuring service quality was developed for Polytechnic Libraries in Singapore. The study used the questionnaire containing 101 statements developed for university libraries in New Zealand. Based on focus group discussions the instrument was modified and made suitable for polytechnic libraries in Singapore. The instrument was tested in four polytechnic libraries in the country. Finally, the instrument contained 86 statements. He argued that there is sufficient difference between the New Zealand and the Singapore instruments and showed that service quality changes over time and between cultures. He had also commented that

concepts of service quality vary between countries. However, there is also a common core of statements that did not change any time. He said that the broad dimensions of service quality are now well understood and that there is some international agreement, at least in countries with free market economies, about how it can be interpreted in academic libraries.

Banwet and Datta (2000)<sup>39</sup> made a study on the effect of service quality on post visit intentions of users in library attached to a center of higher learning. The survey consisted of 113 students who use the library regularly. Questionnaire containing a service quality scale, service satisfaction scale, service importance scale, service satisfaction scale and questions to post visit intentions were circulated among the students group. The conceptual model "service quality and consumer satisfaction are related to post visit intention" is tested with the data collected using LISREL VIII. The study revealed that students place more importance on the reliability of library services than other service dimensions. The overall qualities of library services are dependent on functional quality. The service quality and consumer satisfaction are highly related with post-visit intentions.

Calvert (2001)<sup>40</sup> criticized that gap analysis is not a good tool for measuring library service quality as the librarians have only partial understanding of user expectations. He had made a study of international variations in measuring customer expectations of library service quality. A survey of university library students' expectations of library service quality in China and New Zealand was conducted and the results of these studies were compared to see the differences, similarities and produce global dimensions for customer expectations of academic library service quality. In the initial stage, focus groups of four to eight library staff in China were formed and the list of statements used in the New Zealand

study was discussed. Based on the results of the focus group discussion, a questionnaire was framed and served to the student users in China asking them to rate their expectations of academic library service quality in an ideal university library. The data were analyzed with SPSS software. The eighty six statements in the questionnaire were grouped under six heads, namely study environment, materials, equipments, organization of materials, services and staff. The study identified many similarities in the expectations of service quality in these countries. The commonly recognized service quality statements are: good working condition of computer catalogue, good lighting, comprehensive library catalogue, and accurate information from library materials. It is argued that this study will be a beginning for the formulation and development of a global measuring tool for academic library service quality.

Snoj and Petermanec (2001)<sup>41</sup> studied the quality of library services to faculty members in Slovenia with an objective of assessing the overall service quality in the library and use the result for improving the services provided. In this study a list of 45 items, developed on the basis of interview with students in the library and corrected with reference to the most commonly used components of service quality in library service quality literature, placed in five groups of service quality determinants are used. These five determinants were 1. Physical surroundings; 2. Equipment and Information technology; 3. Collection; 4. Information and Library Services; and 5. Staff. The importance and the level of quality of these components were measured by a questionnaire using a five-point Likert scale from 1 = not important at all to 5 = Very important. The results of the study revealed that 'staff' is the most important service quality determinant followed by 'equipments' and 'collection'. 'Services' and 'physical surroundings' get least consideration among the user group. Among the individual statements, 'availability of frequently demanded

titles' and 'ease of access to the collection' scored highest rank. In the case of perceived service quality, 'staff' and 'services' get highest position and 'equipment' gets the lowest. Among the individual statements, 'professionalism and appropriate attitude towards users' got highest score and 'understanding of users' specific needs gets the lowest. The study proved that the importance given and the perception of users are more or less the same and it is necessary to have a continuous assessment of service quality to maintain the quality always and find the changes, if any.

Martensen and Grenhold (2003)<sup>42</sup> had reported the development and application of a structural equation model which allows librarians to quantitatively measure library users' perceived quality, satisfaction and loyalty with a library as well as the degree to which specific elements of a library's services, collections and environment contribute to these perceptions. A questionnaire was developed on the basis of literature studies that contained 9 variables and 23 questions. In addition to that, a library can add questions to meet the local needs. The applicability of the model was tested in five Danish libraries, four university libraries, and one public library. A seven-point scale was used to measure the users degree of agreement with the 60 statements in the questionnaire served in the Copenhagen Business School Library. A total of 344 users, including students and faculty members, participated in the study. The study identified that user satisfaction is created as an interactive result of 'electronic resources', 'collections of printed publications', 'technical facilities', 'library environment', 'the human side of user service', and 'user value'. The user loyalty is created as an interactive result of the 'human side of user service', 'user value', and 'user satisfaction'. It is found that 'electronic resources' and 'collections of printed publications' do not have direct effect on 'user loyalty'. The 'user satisfaction' is mainly created by 'collection of printed publications' and 'library environment'. 'Electronic

resources' and 'technical facilities' also have important role in deciding user satisfaction. Users' perception about the library collection, services and facilities were found very high. The study proved that the measurement model in question is a cause and effect model with three result variables, namely 'user value', 'user satisfaction' and 'user loyalty'. These results are driven by six determinants.

Now attempts are going on to assess the service quality of computerized, networked and web-based library and information services. For this purpose traditional and web-based methods are used. Reports are coming on such studies conducted in library and information fields.

Bertot, McClure and Ryan (2000)<sup>43</sup> had conducted a study on service quality of libraries in a networked environment with the aim of identifying service quality criteria, determining the overall quality of network based library services and to develop a frame work for librarians to select good performance measures. Case studies, site visits to various libraries and library agencies and interviews and focus groups with key stakeholders in libraries and library agencies were used to collect required data for the study. Technical infrastructure and extensiveness, technical infrastructure and service quality, information content and efficiency, information services and extensiveness, information services and efficiency, support, and extensiveness as service quality criteria suitable for libraries in a networked environment are identified. It is argued that it will enable the librarians to look in depth at particular aspects of their networked services and resources. It is also pointed out that certain issue which requires additional research, testing, and validation in the area of network resources and service quality measurement. The study was first in this area and may lead to more serious studies on important matters

that bear strong effect on the service quality of networked library resources and services.

Crowley and others (2002)<sup>44</sup> made a focus group study at Texas A&M University library to explore the opinions of users about the library's web page and make improvements, if needed. A list of questions was pre-tested by using library student workers. Later on a focus group with 26 members were selected considering their educational background, age and occupation. The group consisted of six types of people, namely freshmen; undergraduates; teaching faculty; university staff; library faculty and graduate students. Five themes were identified: the desire for research portals; access to research resources; use skill and knowledge; awareness of resources and services; and general attitudes towards libraries and research. The results indicated that the users are frustrated and confused when trying to navigate the public access menu. The study has shown the information seeking behaviour of different categories of users that is found helpful to the web team responsible for improving the library web page.

Chao (2002)<sup>45</sup> studied the quality of academic libraries on the Web aimed to identify a set of criteria that appear to be useful for assessing the quality of academic libweb sites; to use these criteria to develop an instrument for evaluating the quality of academic libweb sites; to test the instrument to see if it is capable of being used to discriminate among academic libweb sites of differing quality; to explore which criteria exert a significant relationship with the academic libweb sites' quality and suggest an operative instrument for users to evaluate, construct and maintain a quality site. The study comprised three stages. In the first stage, the criteria were identified from the literature review. The second stage included seven phases like creation of the preliminary questionnaire;

definition and identification of the libweb experts; pre-testing of the instrument; administration of the preliminary survey; analysis of the results; creation of the final instrument; and identification of three libweb sites of low, adequate and high quality. The final stage contained three phases, namely use of the instrument on the three libweb sites identified; descriptive results of the final survey; and analysis of the final survey. The final instrument created contained 16 criteria namely presentation; speed; heading and titles; search capability; special collections; content; graphic design; services etc. and used eleven-point scale. 326 users had participated in the survey. The authors recommended the so-called instrument for assessing the quality of academic library websites by library professionals and users.

### **3.6 LibQUAL+ STUDIES**

LibQUAL is a measuring tool developed by Association of Research Libraries. The member libraries of the association as well as other libraries are using this tool for measuring the service quality of libraries. This tool is freely available on internet (<http://www.libqual.org/>) and reports on LibQUAL studies are regularly published in ARL News Letter.

Cook and Thompson (2001)<sup>46</sup> compared the desired, perceived and minimum expectation responses received from 20146 participants representing 43 universities through the LibQUAL + TM web based survey. The survey used short and long form questionnaire containing 25 item in LibQUAL + TM on 4 scales namely service affect, library as place, personal control and information access as well as on a total scale. The responses were measured on a nine-point Likert Scale. The study investigated whether the perceptions of the participants are minimally acceptable, perceived, or in desired level of service quality. A comparison of short and long form of questions revealed that the differences between

the two were very small. The expectations of users were matching to their perceptions. The individual scale and total scores of perceptions of service quality are highly correlative. The perceived service qualities of library services were about to the minimally acceptable level of service quality. Serious measures were to be taken to increase the level of quality of library services as expected by its users.

Cook and Heath (2001)<sup>47</sup> had investigated what connotes service quality in the minds of library users as part of LibQUAL+ project. It is identified that customer or user is the most critical voice in assessing service quality. They noted that, before assessments can be made of service quality in any libraries, it is essential to investigate what connotes service quality in the minds of library users and the dimensions of library service quality. It is found that library and information science professional are defining service quality in terms of the gaps model identified by Parasuraman and others in 1985. The LibQUAL+ project attempts to identify those dimensions and measure the gaps between expected service and perceived service in each dimension. A series of 60 interviews were conducted at nine Academic and Research Libraries in 2000. The study covered faculty of all ranks and graduate students and undergraduate students from a variety of disciplines. A series of open ended and unstructured questions based on Lincoln and Guba's recommendations for naturalistic inquiry study were used for the purpose. The dimensions of service quality used in the study were taken from the SERVQUAL instrument. The analysis was made in three parts. First part dealt with 'the users' which investigated the constituents of the research library, the second dealt with 'the library' which investigated the dimensions of library service quality and the third with 'library and the user' which explored the users perception about the library service quality. The study identified that for users at every level of expertise, the

extend to which libraries facilitate self-reliant information seeking behaviour seemed to be related to their perceptions of library service quality and also proved that perceptions of service quality are the most useful indicator of library service quality.

As part of the LibQUAL+ study of perceptions of library service quality, Cook and Thompson (2001)<sup>48</sup> had investigated the psychometric properties of scores on thirty-four items of the LibQUAL+ questionnaire. The study covered Texas A&M University and other twelve universities in North America. A random sample of 600 faculty members, 600 graduate students and 900 undergraduate students were selected for the study. A total of 4,407 users responded in time. For each user a web-based questionnaire containing 41 statements was served which asked the users to rate their minimum expectations, perceptions and desires regarding library quality. Firstly, the study investigated the underlying users' perceptions of library service quality. Based on reliability item analysis and factor analysis a subset of 34 statements was identified as most important. The corrected discrimination coefficient was calculated to find score reliability. Later scale relationship was measured by calculating correlations of scores on the scales with each other and with total scores. The mean differences analyzed to see the differences across gender, user frequency of library use etc. the study identified that all quality factors, namely affect of service, library as place, access to collection and reliability were important service quality dimensions. The LibQUAL+ scores were correlated highly with independent global ratings of library quality. There is no much difference in scores according to gender, user frequency of library use, user groups, disciplines etc.

The review of related studies indicates that most of these studies were conducted abroad. And no detailed research level study has been conducted on the quality of Libraries in India. This study perhaps may be

the first of this kind in the country. This highlights the necessity of the present study.

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# RESEARCH METHODOLOGY

Abdul Majeed K. C. "College library services a quality assessment" Thesis.  
Department of Library and Information Science , University of Calicut, 2005

**CHAPTER IV**

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**RESEARCH METHODOLOGY**

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**STATEMENT OF THE PROBLEM**

**OBJECTIVES OF THE STUDY**

**HYPOTHESES OF THE STUDY**

**SCOPE AND LIMITATIONS OF THE STUDY**

**METHODOLOGY**

**Sample Selection**

**Data Sources**

**Data Collection**

**Method of Analysis**

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## Chapter IV

# RESEARCH METHODOLOGY

Method of research work is the totality of the procedures followed by the investigator to make it scientific and valid to the extend possible. It is very crucial that the success of any research depends on the method adopted and the measures and techniques employed for data collection and analysis. This chapter discusses operating definitions of key words, objectives, hypotheses, scope and limitations of the study, samples selected, data sources used, methods of data collection, and data analysis.

### 4.1 STATEMENT OF THE PROBLEM

The title of this research study is

**'College Library Services, A Quality Assessment'**

'College' is an academic institution that offers post secondary, i.e. Degree and Post Graduate education. Here the term refers to the post graduate colleges affiliated to the four general universities in Kerala, such as Kannur University, Calicut University, Mahatma Gandhi University, and Kerala University.

'College Library' is the significant component of a college. It is aimed to support the students and teachers in the teaching-learning process. Here the term refers to the post graduate college libraries under the four universities in Kerala.

'Library service' is a term that denotes the various services offered in a library to its users. Here the term refers to the services offered in post graduate college libraries, to its users which includes services like lending

service, reference service, reprographic service, inter library loan service, current awareness service, internet service, etc.

'Quality' is the totality of characteristics of an entity that bare on its ability to satisfy stated and implied needs. Here the term refers to the 'ability of the post graduate college library to meet the user expectations of their information needs'.

#### **4.2 OBJECTIVES OF THE STUDY**

The objectives of the study are as follows.

- i. To measure the quality of College Libraries in Kerala;
- ii. To assess the quality of physical facilities, document collection, personnel employed, technical processes carried out and the services offered by College Libraries in Kerala;
- iii. To assess and compare the quality of library service in between the Government Colleges and Private Colleges in Kerala;
- iv. To assess the differences in the quality assessment of College Libraries between the students and teachers in Kerala;
- v. To assess the differences in the quality assessment of College Libraries in Kerala among the users with Arts, Science and Commerce backgrounds;
- vi. To assess the differences in the quality assessment of quality of College Libraries between the male and female users in Kerala.

#### **4.3 HYPOTHESES OF THE STUDY**

This study is aimed at testing the following hypotheses:

##### **Hypothesis I**

Quality of College Libraries in Kerala in general is very low.

**Hypothesis II**

The students and teachers hold the similar views on the quality of College Libraries in the State.

**Hypothesis III**

College library users cutting across the subjects made similar assessment on the quality of the college libraries.

**Hypothesis IV**

The college library users in Kerala irrespective of their gender have similar views on the quality of College Libraries.

**Hypothesis V**

The Quality of College Libraries in Kerala with respect to Physical Facilities, Document Collection, Staff employed, Technical Processes carried out and the Services offered is generally low.

**Hypothesis VI**

The students and teachers have similar views with regard to the quality of the Physical Facilities, Document Collection, Staff employed, Technical Processes carried out and the Services rendered in the college libraries in Kerala.

**Hypothesis VII**

The users with Arts, Science and Commerce subject backgrounds have similar views about the quality of the Physical Facilities, Document Collection, Staff employed, Technical Processes carried out and the Services rendered in the college libraries in Kerala.

### **Hypothesis VIII**

The male and female users have similar views on the quality of the Physical Facilities, Document Collection, Staff employed, Technical Processes carried out and the Services rendered in the college libraries in Kerala.

### **Hypothesis IX**

The quality of the government college libraries is lower than that of the private college libraries in Kerala.

## **4.4 SCOPE AND LIMITATIONS OF THE STUDY**

'Kerala' is the southern most state of India. It occupies 38863 Sq.km areas and has a population of 3,1838,619 with a literacy rate of 90.93 %. It contains 14 Districts, 63 Talukes, 20 Revenue divisions, 152 Rural blocks, and 1452 Villages. Here the term represents the geographical area empowered by the Government of Kerala. The study is confined to Kerala.

In the academic year 2004-2005, there are 317 colleges functioning in the State, which include 208 Arts and Science Colleges, 44 Training colleges, 12 Arabic Colleges, 6 Law colleges, 13 Medical and Para-medical colleges, and 16 Engineering Colleges. All these colleges maintain libraries to take care of the information and document needs of their students and teachers. Since the study of all these college libraries is hazardous, this study is limited to Arts and Science college libraries in the State.

Almost all the Arts and Science colleges in the State are post graduate colleges. There are about 1500 to 2000 students and 50 to 125 teachers in these colleges. All teachers, post graduate students, and a good number of degree students are the users of post graduate college libraries. A detailed study of all the post graduate college libraries in the State is not

feasible, the present study is limited to 14 post graduate college libraries in the State.

A post graduate college library is generally meant for degree, post graduate students and research scholars, if any, teachers, and non-teaching staff of the college. However, Some college libraries are permitting the retired staff, old students, students and teachers of sister institutions and reputed personalities in the neighborhood to use them. As the user community of a post graduate college library is very large, the study covers only post graduate students and teachers in post graduate departments of the selected post graduate colleges in the State.

#### **4.5 METHODOLOGY**

Survey method is widely recognized for the evaluation of the administration, organization, collection development, services rendered, users and staff of the library, application of information technology, and tools in a library. Survey method is applied in this study to determine how far does the library satisfy the objectives of higher education and the expectations of the users. Besides, the user study techniques such as questionnaire, interview, observation of the use and functioning of the library, and consultation of library records to collect necessary data are also used for this study.

The methodology of the study is further discussed under the following heads.

1. Sample selection
2. Data Sources
3. Data collection
4. Method of analyses

#### 4.5.1 Sample Selection

The procedure followed in selecting the samples is given below:

##### 4.5.1.1 College Libraries

In the academic year 2004-2005, there are 186 post graduate colleges spread over the 14 districts of Kerala. The number of affiliated post graduate Arts and Science colleges in the State are increasing every year due to the liberal sanction of post graduate courses to Degree colleges to accommodate the surplus teaching staff caused by the de-linking of pre-degree courses from colleges. A complete list of post graduate college libraries in the state during the academic year 2004-2005 is given as Appendix I. The Library of the college, which offers maximum number of post graduate courses in a District in Kerala, is selected for the study. Thus, 14 post graduate Arts and Science college libraries are selected. They are given in the following table (Table 4.1).

**Table 4.1**  
**List of Post Graduate College Libraries selected for the study**

Sl. No.	Name of Library	Place	Year of Establishment
1	University College Library	Trivandrum	1834
2	Sree Narayana College Library	Kollam	1948
3	Catholicate College Library	Pathanamthitta	1952
4	Sanadana Dharma College Library	Alappuzha	1946
5	Newman's College Library	Idukki	1964
6	St' Berchmen's College Library	Kottayam	1922
7	Maharaja's College Library	Ernakulam	1875
8	Government Victoria College Library	Palakkad	1888
9	Sree Kerala Varma College Library	Thrissur	1947
10	M.E.S College Library	Malappuram	1965
11	Farook College Library	Kozhikode	1948
12	St' Mary's College Library	Wayanad	1966
13	Government Brennan College Library	Kannur	1862
14	Kasaragod Government College Library	Kasaragod	1957

#### **4.5.1.2 Teachers**

College teachers require pinpointed, exhaustive, up-to-date, and authoritative information for preparing for lecture classes. Teachers cannot acquire all the required documents in person due to the exorbitant cost of books and periodicals. Therefore teachers heavily depend on college library to get the required information. Modern methods of teaching, the introduction of semester system and the regular revision of the syllabus compel the teachers to use the library seriously. On an average 50 to 125 teachers are working in a post graduate college in the State, where both degree as well as post graduate level courses are offered. All the teachers of the post graduate departments of the 14 post graduate Arts and Science college libraries under study are selected as sample for the present study.

#### **4.5.1.3 Students**

Students are either degree students or post graduate students. Degree students follow the same method of learning what they practice in senior secondary schools, i.e. learning with the help of class notes and prescribed textbooks in the syllabus. These students use the college library very little and the use is mainly for reading general and literary books and general periodicals. On the other hand, the post graduate students use the college library for learning purpose due to the introduction of seminars, assignments, and projects as part of the semester system. Since these students are not provided with class notes, they are using the library very seriously to prepare necessary notes for getting ready for the examinations. So, the post graduate students are considered as the serious users of a college library. On an average there are 1000 to 2000 students

studying for various courses in a post graduate college in the State, out of them 100 to 800 students are post graduate students. All post graduate students are regularly using their college library very seriously. All post graduate student users in the 14 post graduate college libraries under study are selected as sample.

#### **4.5.2 Data Sources**

A close examination of the objectives of the study has enabled the investigator to identify suitable data sources. These sources are:

- 1. Questionnaire administered to the chief librarian of the college libraries under study.**

In order to get background data, a questionnaire containing questions on all important aspects of a college library is constructed and administered to the librarians of the college libraries under study. This questionnaire contains 45 questions grouped into 6 sections, numbered as A to G, meant to collect detailed information on the library in general, on physical facilities, library collection, library staff, technical processes, services offered, and information technology used.

Section A deals with questions to elicit information on the general aspects of the library such as name of the college, year of establishment, number of students and teachers, grade of the library etc. Section B covers questions on the physical facilities of the library such as library building and its location, furniture, lighting, ventilation, property counter, etc. Section C contains questions on the library collection such as total collection, new additions, textbooks, reference books, and journals available, etc. Section D deals with questions on library staff such as number, category, qualifications and experience, etc. Section E contains questions on technical processing such as administrative set up,

classification schemes and catalogue codes used, accessibility offered, charging system used, department libraries maintained etc. Section F deals with questions on the services offered in the library. Section G contains questions on information technology and its use in the library such as availability of computers and its use for different purposes, availability of OPAC, computer networks, Internet connectivity and its use by students and teachers.

The investigator has conducted detailed discussions with the chief librarians of the college libraries under study to clarify the data given in the questionnaire on history; policies and programs; methods and techniques used; modifications made; extension programs carried out; problems created by administrators, users and other library staff; problems in organizing the library resources and services, future programs etc.

The Questionnaire is given as Appendix III

## **2. Questionnaire administered to the post graduate students and teachers of the colleges under study.**

Another questionnaire to be administered to the users is prepared on the basis of the SERVQUAL for measuring service quality of college libraries. The SERVQUAL questionnaire, which is the basis has been suitably modified for the present study. The questionnaire comprises a total number of 85 items which have been given in 3 parts, A, B and C. Part A deals with items on general information about the users, such as name of the user and the college library, sex, category and department to which the user belongs to. Part B contains 40 items on the expectations of the user about a good library. The items are given under five different section heads, namely, physical facilities, library collection, library staff, technical processes, and library services to elicit the user expectations on

various aspects of a good library. Part C covers items on the perceptions of the user in the library. This part also contains 40 items grouped under 5 different sections, namely, physical facilities, library collection, library staff, technical processes, and library services to collect information on users' perceptions on the various aspects of the library. The Questionnaire is given as Appendix - IV.

#### 4.5.3 Data Collection

Fourteen questionnaires for the chief librarians and 3902 questionnaires for teachers and students were administered in the 14 post graduate college libraries under study. All the questionnaires administered to the chief librarians were received back, but only 2485 users, 1994 students and 491 teachers, were responded. Details of user questionnaires distributed and responses received for the study are given in the following table (Table 4.2).

**Table 4.2**  
**User Questionnaire - Distributed and Responded (College wise)**

Sl. No.	College	Distributed			Responded		
		Student	Teacher	Total	Student	Teacher	Total
1	University College, Trivandrum	605	89	694	366	57	423
2	Sree Narayana College, Kollam	338	84	422	249	52	301
3	Catholicate College, Pathanamthitta	245	71	316	82	44	126
4	Sanadana Dharma College, Alappuzha	268	70	338	188	28	216
5	Newman's College, Thodupuzha	48	28	76	33	16	49
6	SB College, Chenganassery	123	75	198	109	43	152
7	Maharajas College, Ernakulam	416	118	534	291	63	354
8	Govt. Victoria College, Palakkad	173	59	232	112	31	143

9	Sree Kerala Varma College, Thrissur	143	49	192	107	42	149
10	M.E.S Mampad College, Malappuram	177	41	218	149	27	176
11	Farook College, Kozhikode	203	81	284	175	46	221
12	St. Mary's College, S. Bathery	54	11	65	20	6	26
13	Govt. Brunnan College, Thalassery	167	46	213	88	26	114
14	Govt. College, Kasaragode	93	27	120	25	10	35
<b>Total</b>		<b>3053</b>	<b>849</b>	<b>3902</b>	<b>1994</b>	<b>491</b>	<b>2485</b>
<b>Percentage</b>		<b>78.24</b>	<b>21.76</b>	<b>100</b>	<b>80.24</b>	<b>19.76</b>	<b>100</b>

The users responses received include 1134 Arts subject, 1148 Science subject, and 203 Commerce subject. The number of user questionnaires distributed and users responded are given in the following table (Table 4.3).

**Table 4.3**  
**User Questionnaire - Distributed and Responded (Subject wise)**

Sl. No.	Subject	Distributed			Responded		
		Student	Teacher	Total	Student	Teacher	Total
1.	Arts	1448	388	1836	915	219	1134
2.	Science	1284	372	1656	915	239	1148
3.	Commerce	321	89	410	164	33	203
<b>Total</b>		<b>3053</b>	<b>849</b>	<b>3902</b>	<b>1994</b>	<b>491</b>	<b>2485</b>

The responded users of the study include 737 male and 1748 female users. The sex wise break up of the distribution of user questionnaires and the responses received are given in the following table (Table 4.4).

**Table 4.4**  
**User Questionnaire - Distributed and Responded (Gender wise)**

Sl. No.	Gender	Distributed			Responded		
		Student	Teacher	Total	Student	Teacher	Total
1	Male	763	464	1227	446	291	737
2	Female	2290	385	2675	1548	200	1748
<b>Total</b>		<b>3053</b>	<b>849</b>	<b>3902</b>	<b>1994</b>	<b>491</b>	<b>2485</b>

#### 4.5.4 Method of Analyses

The SERVQUAL data includes the users' views on Expectations (E) and Perceptions (P). Analysis of the SERVQUAL data can take several forms. Item by item analysis ( $P1-E1$ ,  $P2-E2$ ); dimension by dimension ( $(P1+P2+P3+P4/4) - (E1+E2+E3+E4/4)$ ); and computation of the single measure of service quality ( $(P1+P2+P3+... +P22/22) - (E1+E2+E3+... +E22/22)$ ), the so-called SERVQUAL gap.

The data collected from the various sources are mathematically and statistically analyzed in such a way that they could give easily understandable results. The data are analyzed in an order that could throw light on the objectives of the study. Simple statistical techniques like average/ mean score, and standard deviation, are used to analyze the data and derive necessary conclusions. Suitable tables, and figures are prepared to facilitate easy interpretation and understanding of the results of the study.

General analyses of user expectations (Part B), perceptions (Part C) and quality (Perception minus Expectation) are conducted first.

Then the analyses of the five quality dimensions used in the study, namely physical facilities; document collection; library staff; technical processes; and library service are made. The views of the different categories of users such as students and teachers; users with Arts, Science and Commerce backgrounds; and male and female are analyzed. The mean score and standard deviation score are derived for each category.

Further analysis of the user expectations, perceptions, and the quality of the forty items given in the questionnaire are made next. The views of the different categories of users such as students and teachers; users with Arts, Science and Commerce backgrounds; and male and

female are also analyzed and the mean score and standard deviation score are derived.

Finally, a comparison of the quality of the items and dimensions related to government and private college libraries are made.

# COLLEGE LIBRARY SITUATION IN KERALA

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**CHAPTER V**

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**COLLEGE LIBRARY SITUATION IN KERALA**

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**USERS OF THE LIBRARY**

**PHYSICAL FACILITIES**

**LIBRARY COLLECTION**

**Current Journals**

**LIBRARY STAFF**

**TECHNICAL PROCESSES**

**SERVICES OFFERED**

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## Chapter V

### COLLEGE LIBRARY SITUATION IN KERALA

This chapter briefly discusses the results of the analysis of the data collected through a questionnaire on the physical facilities, collection development, personnel, technical processes, and services rendered by the 14 postgraduate college libraries in Kerala selected for the study.

As in the rest of the country and across the world, the higher education is generally made available through universities and colleges in Kerala also. The State has got a very strong system of affiliated colleges even before the State came in to being. Earlier the colleges were affiliated to the Madras University and then to the Travancore University. Later, on the formation of the Kerala State in 1956, the colleges in the State were affiliated to the Kerala University. There are now seven universities in State, namely Kerala University, Mahatma Gandhi University, Calicut University, Kannur University, Sree Sanakaracharya University of Sanskrit, Cochin University of Science and Technology, and Kerala Agricultural University. But only the first four universities are affiliating the Arts and Science Colleges to them, besides the professional colleges.

The affiliated colleges generally offer degree as well as post graduate courses. A good number of them also offer research programmes in a number of subjects. There are 186 post graduate Arts and Science colleges affiliated to the four universities in the academic year 2004-2005, cutting across the different types of colleges such as Government Colleges, Private Aided Colleges, and Un-Aided (Self-financing) Colleges. The break up of the Post Graduate Arts and Science Colleges affiliated under each of the four universities in the State are given in table 5.1

**Table 5.1**  
**Post Graduate Colleges in Kerala**

<b>University</b>	<b>Govt. College</b>	<b>Private Aided College</b>	<b>Un-Aided College</b>	<b>Total</b>
Kerala	5	34	0	39
Mahatma Gandhi	4	54	19	77
Calicut	12	44	4	60
Kannur	2	4	4	10
<b>Total</b>				<b>186</b>

As the State Government has adopted a liberal policy in sanctioning the self-financing colleges in various streams like Teacher Education, Engineering, Medicine, Dentistry, Nursing, Management Studies, Arts and Science, etc, there may be steady increase in the number of affiliated colleges in the State in coming years.

All these colleges are having their own libraries fulfilling statutory necessity. The college libraries in the state are grouped in to four grades. The grading is based on the strength of the collection development and the number of books and other reading materials issued per annum. There are 68 first grade, 7 second grade, 12 third grade and 103 fourth grade college libraries in the state. It is observed that most of the college libraries in the state are not properly organized, managed, and maintained. Compared to the libraries in private colleges the conditions of the government college libraries are not satisfactory in terms of collection, organization, and services.

As there are a large number of postgraduate colleges in Kerala only 14 postgraduate college libraries, one each from a district, are selected for this study. A college offering maximum number of post graduate courses in the district is selected. The following are the 14 postgraduate colleges:

- 1 University College Library, Trivandrum
- 2 Sree Narayana College Library, Kollam
- 3 Catholicate College Library, Pathanamthitta
- 4 Sanadana Dharma College Library, Alappuzha
- 5 Newman's College Library, Thodupuzha, Idukki
- 6 St' Berchmen's College Library, Changanassery, Kottayam
- 7 Maharaja's College Library, Ernakulam
- 8 Government Victoria College Library, Palakkad
- 9 Sree Kerala Varma College Library, Thrissur
- 10 M.E.S College Library, Mampad, Malappuram
- 11 Farook College Library, Calicut
- 12 St' Mary's College Library, Sultan Battery, Wayanad
- 13 Government Brennan College Library, Thalassery, Kannur
- 14 Kasaragod Government College Library, Kasaragod

The break up of this list with regard to the type of management gives rise to four libraries under government stream and the rest of the ten libraries are under private aided management stream. The location of these libraries in the local administrative area gives the break up as: University College Library, Sree Narayana College Library, Maharaja's College Library and Sree Kerala Varma College Library are located in Corporations, M.E.S College Library, Farook College Library and St' Mary's College Library are in Panchayath and the rest of them are in Municipalities. All these college libraries are grouped under first grade college libraries in the State.

## 5.1 USERS OF THE LIBRARY

Under-graduate students, post graduate students, teachers and non-teaching staff are generally the users of a college library. It may be noted that the entire user community of a library may not be the potential users. Under-Graduate students, Post Graduate Students, Teachers, and Non-Teaching Staff) of the selected postgraduate college libraries are given in table 5.2.

**Table 5.2**  
**Users of the College Libraries under study**

Sl. No	Name of Library	Under Graduate	Post Graduate	Teachers	Non-Teaching Staff	Total
1	University College Library	2110	690	218	57	3073
2	Sree Narayana College Library	2370	486	197	92	3145
3	Catholicate College Library	1950	327	105	80	2462
4	Sanadana Dharma College Library	2143	268	79	70	2560
5	Newman's College Library	1820	190	92	51	2153
6	St' Berchman's College Library	2120	548	123	77	2868
7	Maharaja's College Library	2160	630	122	80	2992
8	Govt. Victoria College Library	2192	430	120	70	2812
9	Sree Kerala Varma College Library	1919	212	106	71	2308
10	M.E.S College Library	1028	198	79	54	1359
11	Farook College Library	1890	473	113	72	2548
12	St' Mary's College Library	918	104	72	48	1132
13	Govt. Brennan College Library	1440	240	81	58	1819
14	Kasaragod Govt. College Library	560	160	40	32	792

Source: Diaries of Concerned Colleges (2003-2004)

The table shows that the Sree Narayana College Library (3145) tops the list of colleges with regard to the number of the users and the University College Library (3073) comes next in the list. It also shows that, the Kasaragod Government College Library (792) is positioned lowest in

the list. In the case of under-graduate students, Sree Narayana College library (2370) comes top and Kasaragod Government College Library (560) come lowest in the list.

In the list of post graduate students, University College Library (690) holds the first position and St' Mary's College Library (104) has positioned last. The table also shows that, University College Library (218) is the highest and Kasaragod Government College Library (40) the lowest in the list of teachers as users.

The table 5.2 indicates that, the numbers of users in all college libraries in the state are very large (average 2288 users). Degree students are the major group of users (average 1758 users) compared to other categories of users, namely postgraduate students (average 354), teachers (average 110) and non-teaching staff (average 65) in the state.

## **5.2 PHYSICAL FACILITIES**

Good physical facilities are highly necessary for the healthy use of the resources and services of a library. Physical facilities in a library may include location of the library in the campus, size and structure of the building, neatness of the library, reader space, tables and chairs, lighting and ventilation, drinking water and toilet facility, property counter etc.

The library should be easily accessible to students and teachers. Location of the library in the campus should be central, i.e. equidistant from all the teaching departments. However, most of the college libraries, University College Library, Catholicate College Library, St' Berchmen's College Library, Government Victoria College Library, Government Brunnen College Library, and Kasaragod Government College Library, are located in a corner of the campus. On the other hand, Farook College

Library, M.E.S College Library, Maharaja's College Library and Sree Narayana College Library are located at the entrance of the college.

It is found that most of the libraries functions in separate building. Three libraries namely, Maharaja's College Library, St' Mary's College Library and Kasaragod Government College Library, are still functioning in a classroom. Sufficient space is not available in most of the libraries for reading and other functions. Farook College Library and St' Berchmen's College Library may be said to be an exception to this general condition. They have made available adequate space for stack, reading and other functions of the library. Number of tables and chairs in the libraries under the purview of the study are not up-to what is actually required.

Unlike the government college libraries under the purview of the study, sufficient lighting and ventilation is provided in all private college libraries. Drinking water and toilet facility is made available only in six libraries namely, Catholicate College Library, Newman's College Library, St' Berchmen's College Library, Government Victoria College Library (drinking water only), M E S College Library, and Farook College Library.

Property counter is not provided in University College Library, Sanadana Dharma College Library, Maharaja's College Library, Government Victoria College Library, St' Mary's College Library, and Kasaragod Government College Library.

It is also observed that among the fourteen college libraries under study, the physical facilities in Catholicate College Library, Newman's College Library, St' Berchmen's College Library, M.E.S. College Library, and Farook College Library are comparatively better than the other libraries. When compared to government college libraries, better physical facilities are provided in private college libraries in the State.

### 5.3 LIBRARY COLLECTION

Collection is the backbone of a library. A college library collection includes documents like textbooks, reference books, newspapers and general periodicals, subject journals, audio-visual materials, manuscripts, maps and atlases, dissertations and theses, and the electronic documents.

The investigator observed that there are textbooks, reference books, volumes of bound periodicals, and non-book items like audio-visual materials, floppies, CDs etc. Table 5.3 gives the number of textbooks, reference books, bound volumes of periodicals, and non-book items available in the 14 postgraduate college libraries under study.

**Table 5.3**  
**Collection of Documents in College Libraries under study**

Sl. No	Name of Library	Books	Reference Books	Bound Journals	Non-Book items
1	University College Library	130867	4256	0	10
2	Sree Narayana College Library	95193	5300	418	205
3	Catholicate College Library	56974	2410	0	0
4	Sanadana Dharma College Library	45044	4500	320	5
5	Newman's College Library	38390	1200	900	0
6	St' Berchmen's College Library	109015	7600	12500	2800
7	Maharaja's College Library	142038	3150	6000	0
8	Government Victoria College Library	92000	5650	0	0
9	Sree Kerala Varma College Library	59560	5200	850	120
10	M.E.S. College Library	33899	3083	44	44
11	Farook College Library	65750	3150	2506	683
12	St' Mary's College Library	30688	1600	50	0
13	Govt. Brennen College Library	41785	700	0	15
14	Kasaragod Govt. College Library	51000	300	0	0

The table shows that, University College Library (130,867), St' Berchmen's College Library (109,015), and Maharaja's College Library

(142,038) have highest collection of books. Six college libraries have a book collection of 50000 to 1 Lakh, and 5 college libraries have less than 50000 books in its stock. St' Mary's College Library (30688) and M.E.S College Library (33899) comes last in the list. It shows that, compared to government college libraries, book collection is high in private college libraries.

Sree Narayana College Library (5300), St' Berchmen's College Library (7600), Government Victoria College Library (5650), and Sree Kerala Varma College Library (5200) have highest number of reference books. But, only 300 reference books are available in Kasaragod Government College Library. As book collection, reference book collection is also very poor in government college libraries.

The number of bound volumes of periodicals is high in St' Berchmen's College Library (12500), and Maharaja's College Library (6000). However, bound volumes of periodicals are not found in the collection of University College Library, Catholicate College Library, Government Victoria College Library, Government Brunnen College Library and Kasaragod Government College Library. Here also, private college libraries are far better to government college libraries.

The table shows that, only two libraries, St' Berchmen's College Library (2800) and Farook College Library (683), have countable collection of non-book materials. Catholicate College Library, Newman's College Library, Maharaja's College Library, Government Victoria College Library, St' Mary's College Library, and Kasaragod Government College Library do not have a single non-book material in their collection. It is to be noted that, non-book materials are found only in private college libraries.

### 5.3.1 Current Journals

Journals are the important source of current information to keep the users abreast of the latest developments and issues in their area of interest. College libraries subscribe important general and subject journals including newspapers. The table 5.4 list out the journals subscribed to and received as gift, both Indian and foreign journals available in the 14 postgraduate college libraries under the purview of the study.

**Table 5.4**  
**Journals available in the College Libraries under study**

Sl. No	Name of Library	Total	Subscribed	Gift	General	Subject	Indian	Foreign	Bound
1	University College Library	52	52	0	36	16	52	0	0
2	Sree Narayana College Library	77	56	21	54	23	73	4	25
3	Catholicate College Library	90	80	10	68	22	86	4	0
4	Sanadana Dharma College Library	96	91	5	56	40	96	0	0
5	Newman's College Library	85	75	10	65	20	82	3	6
6	St' Berchmen's College Library	222	202	20	105	117	202	20	45
7	Maharaja's College Library	41	33	8	33	8	41	0	4
8	Government Victoria College Library	62	52	10	42	20	62	0	0
9	Sree Kerala Varma College Library	91	79	12	38	53	90	1	22
10	M.E.S. College Library	132	111	21	93	39	117	15	35
11	Farook College Library	192	156	36	140	52	182	10	28
12	St' Mary's College Library	48	40	8	33	15	48	0	0
13	Government Brunnen College Library	73	66	7	53	20	73	0	0
14	Kasaragod Government College Library	8	0	8	8	0	8	0	0

The table shows that, highest number of journals are subscribed in St' Berchmen's College Library (202), M.E.S College Library (111) and Farook College Library (156). Maharaja's College Library (33) and St'

Mary's College Library (40) subscribe less than 50 periodicals. No journals are subscribed in Kasaragod Government College Library. It indicates that, private college libraries are subscribing more number of journals than government college libraries.

Highest number of subject journals are subscribed in St' Berchmen's College Library (117), Sree Kerala Varma College Library (53) and Farook College Library (52) Rest of the college libraries subscribe less than 50 subject journals. Kasaragod Government College Library has not subscribed any subject journals during the academic year 2003-2004. When compared to government college libraries, private college libraries subscribe more number of subject journals.

Highest number of foreign journals are subscribed in St' Berchmen's College Library (20), M.E.S. College Library (15) and Farook College Library (10). No foreign journals are subscribed in University College Library, Sanadana Dharma College Library, Government Victoria College Library, St' Mary's College Library, Government Brunnen College Library and Kasaragod Government College Library. It is to be noted that, foreign journals are only subscribed in private college libraries.

The St' Berchmen's College Library (45) bind and keep highest number of journals, followed by M.E.S College Library (35) and Farook College Library (28). Journals are not bound in University College Library, Catholicate College Library, Sanadana Dharma College Library, Government Victoria College Library, St' Mary's College Library, Government Brunnen College Library, and Kasaragod Government College Library. Government college libraries far behind to private college libraries in the matter of binding important journal titles.

In short, the table shows that, unlike government college libraries, good numbers of journals are available in private college libraries.

## 5.4 LIBRARY STAFF

All the college libraries have minimum number of staff comprising of a chief librarian, assistant librarian, and library assistants. The chief librarian of all college libraries, except in Government Victoria College Library, M.E.S. College Library and Kasaragod Government College Library, is a postgraduate in Library and Information Science with or without a postgraduate degree in any discipline. The chief Librarian of the St' Berchmen's College Library has an M.phil degree in Library and Information Science.

The assistant librarians in six college libraries, though the prescribed qualification for the post is only a Certificate in Library and Information Science, have degree or postgraduate degree in Library and Information Science. The assistant librarians in Sree Narayana College Library, and Government Victoria College Library have higher qualifications than that of the chief librarian.

Most of the library assistants have SSLC and above qualifications and very few are with a Certificate in Library and Information Science. The department libraries are generally managed by non-professionals, except in a few cases.

Highly qualified chief librarians and assistant librarians are found in private college libraries unlike in the government college libraries. Library assistants in all college libraries in the state are non-professionals and they manage department libraries in colleges. A non-professional librarian cannot offer good library and information services.

## 5.5 TECHNICAL PROCESSES

Dewey Decimal Classification or Colon Classification scheme is used in most of the college libraries under study. St' Mary's College

Library uses a local system of class numbers even today. Standard catalogue code like Classified Catalogue Code or AACR are used in these libraries. Kasaragod Government College Library does not have a catalogue and Government Brunnen College Library uses a local code for preparing catalogue entries. Majority of the college libraries use card form of catalogue. University College Library and M.E.S College Library have Online Public Access Catalogue (OPAC). Government Brunnen College Library still uses a typed book catalogue.

Open access system is offered in all college libraries except in Government Brunnen College Library. Card and ledger charging system is popular among all the college libraries under the purview of the study. However, St' Berchmen's College Library has applied computer for this function. Among the 14 college libraries under this study, five are centralized and others follow department library system.

It is observed that the collection in department libraries are neither classified nor catalogued. They are organized on the basis of topics and type of documents. Proper technical processing is done in private college libraries unlike the government college libraries in the state. Scientific classification schemes and catalogue codes, good physical form of catalogue, open access, and good charging system are largely used in private college libraries when compared to government college libraries. Department library system is common in government college libraries than in private college libraries in the state.

## **5.6 SERVICES OFFERED**

All the 14 college libraries under the purview of this study are offering loan service, and reference service. Xerox service is commonly offered in all private college libraries, but it is not found in government college libraries. Current awareness service, like announcement, or

exhibition of new arrivals is offered in most of the college libraries under study except in the University College Library, Sanadana Dharma College Library, St' Mary's College Library and Kasaragod College Library. Bibliographic services like compilation of bibliographies on demand or publication of current content lists are done in Sree Narayana College Library, Newman's College Library, St' Berchmen's College Library and Farook College Library.

It is found that government college libraries and department libraries offer loan service only. But, in addition to the loan service, private college libraries in the state offer modern services like Xerox service, current awareness service and bibliographic service to their users.

Modern information technologies like computers are not common in all college libraries. Internet connectivity is also not generally made available. Very few libraries offer Internet service. Computers in college libraries are mainly used for creating the database/catalogue.

A cross examination of the physical facilities provided, total collection developed, staff employed, technical processes carried out, and the services rendered in college libraries in Kerala under the purview of this study drives us home to the fact that Sree Narayana College Library, St' Berchmen's College Library, and Farook College Library are comparatively in a better position.

This chapter merely narrates the present state of affairs of college libraries in the State. Now the question arises whether these libraries are functioning to the maximum satisfaction of their users, mainly students and teachers. The next chapter analyses the quality of the college libraries in Kerala based on the perceptions and expectations of the users.

# QUALITY OF COLLEGE LIBRARIES IN KERALA

Abdul Majeed K. C. "College library services a quality assessment" Thesis.  
Department of Library and Information Science , University of Calicut, 2005

**CHAPTER VI**

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**QUALITY OF COLLEGE LIBRARIES IN KERALA**

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**GENERAL ANALYSIS**

**DIMENSION WISE ANALYSIS**

**ITEM WISE ANALYSIS**

**GOVERNMENT AND PRIVATE COLLEGE LIBRARY WISE ANALYSIS**

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## Chapter VI

### QUALITY OF COLLEGE LIBRARIES IN KERALA

A college library is the repository of knowledge and information which are accessible to any one who wants to make use of it, whether teacher or student. In order to keep abreast with the fast changing world around him, a teacher, necessarily, has to update the knowledge of the subject he deals with. He can have his skills and fine-tune the methods of teaching by an efficient use of the facilities in a library. To the student, a library opens out new vistas of knowledge, which he/she can explore and get immersed in. He can supplement the knowledge of the subject that he gets from the classroom by using the library. In a college, a library is the nodal point where the academic interest of students and teachers coalesce in pursuit of the teaching-learning process.

This chapter discusses the details of the quality of the college libraries in Kerala based on the responses of the students and teachers to a questionnaire on the expectations and the perceptions about their college libraries. It discusses the analysis in general, as well as the quality according to dimensions and type of management of the colleges. Further analysis is made according to the user categories, such as status (students and teachers), subject backgrounds (Arts, Science and Commerce), and gender (male and female).

The quality of a service organization can be decided on the basis of customer expectations and the perceptions about its products and services. And the quality is measured in terms of the gap between the customer expectations and perceptions ( $Q = P - E$ , where Q stands for Quality, P stands for Perception and E stands for Expectation). Library being a service organization, its quality can be measured from the user expectations and perceptions about the physical facilities, collections, staff,

technical processes, and services in a library. Here the quality is the gap between the user perceptions and expectations, i.e. Perceptions minus Expectations are the Quality ( $P - E = Q$ ). If the gap is negative, i.e. Perception is lower to Expectations ( $P < E$ ), the Quality is Low, if it is positive, i.e. Perception is higher to Expectation ( $P > E$ ), the Quality is High, and if it is neutral, i.e. Perception is equal to Expectation ( $P = E$ ), the Quality is Minimum.

A student or a teacher in a college expects good physical facilities, such as good building and comfortable furniture, proper lighting and ventilation, sufficient reader space, calm and quite atmosphere for reading and reference, good collection of textbooks, reference books and journals in a well organized manner, properly qualified and experienced library staff and their timely and proper assistance and guidance, up-to date library catalogue with several access points, modern library and information services etc. from his/her library.

The expectations of students and teachers may be formed out of their past experience with libraries, communications from external agencies, personal needs and preferences, or information from teachers, friends or relatives. With some expectations in mind, a student or a teacher visit the library and use the facilities and services there. Based on their actual experience in the library and the expectations in mind, a student or a teacher can respond on the level of perceptions about their library, its facilities, collections, staff, and services.

User perceptions are defined as the reality as far as the customer and service quality is concerned. In libraries, it is the real experience of the user who uses the library resources and services.

Based on the gap theory, i.e. Perception minus Expectation is Quality, the student's and teacher's expectations and perceptions about

the college libraries in Kerala are analyzed generally, as well as according to items and dimensions of quality. The users' views with regard to expectations and perceptions are measured in a five-point scale, Strongly Dis-Agree (1), Agree (2), Neither Agree nor Disagree (3), Agree (4) and Strongly Agree (5). The expectation and perception score (mean score) up to three ( $< 3$ ) is treated as low, three to four (3-4) as medium and more than four ( $4 >$ ) as high. The results are as follows:

### **6.1 GENERAL ANALYSIS**

Data for the study was collected through a questionnaire consisting of forty items of library quality, which belongs to five quality dimensions namely Physical Facilities (6 items), Library Collection (8 items), Library Staff (9 items), Technical Processes (7 items) and Library Service (10 items). All these items are vital to assess the quality of a library. The expectations, perceptions, and the quality of these items are analyzed in general, and also according to the status, subject background, and gender of the users.

The analysis of the forty items of quality in general is done to derive the overall expectation, perception and quality of the college libraries in Kerala. The mean score is given to represent the users' view with regard to the expectations, and perceptions, and the standard deviation is given to show the variations in the views of each category of users from the other. And the difference between the mean scores of perception and expectation is derived to ascertain the quality.

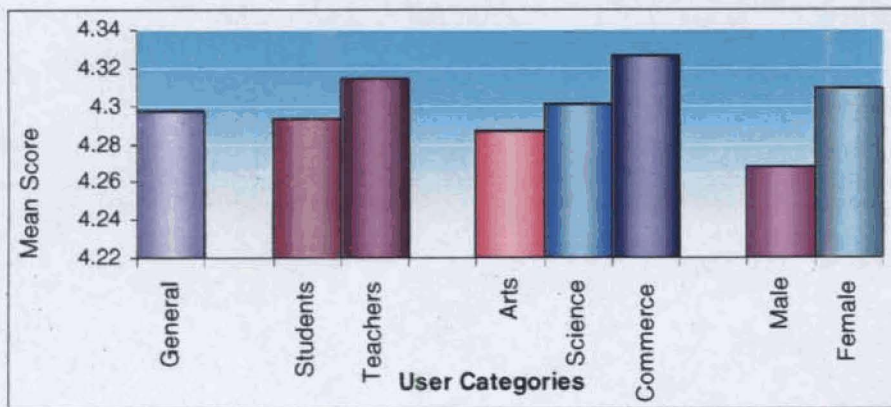
#### **User Expectations about the College Libraries in Kerala**

The overall mean score of the expectations (4.297 with SD 0.752) shows that most of the students and teachers agree/ strongly agree with all the items and dimensions of the expectations about the 'quality of the

college libraries' in Kerala. Similar results are obtained in the case of the students (mean 4.293 with SD 0.756) and teachers (mean 4.314 with SD 0.729), the users with Arts (mean 4.287 with SD 0.775), Science (mean 4.301 with SD 0.729) and Commerce (mean 4.326 with SD 0.733) subject backgrounds, and the male (mean 4.268 with SD 0.781) and female users (mean 4.309 with SD 0.738) (See table 6.1).

The expectations of the users in general as well as according to the different categories are shown in the figure 6.1.

**Fig. 6.1 User Expectations about the College Libraries in Kerala**



The figure shows that, among the different categories of users, the teachers, the users with Commerce subject background, and the female users have comparatively higher expectations than the others in the category.

### **User Perceptions about the College Libraries in Kerala**

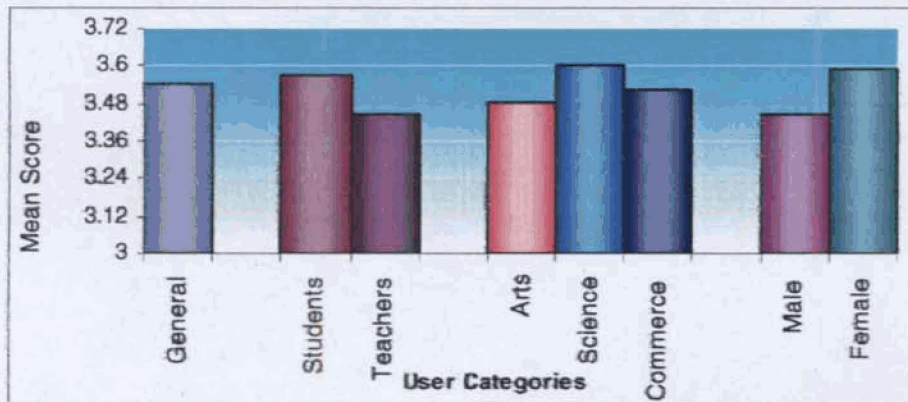
The average score of users' perceptions about the college libraries in Kerala (mean 3.546 with SD 1.045), shows that more than half of the users have high perceptions and the remaining are having low perceptions about their college libraries. Similar levels of perceptions are found in the case of the students (mean 3.57, SD 1.042) and teachers (mean 3.448, SD 1.048), the users with Arts (mean 3.484, SD 1.1), Science (mean 3.602, SD

0.984) and Commerce (mean 3.525, SD 0.962) backgrounds, and the male (mean 3.445, SD 1.081) and female (mean 3.588, SD 1.025) users (See table 6.1).

However, there are considerable variations in the views of the students and the teachers, the users with Arts background, and the male and female users (SD above 1).

The perceptions of the users with respect to status, subject background and gender are shown in the figure 6.2.

**Fig. 6.2 User Perceptions about the College Libraries in Kerala**



The figure shows that, among different user categories, the students, the users with Science background, and the female users have higher perceptions than that of the others.

### Quality of the College Libraries in Kerala

The analysis of the gap between the expectations and perceptions of users about the college libraries shows that the quality of the college libraries in Kerala under study in general is low. It is evident from the gap (-0.751) between the overall mean score of the user expectations (4.297) and the perceptions (3.546). It indicates that the users expectations are above to their perceptions. Same view is expressed by the students (gap score -0.723) and the teachers (gap score -0.866), the users with Arts (gap

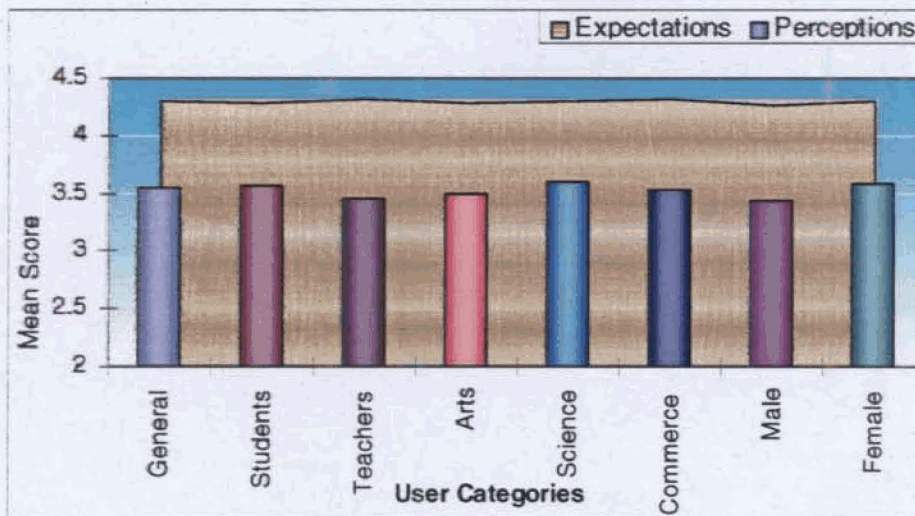
score -0.804), Science (gap score -0.699) and Commerce (gap score -0.801) subject backgrounds, and the male (gap score -0.822) and female users (gap score -0.722) of the college libraries in Kerala.

**Table 6.1 College Libraries in Kerala:  
Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.57	1.042	4.293	0.756	-0.723
	Teachers	3.448	1.048	4.314	0.729	-0.866
Subject	Arts	3.484	1.100	4.287	0.775	-0.804
	Science	3.602	0.984	4.302	0.729	-0.699
	Commerce	3.525	0.962	4.326	0.733	-0.801
Gender	Male	3.445	1.081	4.268	0.781	-0.822
	Female	3.588	1.025	4.309	0.738	-0.722
<b>Overall</b>		<b>3.546</b>	<b>1.045</b>	<b>4.297</b>	<b>0.752</b>	<b>-0.751</b>

The gap scores show that the quality perceived by all the categories of users is much below to their expected quality. There are no much differences in the quality perceived by a user group from that of the others.

**Fig. 6.3. College Libraries in Kerala:  
Quality analysis**



The table 6.1 as well as the figure 6.3 shows that, in different categories of users, the students, the users with Science background, and the female users have better perceptions about the quality of the college libraries in Kerala than the others in the category.

There may be several reasons for the low quality of the college libraries in Kerala. The major reasons may include:

1. Lack of concern for quality on the part of the librarian and the administrators
2. Inadequate Budget
3. Inadequate collection of textbooks, reference books and journals
4. Unorganized collection
5. Improper maintenance of collection
6. Closed access system followed in college libraries
7. Inadequate professional staff
8. Lack of use of information technology
9. Lack of use of proper tools, methods and techniques
10. Lack of proper library catalogue
11. Inadequate physical facilities and working hours
12. Non-provision of useful information services like user education, current awareness service, xerox service, internet service etc.
13. Lack of extension services like exhibitions, talks, lectures, etc.

## **6.2 DIMENSION WISE ANALYSIS**

In addition to the general analysis of the users responses about the quality of the college libraries in Kerala, further analysis is made on the five dimensions of the quality of college libraries in Kerala. The perceived quality of each of these five dimensions, namely Physical Facilities, Document Collection, Library Staff, Technical Processes, and Library Service are further analyzed according to the user categories, such as

status (students and teachers), subject backgrounds (Arts, Science and Commerce), and gender (male and female). The results are as follows:

### **Dimension 1: Physical Facilities**

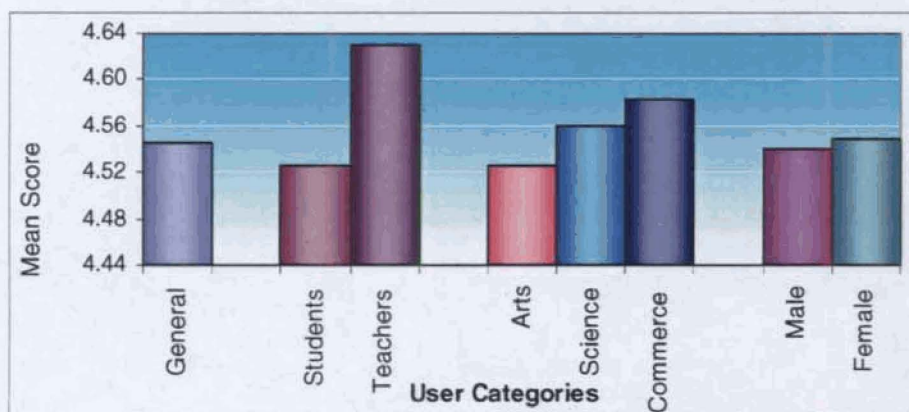
A college library is supposed to have the physical facilities like, easily accessible location, good layout, sufficient reader space, good lighting and ventilation, neat and clean library premises, spacious building and furniture etc. Adequate physical facilities are necessary for the effective use of the library resources and services. A good building with adequate space, lighting and ventilation, furniture etc. will attract the students and teachers to the library. If not, the users may hesitate to enter in to the library, which in turn may affect their academic work. Not only that, the library may fail to meet the aim of maximum of exploitation of the resources and services by users. Therefore, Physical Facilities is considered as one of the important dimensions of the quality of the college libraries.

### **User Expectations**

The overall user expectations shows that, majority of the users have great expectations (mean 4.456 with SD 0.636) about the physical facilities of the college libraries. Similar results are obtained in the case of different user categories such as the students (mean 4.525 with SD 0.647) and teachers (mean 4.63 with SD 0.58), the users with Arts (mean 4.526 with SD 0.674), Science (mean 4.559 with SD 0.6) and Commerce (mean 4.582 with SD 0.61) subject backgrounds, and the male (mean 4.539 with SD 0.645) and female users (mean 4.549 with SD 0.632) (See table 6.2).

The expectations of the different categories of users with regard to the dimension 'Physical Facilities' in the college libraries in Kerala is shown in the figure 6.4.

**Fig. 6. 4 User Expectations about the Physical Facilities in the college libraries in Kerala**



The figure shows that, in different categories of the users, the teachers, the users with Commerce background, and the female users have higher expectations about the 'Physical Facilities' than the others in the group.

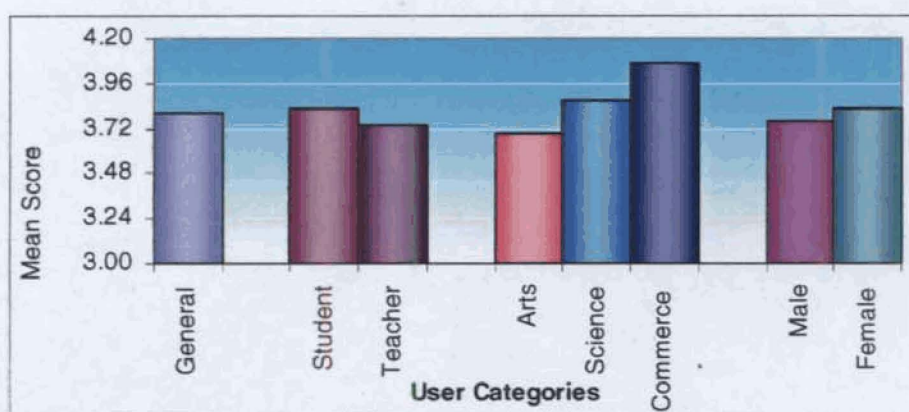
### User Perceptions

The analysis shows that, more than half of the users have good perceptions (mean 3.805 with SD 1.032) about the 'Physical Facilities' available in the college libraries in Kerala. Similarly the students (mean 3.822 with SD 1.025) and teachers (mean 3.735 with SD 1.057), the users with Arts (mean 3.695 with SD 1.121), Science (mean 3.868 with SD 0.955) and Commerce (mean 4.067 with SD 1.035) subject backgrounds, and the male (mean 3.759 with SD 1.048) and female users (mean 3.825 with SD 1.024) also have more or less the same views with regard to the Physical Facilities available in the college libraries in Kerala (See table 6.2).

However, there are great variations (SD above 1) in the views of the users belonging to all categories, except in the case of the users with Science background.

The perceptions of the different categories of users with regard to the dimension 'Physical Facilities' in the college libraries in Kerala is shown in the figure 6.5.

**Fig. 6.5 User Perceptions about the Physical Facilities in the college libraries in Kerala**



The figure shows that, among the different categories of users, the students, the users with Commerce background and the female users have comparatively higher perceptions about the 'Physical Facilities' than the others in the group.

### Quality

The analysis of the gap between the user expectations and perceptions about the dimension 'Physical Facilities' in the college libraries in Kerala shows that it has a low perceived quality (-0.741). The gap score of the different categories of users shows that, the students (-0.703) and teachers (-0.895), the users with Arts (-0.831), Science (-0.692) and Commerce (-0.515) backgrounds, and the male (-0.781) and female (-0.724) users similar views with regard to the perceived quality of the dimension 'Physical Facilities' in the college libraries in Kerala.

The expectations and perceptions and the perceived quality of the dimension 'Physical Facilities' in the college libraries in Kerala by the

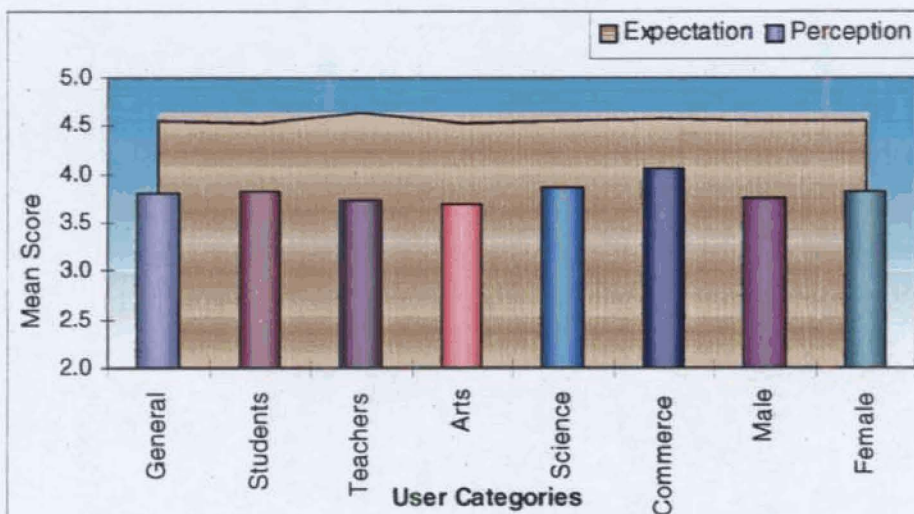
different categories of users are shown in the table 6.2 as well as in the figure 6.6.

**Table 6.2 Physical Facilities in the college libraries in Kerala:  
Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.822	1.025	4.525	0.647	-0.703
	Teachers	3.735	1.057	4.63	0.58	-0.895
Subject	Arts	3.695	1.121	4.526	0.674	-0.831
	Science	3.868	0.955	4.559	0.6	-0.692
	Commerce	4.067	1.035	4.582	0.61	-0.515
Gender	Male	3.759	1.048	4.539	0.645	-0.781
	Female	3.825	1.024	4.549	0.632	-0.724
<b>Overall</b>		<b>3.805</b>	<b>1.032</b>	<b>4.546</b>	<b>0.636</b>	<b>-0.741</b>

The gap scores show that, in different user categories, the perceived quality of the dimension 'Physical Facilities' in the college libraries in Kerala is comparatively higher to the students, the users with Commerce background and the female users than the others in the category.

**Fig. 6.6 Physical Facilities in the college libraries in Kerala:  
Quality analysis**



It is observed that, majority of the college libraries in the State functions not in separate buildings. The libraries having separate building are not ideally located. The reader space provided is inadequate due to lack of sufficient space. As majority of the library buildings are old, the lighting and ventilation provided are inadequate. The shelves and other furniture are of old type hence not comfortable and the library premises are not neat and clean. So, lack of separate library building and good layout, use of old buildings, inadequate reader space, distant location of library from teaching departments and classrooms, lack of maintenance of the library premises neat and clean, use of old and damaged furniture etc. may be the major reasons for the low quality of Physical Facilities in the college libraries in Kerala.

#### **Dimension 2: Document Collection**

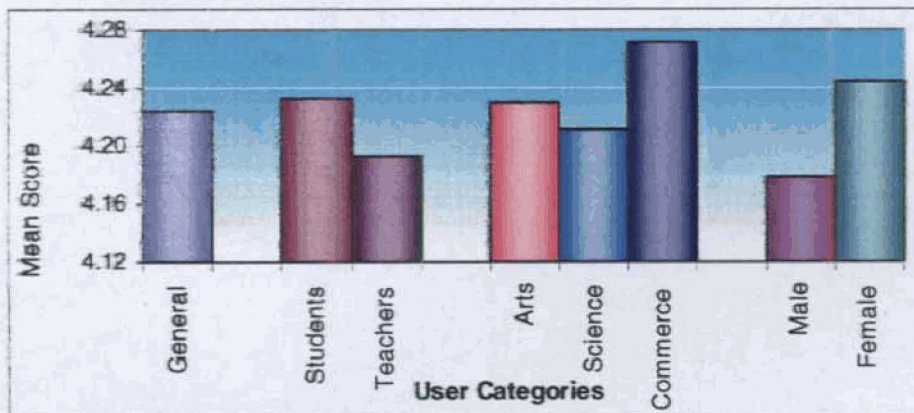
The college libraries have to procure and maintain good collection of textbooks, reference books, journals and other sources of information for supporting the academic work of students and teachers. Library collection is the basis of all information services offered in a library. The library use is greatly depended on the collection available there. Hence the collection available in a college library affects the quality of education imparted there. The collection should be organized properly and it must be easily retrievable also. The new documents acquired in the library should be exhibited separately and list of new additions must be well circulated. Not only that, the college library has to prepare necessary tools to connect each student and teacher with his/her needed documents easily. So, the collection, its organization, access, retrieval, provision for loan, etc. in a college library are very significant. Therefore, document collection is considered as an important dimension to be considered while assessing the quality of the college libraries.

## User Expectations

The overall expectations of the users with regard to the dimension 'Document Collection' in the college libraries in Kerala shows that, majority of the users have high expectations (mean 4.225 with SD 0.779) about the document collection in the college libraries. Similar views are found in the case of the students (mean 4.233 with SD 0.776) and teachers (mean 4.192 with SD 0.773), the users with Arts (mean 4.23 with SD 0.784), Science (mean 4.211 with SD 0.772) and Commerce (mean 4.272 with SD 0.769) subject backgrounds, and the male (mean 4.178 with SD 0.823) and female users (mean 4.245 with SD 0.758) in this regard (See table 6.3).

The expectations of the different categories of users with regard to the dimension 'Document Collection' in the college libraries in Kerala is shown in the figure 6.7.

**Fig. 6. 7 User Expectations about the Document Collection in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Commerce background, and the female users have higher expectations about the 'Document Collection' than the others in the category.

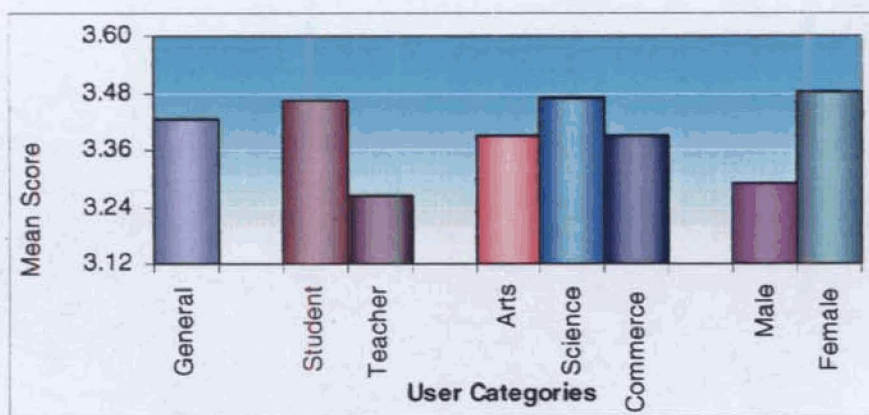
## User Perceptions

More than half of the users have perceived (mean 3.426 with SD 1.072) that adequate collection of documents are available in their college libraries. Similar results are obtained in the case of the students (mean 3.466 with SD 1.067) and teachers (mean 3.266 with SD 1.075), the users with Arts (mean 3.391 with SD 1.119), Science (mean 3.468 with SD 1.023) and Commerce (mean 3.39 with SD 1.059) backgrounds, and the male (mean 3.292 with SD 1.118) and female users (mean 3.483 with SD 1.047) with regard to the 'Document Collection' available in the college libraries in Kerala (See table 6.3).

However, there are variations in the views of the users belonging to all categories (SD above 1) regarding it.

The perceptions of the different categories of users with regard to the dimension 'Document Collection' in the college libraries in Kerala is shown in the figure 6.8.

**Fig. 6.8 User Perceptions about the Document Collection in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Science background and the female users have comparatively higher perceptions about the 'Document Collection' in the college libraries in Kerala than the others in the category.

## Quality

The analysis of the gap between the user expectations and the perceptions about the dimension 'Document Collection' in the college libraries in Kerala shows that it has a low perceived quality (-0.799) compared to their expectations. The gap score of the different categories of users shows that, the students (-0.767) and teachers (-0.926), the users with Arts (-0.839), Science (-0.744) and Commerce (-0.882) backgrounds, and the male (-0.887) and female users (-0.762) also have similar views with regard to the perceived quality of the dimension 'Document Collection' in the college libraries in Kerala.

The user expectations, the perceptions and the perceived quality of the dimension 'Document Collection' in the college libraries in Kerala is shown in the table 6.3 as well as in the figure 6.9.

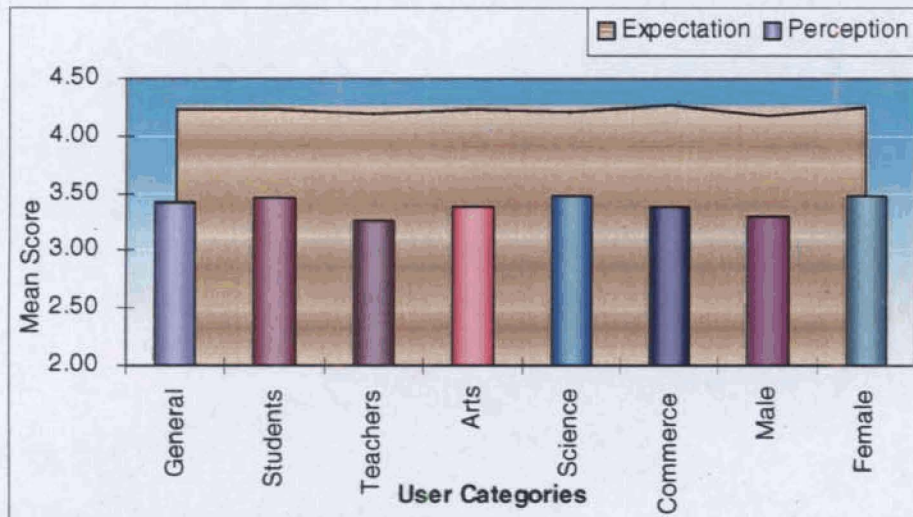
**Table 6.3 Document Collection in the college libraries in Kerala:  
Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.466	1.067	4.233	0.776	-0.767
	Teachers	3.266	1.075	4.192	0.773	-0.926
Subject	Arts	3.391	1.119	4.23	0.784	-0.839
	Science	3.468	1.023	4.211	0.772	-0.744
	Commerce	3.39	1.059	4.272	0.769	-0.882
Gender	Male	3.292	1.118	4.178	0.823	-0.887
	Female	3.483	1.047	4.245	0.758	-0.762
<b>Overall</b>		<b>3.426</b>	<b>1.072</b>	<b>4.225</b>	<b>0.779</b>	<b>-0.799</b>

The comparison of the gap score shows that, in different user categories, the perceived quality of the dimension 'Document Collection' in the college libraries in Kerala is comparatively higher to the students,

the users with Science background and the female users than the others in the category.

**Fig. 6.9 Document Collection in the college libraries in Kerala: Quality analysis**



It is observed that, the main collection of the college libraries in the State is textbooks. The reference book collection, journal collection and other forms of collections are very poor. Even the textbook collection is not developed on the basis of actual user needs. There is no attempt being made to study the actual needs of the users while acquiring new documents in the college libraries. Majority of the college libraries in the State are not exhibiting the new arrivals properly due to lack of space. Moreover, majority of the college libraries in Kerala are offering closed access to their collection due to lack of sufficient staff. In almost all the college libraries in the State, there are restrictions in lending out the books. Therefore, lack of user based and need based collection development, inadequate collection of reference books and journals, closed access, lack of multiple copies of most needed documents, lack of adequate document budget, etc. may be the major reasons for the low quality of library collection in the college libraries in Kerala.

### **Dimension 3: Library Staff**

Properly qualified and adequately experienced staff is a prerequisite for the efficient functioning of a college library. They procure, process, organize and provide needed document collection and render services to students and teachers. They are responsible for making the documents serviceable. They have to understand the user needs, develop the collection suitable for meeting these needs, process and organize the collection, help the users, answer user queries, develop confidence among users, provide needed attention to the users, etc. For that, the library staff should have sufficient general as well professional qualifications, knowledge and experience about the collection, facilities, library operations and services. The students and teachers, especially the new comers need special attention of staff in the college libraries. It is the duty of the library staff to provide the information requirements of students and teachers, otherwise their academic work will be adversely affected. As the performance of library staff greatly affects the use of library resources and services by students and teacher, the library staff is treated as one of the important dimension of college library quality.

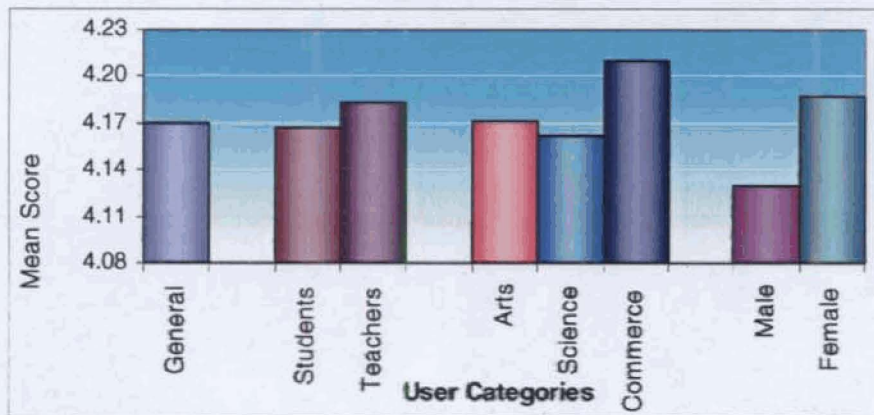
#### **User Expectations**

In the case of the dimension 'Library Staff', majority of the users highly expect (mean 4.17 with SD 0.815) that, the college libraries should have adequate number of qualified and experienced staff to assist the users as well as to do the library works properly and timely. The users in the different categories such as students (mean 4.167 with SD 0.808) and teachers (mean 4.183 with SD 0.84), the users with Arts (mean 4.172 with SD 0.791), Science (mean 4.162 with SD 0.791) and Commerce (mean 4.21 with SD 0.788) subject backgrounds, and the male (mean 4.13 with SD 0.848) and female users (mean 4.187 with SD 0.799) also have similar views

with regard to the dimension 'Library Staff' in the college libraries in Kerala (See table 6.4).

The expectations of the different categories of users with regard to the dimension 'Library Staff' in the college libraries in Kerala is shown in the figure 6.10.

**Fig. 6. 10 User Expectations about the Library Staff in the college libraries in Kerala**



The figure shows that, in different categories of users, the teachers, the users with Commerce background, and the female users have higher expectations about the 'Library Staff' than the others in the category.

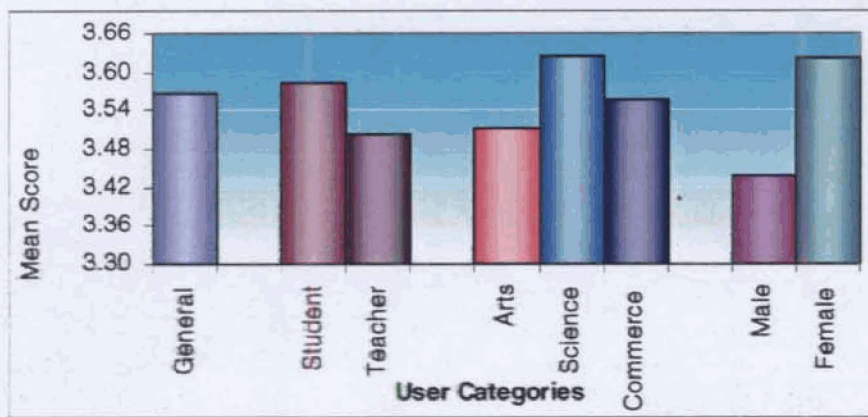
### User Perceptions

The overall mean score shows that, more than half of the users have high perceptions (mean 3.568 with SD 0.989) about the dimension 'Library Staff' in the college libraries in Kerala. There are not much differences in the views of the different categories of users, such as the students (mean 3.584 with SD 0.99) and teachers (mean 3.503 with SD 0.978), the users with Arts (mean 3.511 with SD 1.041), Science (mean 3.626 with SD 0.933) and Commerce (mean 3.557 with SD 0.955) backgrounds, and the male (mean 3.438 with SD 1.031) and female users (mean 3.622 with SD 0.964) with regard to the library staff employed in the college libraries in Kerala (See table 6.4).

However, there are some variations in the views of the users with Arts background and the male users (SD above 1).

The perceptions of the different categories of users with regard to the dimension 'Library Staff' in the college libraries in Kerala is shown in the figure 6.11.

**Fig. 6.11 User Perceptions about the Library Staff in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Science background and the female users have comparatively higher perceptions about the 'Library Staff' than the others in the category.

### Quality

The analysis of the gap between the user expectations and the perceptions about the dimension 'Library Staff' in the college libraries in Kerala shows that it has a very low perceived quality (-0.602) compared to their expectations. Similar views are found to the different categories of users such as the students (-0.583) and teachers (-0.68), the users with Arts (-0.661), Science (-0.536) and Commerce (-0.653) subject backgrounds, and the male (-0.692) and female users (-0.565) about the perceived quality of the dimension 'Library Staff' in the college libraries in Kerala.

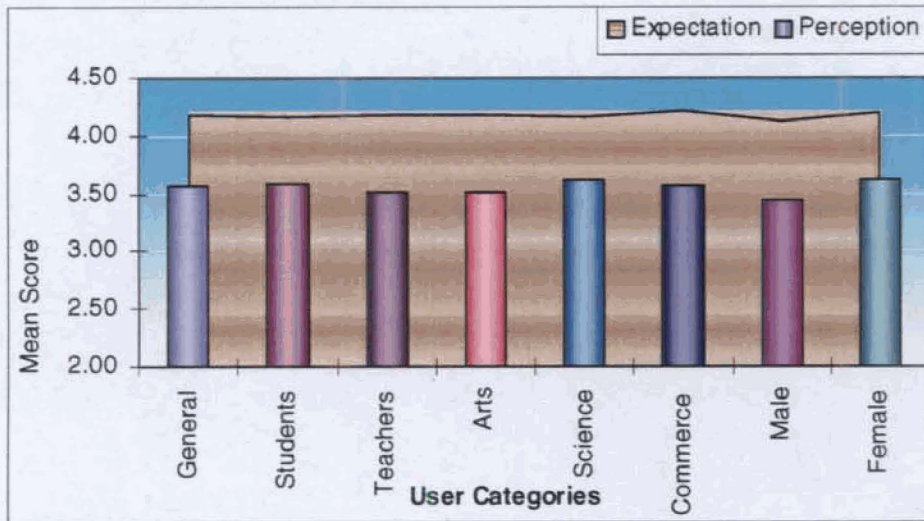
The user expectations, the perceptions and the perceived quality of the dimension 'Library Staff' in the college libraries in Kerala is shown in the table 6.4 as well as in the figure 6.12.

**Table 6.4 Library Staff in the college libraries in Kerala:  
Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.584	0.99	4.167	0.808	-0.583
	Teachers	3.503	0.978	4.183	0.84	-0.68
Subject	Arts	3.511	1.041	4.172	0.791	-0.661
	Science	3.626	0.933	4.162	0.791	-0.536
	Commerce	3.557	0.955	4.21	0.788	-0.653
Gender	Male	3.438	1.031	4.13	0.848	-0.692
	Female	3.622	0.964	4.187	0.799	-0.565
Overall		3.568	0.989	4.17	0.815	-0.602

The comparison of the gap score shows that, in different user categories, the perceived quality of the dimension 'Library Staff' in the college libraries in Kerala is comparatively higher to the students, the users with Science background and the female users than the others in the category.

Fig. 6.12 Library Staff in the college libraries in Kerala:  
Quality analysis



Inadequate staff is a common problem of the college libraries in the State. A college library normally has one librarian (professional), one assistant librarian (semi-professional) and two or three library assistants (non-professionals) as library staff. The post of assistant librarian is available only in first grade college libraries. In addition to that, there is one library assistant for each department library. As there is only one professional staff, his/her workload is very high. The professional librarian has to manage the library, its staff and the users, do technical and other professional works, attend college council meetings, etc. The semi-professional or the non-professionals cannot assist the librarian in these matters. As the number of professional and non-professional staff is inadequate, the library staff fails to help the users to locate needed documents, complete the processing of new documents in time, attend and answer each user's queries, develop confidence among the users, etc. So, the students and teachers have perceived the quality of the performance of the library staff in the college libraries in the State low. Therefore, lack of sufficient professional and non-professional staff may be the major reason for the low quality of library staff in the college libraries in Kerala. Now the Government of Kerala is seriously working for

reducing the number of staff in colleges, which may result in further reduction of library staff in the college libraries in the State.

#### **Dimension 4: Technical Processes**

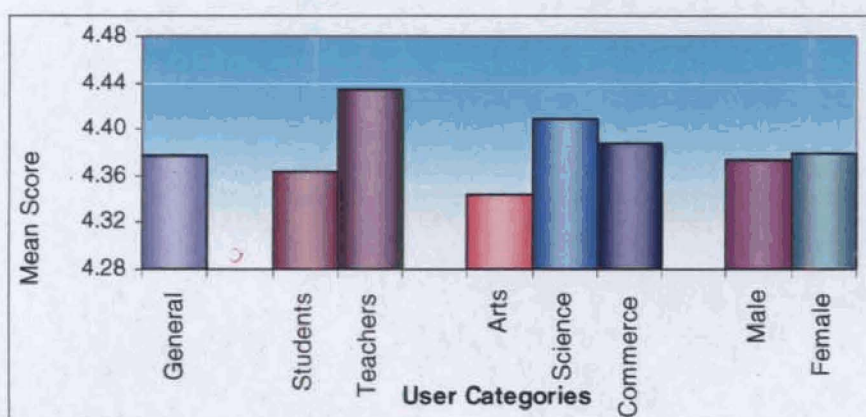
Every library has to perform the works like, acquisition, accessioning, classification, cataloguing, completion work, shelving and re-shelving, rectification, circulation, etc. The timely completion of all these library works is necessary for the good functioning of libraries. The students and teachers require needed documents in time. For that the library has to acquire documents, process it, shelve it, re-shelve the documents at return counter and reading tables, rectify the shelves, etc. in time. Otherwise, it may affect their academic work. So, it is the duty of the library to do its works in time and enable each student and teacher to get his/her needed document in time. Therefore, technical processes carried out in the college libraries are considered as one of the important dimension of quality of the college libraries.

#### **User Expectations**

It is found that, majority of the users have high expectations (mean 4.377 with SD 0.733) about the dimension 'Technical Processes' in the college libraries in Kerala. The students (mean 4.363 with SD 0.744) and teachers (mean 4.434 with SD 0.681), the users with Arts (mean 4.343 with SD 0.762), Science (mean 4.409 with SD 0.703) and Commerce (mean 4.388 with SD 0.706) backgrounds, and the male (mean 4.373 with SD 0.757) and female users (mean 4.379 with SD 0.722) also have similar views with regard to the expectation of the 'Technical Processes' in the college libraries in Kerala (See table 6.5).

The expectations of the different categories of users with regard to the dimension 'Technical Processes' in the college libraries in Kerala is shown in the figure 6.13.

**Fig. 6. 13 User Expectations about the Technical Processes in the college libraries in Kerala**



The figure shows that, in different categories of the users, the teachers, the users with Science background, and the female users have higher expectations about the 'Technical Processes' than the others in the category.

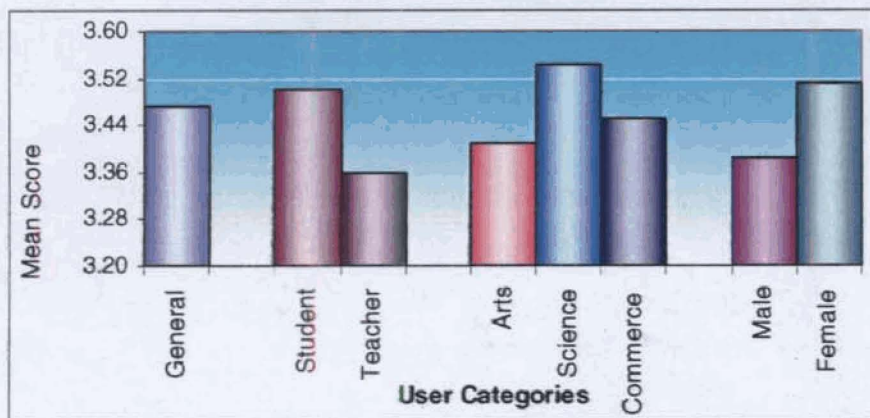
### User Perceptions

More than half of the users in the college libraries in Kerala viewed (mean 3.474 with SD 1.063) that the 'Technical Processes' are carried out in their college libraries properly and timely. Similar views are found to the users belonging to different user categories such as the students (mean 3.502 with SD 1.062) and teachers (mean 3.359 with SD 1.053), the users with Arts (mean 3.407 with SD 1.104), Science (mean 3.543 with SD 1.022) and Commerce (mean 3.453 with SD 1.033) subject backgrounds, and the male (mean 3.385 with SD 1.085) and female users (mean 3.511 with SD 1.05) in this regard (See table 6.5).

However, there are variations (SD above 1) in the views of the users belonging to all categories with regard to the 'technical processing' in the college libraries in Kerala.

The perceptions of the different categories of users with regard to the dimension 'Technical Processes' in the college libraries in Kerala is shown in the figure 6.14.

**Fig. 6.14 User Perceptions about the Technical Processes in the college libraries in Kerala**



The figure shows that, in different categories of users, the students, the users with Science background and the female users have comparatively higher perceptions about the 'Technical Processes' than the others in the category.

### Quality

The analysis of the gap between the user expectations and the perceptions about the dimension 'Technical Processes' in the college libraries in Kerala shows that it has a low perceived quality (-0.903) compared to their expectations. The gap score of the different categories of users also shows that, the students (-0.861) and teachers (-1.075), the users with Arts (-0.936), Science (-0.866) and Commerce (-0.935) subject backgrounds, and the male (-0.988) and female (-0.867) users also have

similar views with regard to the perceived quality of the dimension 'Technical Processes' in the college libraries in Kerala.

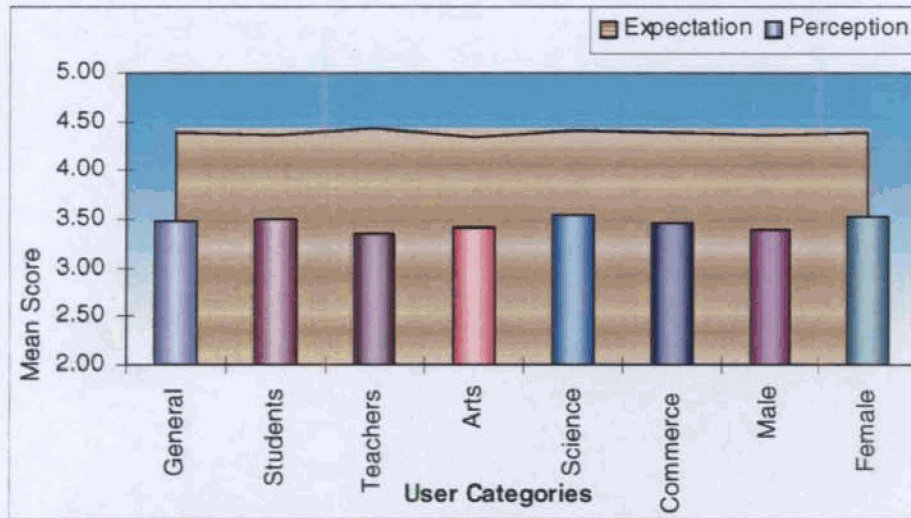
The user expectations, the perceptions and the perceived quality of the dimension 'Technical Processes' in the college libraries in Kerala is shown in the table 6.5 as well as in the figure 6.15.

**Table 6.5 Technical Processes in the college libraries in Kerala:  
Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.502	1.062	4.363	0.744	-0.861
	Teachers	3.359	1.053	4.434	0.681	-1.075
Subject	Arts	3.407	1.104	4.343	0.762	-0.936
	Science	3.543	1.022	4.409	0.703	-0.866
	Commerce	3.453	1.033	4.388	0.706	-0.935
Gender	Male	3.385	1.085	4.373	0.757	-0.988
	Female	3.511	1.05	4.379	0.722	-0.867
Overall		3.474	1.063	4.377	0.733	-0.903

The comparison of the gap score shows that, in different user categories, the perceived quality of the dimension 'Technical Processes' in the college libraries in Kerala is comparatively higher to the students, the users with Science background and the female users than the others in the category.

Fig. 6.15 Technical Processes in the college libraries in Kerala: Quality analysis



It is observed that, the college libraries in Kerala suffer from inadequate professional and non-professional staff. For doing library works in time, adequate professional and non-professional staff is necessary. As there is only one professional staff in the college libraries in the State, it is very difficult to do the technical works like classification and cataloguing in time, because he/ she has to manage the library also. Similarly, adequate number of semi/non-professionals is required to do acquisition work, shelving and re-shelving, circulation etc. in time. So, lack of adequate number of professional and semi/non-professional staff may be the major reason for the low quality of Technical Processes in the college libraries in Kerala.

#### Dimension 5: Library Service

Every library is aimed to provide possible documents and information services to its users. Similarly, the college libraries are aimed to offer necessary documents and information services to support the teaching-learning processes in the college. Generally, a college library offers loan service, reference service, current awareness service, and photocopy service. The working hours, user education program,

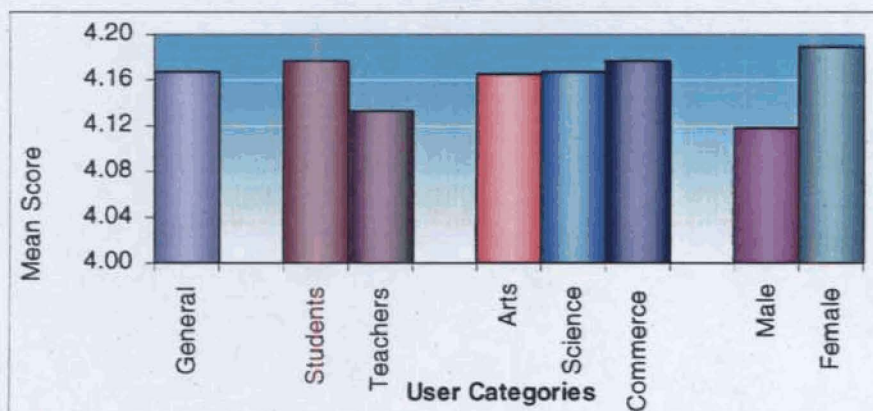
interaction of librarian with users, library environment etc. is also related to library services, as it may affect the users in the exploitation of the library services offered. All these are very important matters to the students and teachers, as it may affect their academic work greatly. Therefore, Library Service is considered as one of the most important dimension that has to be considered very seriously while assessing the quality of the college libraries in the State.

### User Expectations

It is found that, majority of the users have high expectations (mean 4.168 with SD 0.799) about the dimension 'Library Service' in the college libraries in Kerala. Similar views are there to the users in the different categories such as the students (mean 4.176 with SD 0.796) and teachers (mean 4.132 with SD 0.802), the users with Arts (mean 4.166 with SD 0.815), Science (mean 4.168 with SD 0.781) and Commerce (mean 4.177 with SD 0.791), and the male (mean 4.119 with SD 0.832) and female users (mean 4.188 with SD 0.782) in this matter (See table 6.6).

The expectations of the different categories of users with regard to the dimension 'Library Service' in the college libraries in Kerala is shown in the figure 6.16.

**Fig. 6. 16 User Expectations about the Library Service in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Commerce subject background, and the female users have higher expectations about the 'Library Service' than the others in the category.

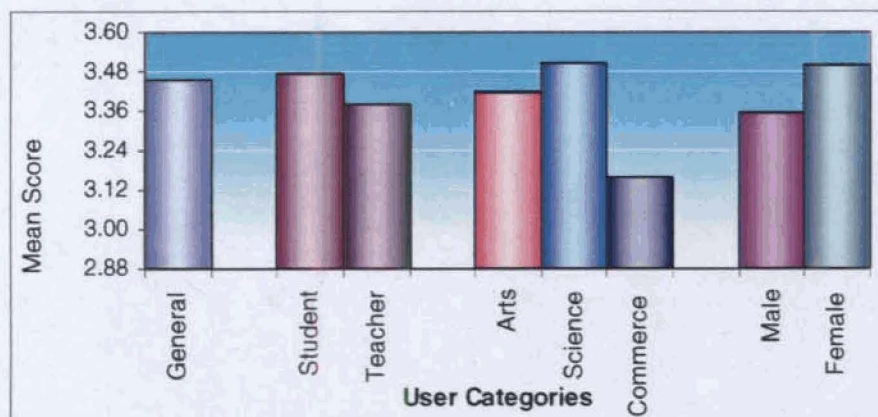
### **User Perceptions**

The overall perception score (mean 3.455 with SD 1.072) shows that more than half of the users have good perceptions about the dimension 'Library Service' in the college libraries in Kerala. The students (mean 3.474 with SD 1.068) and teachers (mean 3.376 with SD 1.076), the users with Arts (mean 3.415 with SD 1.114), Science (mean 3.508 with SD 0.987) and Commerce (mean 3.156 with SD 0.93) subject backgrounds, and the male (mean 3.354 with SD 1.126) and female users (mean 3.498 with SD 1.042) also have more or less the same views on the perceptions of the 'Library Service' offered in the college libraries in Kerala (See table 6.6).

However, there are deviations (SD above 1) in the views of the users belonging to all categories, except to the users with Science and Commerce backgrounds.

The perceptions of the different categories of users with regard to the dimension 'Library Service' in the college libraries in Kerala is shown in the figure 6.17.

**Fig. 6.17 User Perceptions about the Library Service in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Science background and the female users have comparatively higher perceptions about the 'Library Service' than the others in the category.

### Quality

The analysis of the gap between the user expectations and perceptions about the dimension 'Library Service' in the college libraries in Kerala shows that it has a low perceived quality (-0.713) compared to their expectations. The gap score of the different categories of users shows that, the students (-0.702) and teachers (-0.756), the users with Arts (-0.751), Science (-0.66) and Commerce (-1.02) subject backgrounds, and the male (-0.765) and female users (-0.691) have similar views with regard to the perceived quality of the dimension 'Library Service' in the college libraries in Kerala.

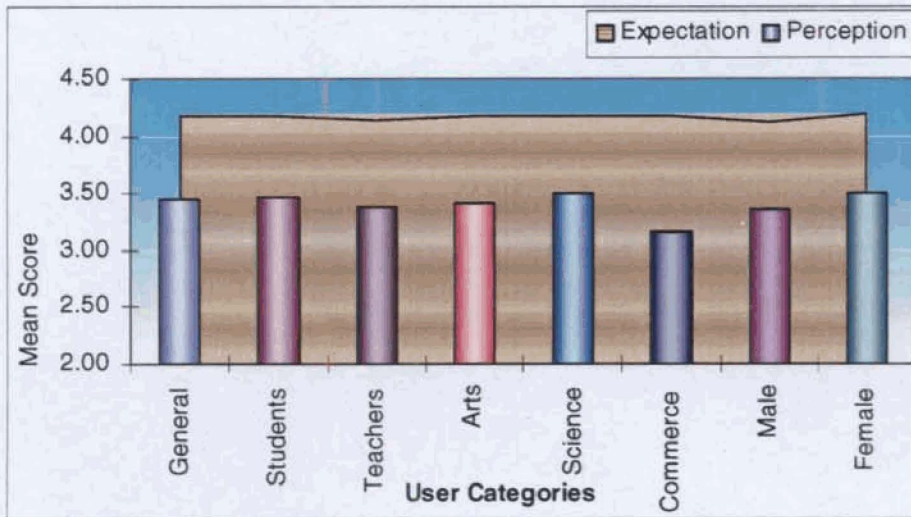
The user expectations, the perceptions and the perceived quality of the dimension 'Library Service' in the college libraries in Kerala is shown in the table 6.6 as well as in the figure 6.18.

**Table 6.6 Library Service in the college libraries in Kerala:  
Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.474	1.068	4.176	0.796	-0.702
	Teachers	3.376	1.076	4.132	0.802	-0.756
Subject	Arts	3.415	1.114	4.166	0.815	-0.751
	Science	3.508	0.987	4.168	0.781	-0.66
	Commerce	3.156	0.93	4.177	0.791	-1.02
Gender	Male	3.354	1.126	4.119	0.832	-0.765
	Female	3.498	1.042	4.188	0.782	-0.691
Overall		3.455	1.072	4.168	0.799	-0.713

The comparison of the gap score shows that, in different user categories, the perceived quality of the dimension 'Library Service' in the college libraries in Kerala is comparatively higher to the students, the users with Science background and the female users than the others in the category.

Fig. 6.18 Library Service in the college libraries in Kerala: Quality analysis



Majority of the college libraries in the State offer loan service alone. However, leading college libraries, particularly private college libraries, offer reference service, photocopy service, and current awareness service in a limited manner. The college librarians had opined that, lack of sufficient budget, qualified and experienced staff, lack of demand on the part of users etc. are the major reasons for the non-provision of these services. The colleges where there are centralized library systems followed functions half an hour before and after the class hours, but the department libraries functions during the class hours only. Similarly, the user education is not a common program of majority of the college libraries in the State, due to lack of interest on the part of the librarian as well as college authorities. The reading and reference environment is in very pathetic condition due to lack of sufficient space in the college libraries. Perhaps, lack of adequate budget, qualified and experienced library staff, adequate space, lack of interest on the part of the librarian and the users, etc. may be the major reasons for the low quality of Library Services offered in the college libraries in Kerala.

The comparison of the perceived quality of the five dimensions, namely Physical Facilities (-0.741), Library Collection (-0.799), Library Staff

(-0.602), Technical Processes (-0.903), and Library Service (-0.713) shows that, the dimension 'Library Staff' has comparatively highest and 'Technical Processes' has the lowest perceived quality among the other dimensions.

### **6.3 ITEM WISE ANALYSIS**

In addition to the general and dimension wise analysis of the users responses about the quality of the college libraries in Kerala further in-depth analysis is made on all the 40 items individually and according to the categories of users, such as status (students and teachers), subject backgrounds (Arts, Science and Commerce), and gender (male and female). The results are as follows:

#### **Item 1: Location of College Libraries**

The accessibility of a library determines its level of use. If the library is very near to the department and the classrooms, the students and teachers may use it regularly. The users may hesitate to walk a long distance to visit the library and so the users like to have the library facility very near to their work place. Therefore, easy accessibility of a library is treated as one of the item used while considering the quality of a library.

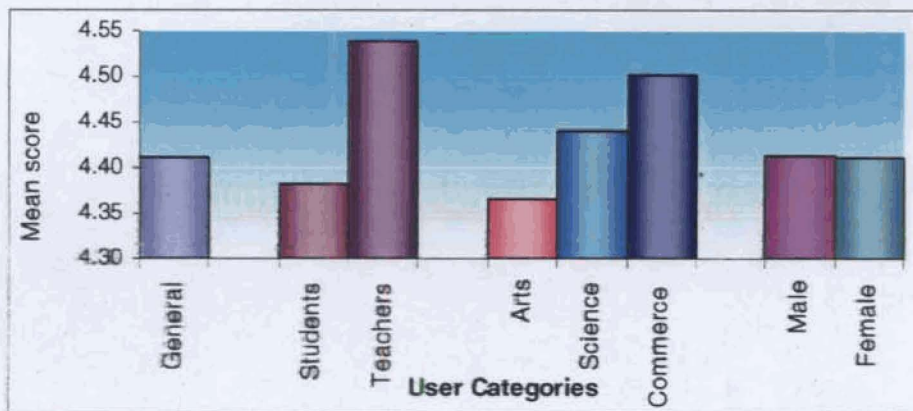
#### **User Expectations**

The analysis of the user expectations about the 'location' of the college libraries in Kerala shows that majority of the users have high expectations (overall mean score 4.412) and there is similarity in their views (overall SD 0.761). Similar results are obtained in the case of the views of different categories of the users such as the students (mean 4.381 with SD 0.711) and teachers (mean 4.538 with SD 0.709), the users with Arts (mean 4.366 with SD 0.816), Science (mean 4.441 with SD 0.71) and

Commerce backgrounds (mean 4.502 with SD 0.706), and the male (mean 4.414 with SD 0.808) and female users (mean 4.411 with SD 0.741) (See table 6.7).

The expectations of the users, in general as well as the different categories of the users, with regard to the 'location' of the college libraries in Kerala are shown in the figure 6.19.

**Fig. 6.19 User Expectations about the location of the college libraries**



It is found that, in different categories of the users, the teachers, the users with Commerce background and the male users have comparatively higher expectations than the others in the group.

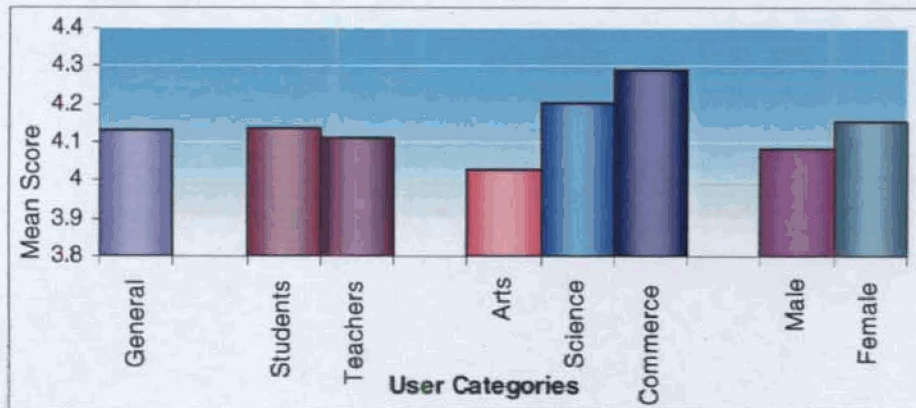
### User Perceptions

The mean scores of user perceptions about the 'location' of their college library shows that majority of the users have high perceptions (overall mean 4.132 with SD 0.864) about the 'location' of the college libraries in Kerala. It is found that, the students (mean 4.137 with SD 0.87) and teachers (mean 4.112 with SD 0.841), the users with Arts (mean 4.028 with SD 0.954), Science (mean 4.206 with SD 0.782) and Commerce subject backgrounds (mean 4.291 with SD 0.696), and the male (mean 4.085 with SD 0.87) and female users (mean 4.152 with SD 0.861) have similar views

with regard to the perceptions of the 'location' of their college libraries (See table 6.7).

The perceptions of the different categories of users with regard to the 'location' of the college libraries in Kerala are shown in the figure 6.20.

**Fig. 6.20 User Perceptions about the location of the college libraries**



The analysis shows that, among the different categories of users, the students, the users with Commerce background, and the female users have comparatively higher perceptions than that of the others.

### Quality

The analysis of the gap between the user perceptions and expectations about the 'location' of the college libraries shows that, the users in general (-0.28) have perceived the quality of the 'location' of the college libraries in Kerala low. Similar views are expressed by the students (-0.244) and teachers (-0.426), the users with Arts (-0.338), Science (-0.235) and Commerce (-0.211) backgrounds, and the male (-0.329) and female users (-0.259) about the 'location' of their college libraries.

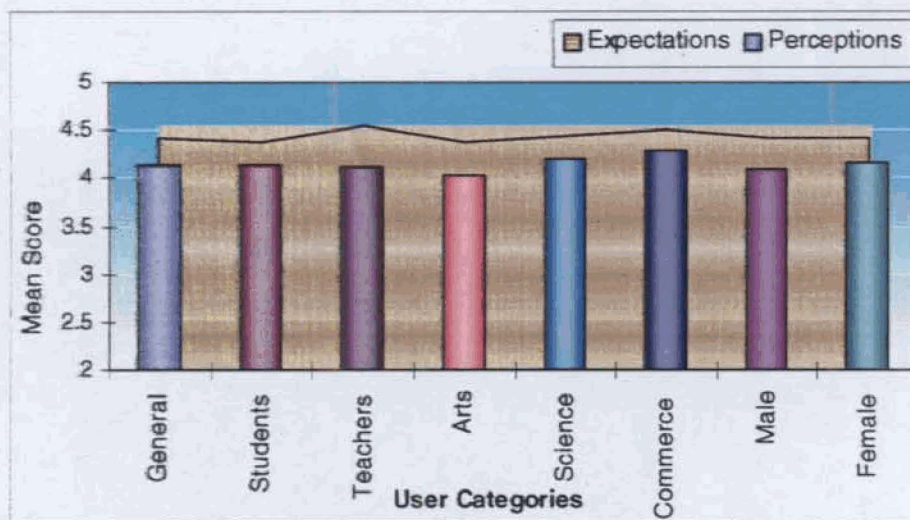
The perceived quality of the 'location' of the college libraries in Kerala by the different categories of users is shown in the table 6.7 and the figure 6.21.

**Table 6.7 Location of the college libraries in Kerala:  
Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	4.137	0.870	4.381	0.771	-0.244
	Teachers	4.112	0.841	4.538	0.709	-0.426
Subject	Arts	4.028	0.954	4.366	0.816	-0.338
	Science	4.206	0.782	4.441	0.710	-0.235
	Commerce	4.291	0.696	4.502	0.706	-0.211
Gender	Male	4.085	0.870	4.414	0.808	-0.329
	Female	4.019	0.861	4.492	0.741	-0.474
Overall		4.132	0.864	4.412	0.761	-0.280

The comparison of the gap score shows that, in different categories of users, the students, the users with Commerce background, and the male users have perceived the quality comparatively higher than the others in the group.

**Fig. 6.21 Location of the college libraries in Kerala:  
Quality analysis**



It is observed that, majority of the college libraries under study are located in a corner of the college campus, most often, away from the

teaching departments. In those colleges where there are department libraries, location of the general library may not be so serious, but it is very important in colleges where centralized library system is followed. So the distant location of the central/ department library may be one of the reasons for the low quality of the college libraries.

## **Item 2: Layout of the College Libraries**

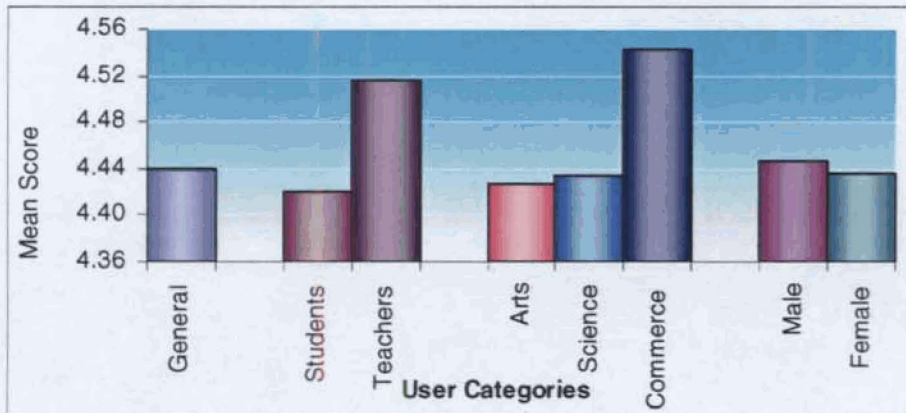
Good layout of a library always pleases the users. It also attracts the users to the library. So, it cannot be ignored while assessing the quality of libraries. The user expectations and perceptions about the 'layout' of the college libraries in Kerala are collected as part of assessing the quality of the college libraries in Kerala.

### **User Expectations**

The overall mean score (4.439 with SD 0.665) of user expectations about the 'layout' of the college libraries in Kerala shows that, majority of the users have high expectations about the 'layout' of the college libraries. The students (mean 4.421 with SD 0.67) and teachers (mean 4.515 with SD 0.64), the users with Arts (mean 4.427 with SD 0.696), Science (mean 4.434 with SD 0.64) and Commerce subject backgrounds (mean 4.542 with SD 0.623), and the male (mean 4.446 with SD 0.632) and female users (mean 4.436 with SD 0.679) also have the same level of expectations (See table 6.8).

The figure 6.22 illustrates the expectations of the different categories of users with regard to the 'layout' of the college libraries.

**Fig. 6.22 User Expectations about the layout of the college libraries in Kerala**



The figure shows that, in different categories of the users, the teachers, the users with Commerce background, and the male users have comparatively higher expectations than that of the others.

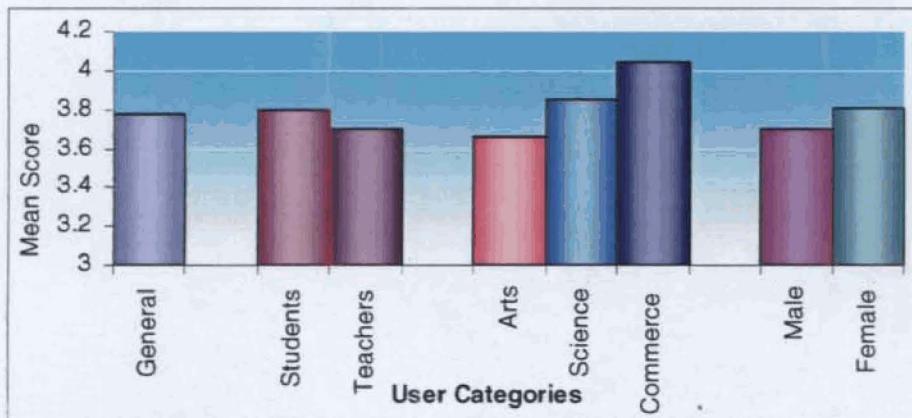
### User Perceptions

The analysis of the users perceptions about the 'layout' of the college libraries in Kerala (overall mean 3.777 with SD 0.992) shows that more than half of the users have higher level of perceptions about the 'layout' of the college libraries. More or less the same level of perceptions is found among the users in the different categories of users such as the students (mean 3.797 with SD 0.977) and teachers (mean 3.697 with SD 1.048), the users with Arts (mean 3.66 with SD 1.071), Science (mean 3.846 with SD 0.924) and Commerce subject backgrounds (mean 4.044 with SD 0.798), and the male (mean 3.7 with SD 1.05) and female users (mean 3.809 with SD 0.965) (See table 6.8).

The standard deviation (above 1) of the teachers, the users with Arts background, and the male users shows the presence of considerable variations in the users' views with regard to the perceptions about the 'layout' of the college libraries in Kerala.

The perceptions of the users in different categories with regard to the 'layout' of the college libraries in Kerala are shown in the figure 6.23.

**Fig. 6.23 User Perceptions about the layout of the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Commerce background, and the female users have comparatively higher perceptions than the others in the group.

### Quality

The analysis of the gap between user perceptions and the expectations about the 'layout' of the college libraries under study reveals that, the overall quality (-0.662) of the layout of the college libraries in Kerala is low. Similar views are expressed by the students (-0.624) and teachers (-0.818), the users with Arts (-0.767), Science (-0.588) and Commerce (-0.498) subject backgrounds, and the male (-0.746) and female users (-0.627) in this regard (See table 6.8).

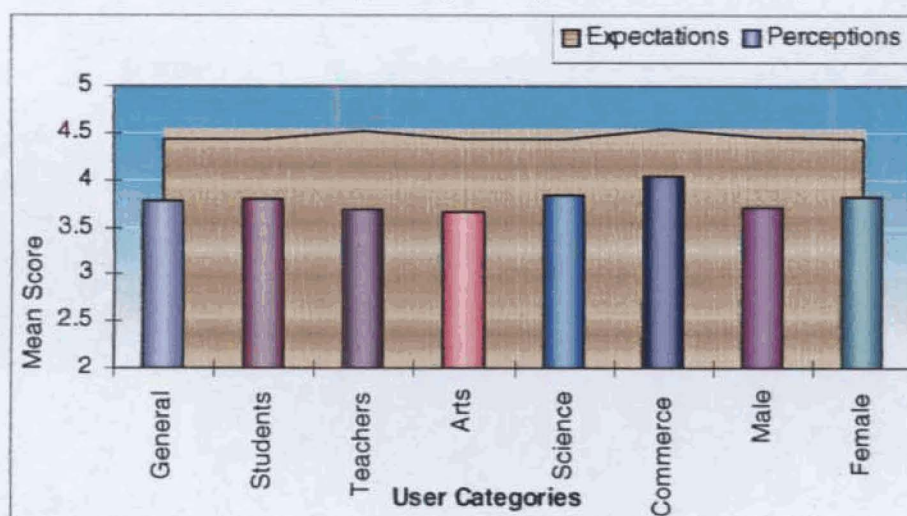
The perceived quality of the 'layout' of the college libraries in Kerala is shown in the table 6.8 as well as in the figure 6.24.

**Table 6.8 Layout of the college libraries in Kerala:  
Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.797	0.977	4.421	0.670	-0.624
	Teachers	3.697	1.048	4.515	0.640	-0.818
Subject	Arts	3.66	1.071	4.427	0.696	-0.767
	Science	3.846	0.924	4.434	0.640	-0.588
	Commerce	4.044	0.798	4.542	0.623	-0.498
Gender	Male	3.329	1.050	4.501	0.632	-1.172
	Female	3.903	0.965	4.460	0.679	-0.557
Overall		3.777	0.992	4.439	0.665	-0.662

The comparison of the gap score shows that, in different categories of the users, the students, the users with Commerce background, and the female users have perceived the quality comparatively higher than that of the others.

**Fig. 6.24 Layout of the college libraries in Kerala:  
Quality analysis**



It could see that, majority of the college libraries under study are housed in the main building of the college, and a large hall is set apart for

the purpose. The department libraries are either attached to the staff room or are functioning in a separate room. And so there is no particular layout to such libraries. At the same time, the college libraries that function in a separate library building have some attractive layout. So, lack of exclusive building for the college library and the use of hall and classrooms hinder the quality of the layout of the college libraries in Kerala.

### **Item 3: Reader Space provided in the college libraries in Kerala**

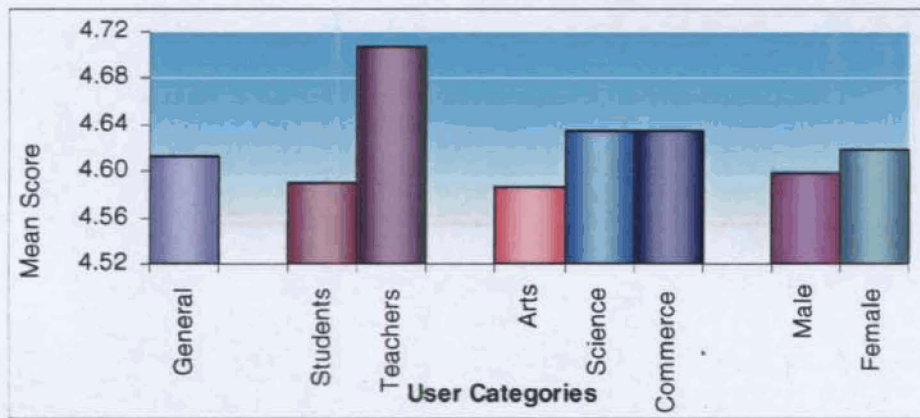
The users consider reader space as an important item of quality, as it affects the free movement of the users inside the library as well as their use of library resources and services in an effective manner. Sufficient reader space is required in stack area, reading rooms, issue and return counter etc. for the free movement of the users. Inadequacy of reader space creates problems to the users, which may lead to a reduction in the use of the library, its resources and services. Therefore, it is assumed that, reader space is one of the items that have to be assessed while measuring the quality of the college libraries.

#### **User Expectations**

The average score of the users expectations about the 'reader space' in the college libraries in Kerala indicates that majority of the users have high expectations (mean 4.612 with SD 0.614) about the 'reader space' in the college libraries. More or less the same level of the expectations are derived to the students (mean 4.589 with SD 0.632) and teachers (mean 4.707 with SD 0.522), the users with Arts (mean 4.586 with SD 0.646), Science (mean 4.635 with SD 0.588) and Commerce (mean 4.635 with SD 0.567) subject backgrounds, and the male (mean 4.598 with SD 0.616) and female users (mean 4.618 with SD 0.613) with regard to the 'reader space' in the college libraries in Kerala (See table 6.9).

The figure 6.25 shows the expectations of the different categories of the users with regard to the 'reader space' in the college libraries in Kerala.

**Fig. 6.25 User Expectations about the reader space in college libraries in Kerala**



The figure shows that, in different categories of the users, the teachers, the users with Science and Commerce backgrounds, and the female users have comparatively higher expectations than the others in the group.

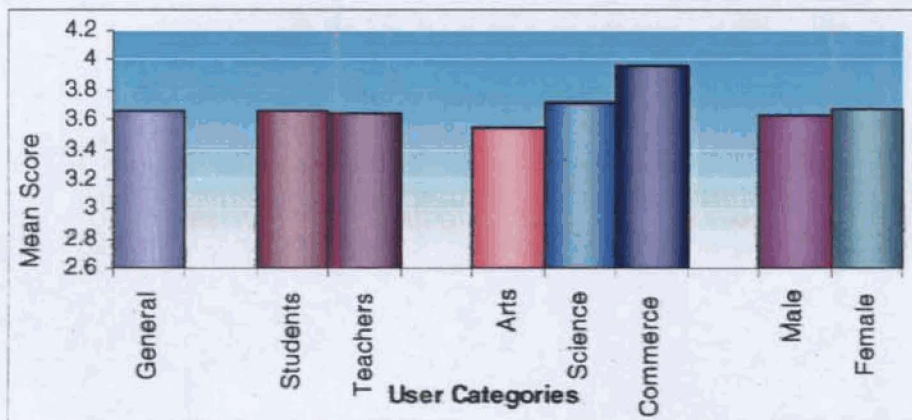
### User Perceptions

The analysis of the users perceptions about the 'reader space' in the college libraries in Kerala shows that, the more than half of the users in general have high perceptions (mean 3.655 with SD 1.101) about the 'reader space' in their college libraries. Similar views are expressed by the students (mean 3.659 with SD 1.093) and teachers (mean 3.637 with SD 1.132), the users with Arts (mean 3.546 with SD 1.156), Science (mean 3.707 with SD 1.053) and Commerce (mean 3.966 with SD 0.962) subject backgrounds, and the male (mean 3.626 with SD 1.124) and female users (mean 3.667 with SD 1.091) in this regard (See table 6.9).

Considerable variations are found in the views of the users belonging to all categories of the users (except in the case of the users with Commerce background) (SD above 1).

The perceptions of the users in different categories with regard to the 'reader space' in the college libraries in Kerala are shown in the figure 6.26.

**Fig. 6.26 User Perceptions about the reader space in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Commerce background, and the female users have comparatively higher perceptions than the others in the group.

### Quality

The analysis of the gap between user expectations and perceptions about the 'reader space' shows that the quality (-0.957) of the 'reader space' provided in the college libraries in Kerala are low. It is evident from its gap scores. The different categories of the users such as the students (-0.93) and teachers (-1.07), the users with Arts (-1.04), Science (-0.928) and Commerce (-0.669) subject backgrounds, and the male (-0.972) and female users (-0.951) also have similar views with regard to the perceived quality of the 'reader space' available in their college libraries.

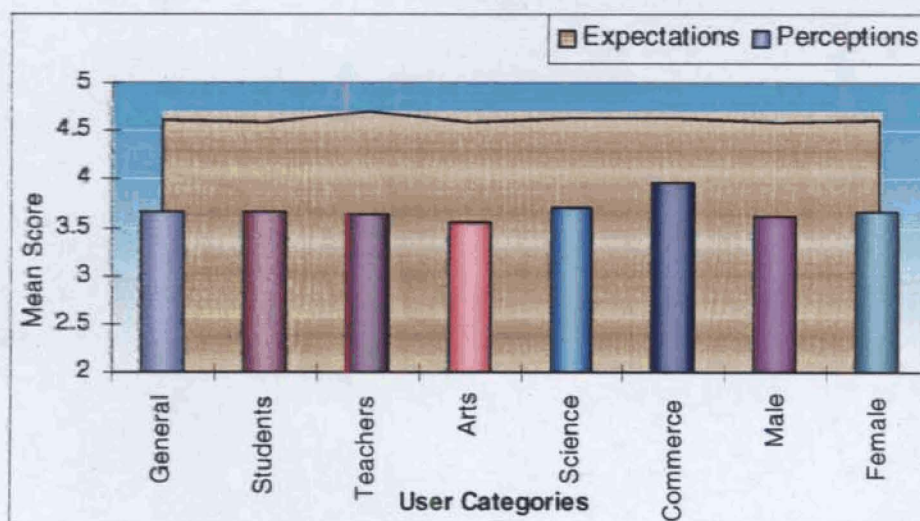
The expectations and perceptions and the gap between them are shown in the table 6.9 as well as the figure 6.27.

**Table 6.9 Reader space in the college libraries in Kerala: Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.659	1.093	4.589	0.632	-0.930
	Teachers	3.637	1.132	4.707	0.522	-1.070
Subject	Arts	3.546	1.156	4.586	0.646	-1.040
	Science	3.707	1.053	4.635	0.588	-0.928
	Commerce	3.966	0.962	4.635	0.567	-0.669
Gender	Male	3.626	1.124	4.598	0.616	-0.972
	Female	3.667	1.091	4.618	0.613	-0.951
<b>Overall</b>		<b>3.655</b>	<b>1.101</b>	<b>4.612</b>	<b>0.614</b>	<b>-0.957</b>

The comparison of the gap score shows that, in different categories of the users, the perceived quality of the item is comparatively higher to the students, and the users with Commerce background. But the male and female users have more or less the same views with regard to the quality of 'reader space' in the college libraries in Kerala.

**Fig. 6.27 Reader space in the college libraries in Kerala: Quality analysis**



It is observed that, majority of the college libraries under study are housed in inadequate buildings with limited floor area. As the floor area is limited, the reader space provided is highly inadequate for the easy movement of the users and staff. So inadequate library floor area may be the major reason for the low quality of reader space in the college libraries in Kerala.

#### **Item 4: Lighting and Ventilation in the college libraries in Kerala**

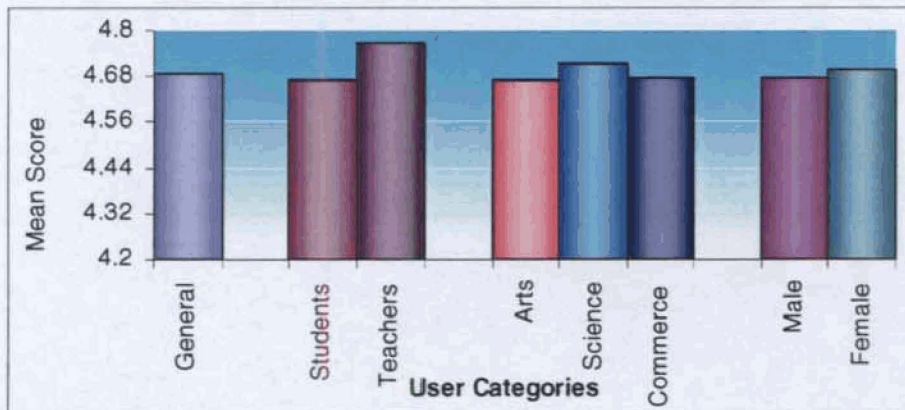
Lighting and ventilation is another important item that has to be considered while assessing the quality of a library, as it affects the proper and effective use of library resources and services. Users will be pleased if the reading and reference area is properly lighted and ventilated, and its inadequacy may greatly affect the reference use of library resources.

#### **User Expectations**

The overall mean score (4.689 with SD 0.55) of the users expectations shows that majority of the users have high expectations about the 'lighting and ventilation' in the college libraries. Similar expressions are made by the students (mean 4.67 with SD 0.571) and teachers (mean 4.77 with SD 0.449), the users with Arts (mean 4.669 with SD 0.599), Science (mean 4.712 with SD 0.499) and Commerce (mean 4.675 with SD 0.538) backgrounds, and the male (mean 4.684 with SD 0.556) and female users (mean 4.695 with SD 0.548) (See table 6.10).

The expectations of different categories of the users with regard to the 'lighting and ventilation' in the college libraries are shown in the figure 6.28.

Fig. 6.28 User Expectations about the lighting and ventilation in the college libraries in Kerala



The figure shows that, in different categories of users, the teachers, the users with Science background and the female users have comparatively higher expectations than the other.

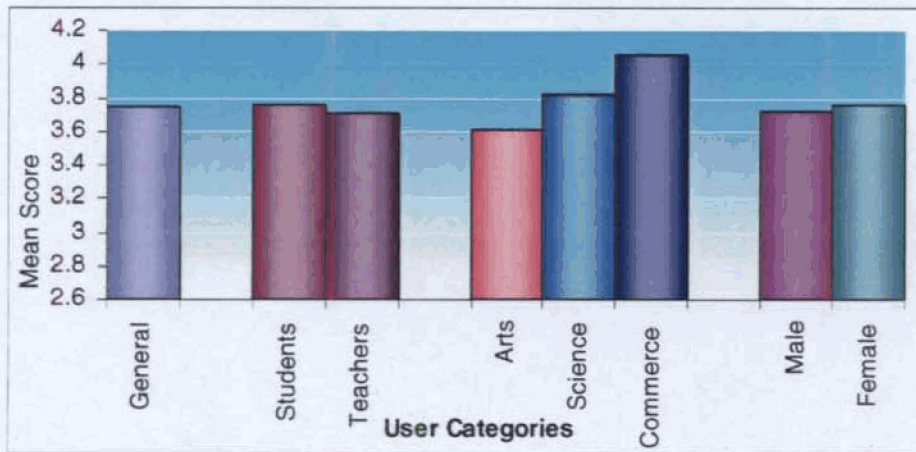
### User Perceptions

Majority of the users in general have high perceptions (overall mean score 3.744 with SD 1.113) about the 'lighting and ventilation' in the college libraries in Kerala. The different categories of the users such as the students (mean 3.753 with SD 1.11) and teachers (mean 3.709 with SD 1.124), the users with Arts (mean 3.615 with SD 1.232), Science (mean 3.818 with SD 1) and Commerce (mean 4.049 with SD 0.9) subject backgrounds, and the male (mean 3.725 with SD 1.128) and female users (mean 3.752 with SD 1.106) also have similar views with regard to its perceptions (See table 6.10).

The standard deviation shows that, except in the case of the users with Commerce background, there are considerable variations in the views of the users belonging to all categories (SD above 1).

The perceptions of different categories of the users with regard to the 'lighting and ventilation' of the college libraries in Kerala are shown in the figure 6.29.

Fig. 6.29 User Perceptions about the lighting and ventilation in the college libraries in Kerala



The figure shows that, in different categories of the users, the students, the users with Commerce background, and the female users have comparatively higher perceptions than the others in the group about the 'lighting and ventilation' in the college libraries in Kerala.

### Quality

The analysis of the gap between the expectations and perceptions of the users about the 'lighting and ventilation' in the college libraries in Kerala shows that there is a gap between its expectations and perceptions, showing low quality (-0.945) to it. The different categories of the users such as the students (-0.917) and teachers (-1.061), the users with Arts (-1.054), Science (-0.894) and Commerce (-0.626) subject backgrounds, and the male (-0.952) and female users (-0.943) also have perceived that the quality of the 'lighting and ventilation' provided in their college libraries is low.

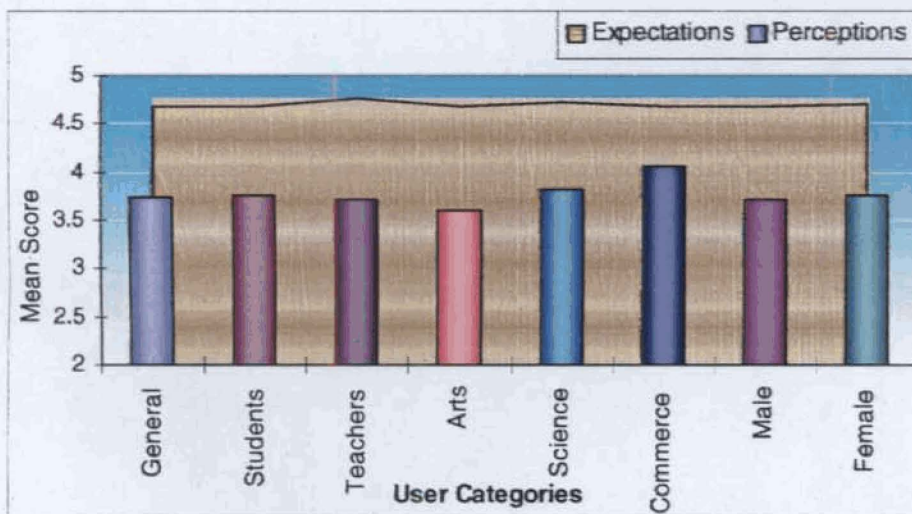
The views of the users with regard to the perceived quality of 'lighting and ventilation' in the college libraries in Kerala is shown in the table 6.10 and in the figure 6.30.

**Table 6.10 Lighting and ventilation in the college libraries in Kerala: Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.753	1.110	4.67	0.571	-0.917
	Teachers	3.709	1.124	4.77	0.449	-1.061
Subject	Arts	3.615	1.232	4.669	0.599	-1.054
	Science	3.818	1.000	4.712	0.499	-0.894
	Commerce	4.049	0.900	4.675	0.538	-0.626
Gender	Male	3.725	1.128	4.677	0.556	-0.952
	Female	3.752	1.106	4.695	0.548	-0.943
Overall		3.744	3.744	1.113	4.689	0.550

The comparison of the gap score shows that, in different categories of the users, the perceived quality of the item is comparatively higher to the students and the users with Commerce background than the others in the group. But it is more or less the same to the male and female users.

**Fig. 6.30 Lighting and ventilation in the college libraries in Kerala: Quality analysis**



It is observed that, majority of the college libraries under study are functioning in the main building of the college, which is very old and dilapidated stage in structure and style. The libraries functioning in such

buildings have limited ventilation and lighting facilities. So lack of separate library building with greater provision for lighting and ventilation in the college libraries can be cited as the major reason for the low quality of the college libraries in Kerala.

### **Item 5: Cleanliness and Neatness of the college libraries in Kerala**

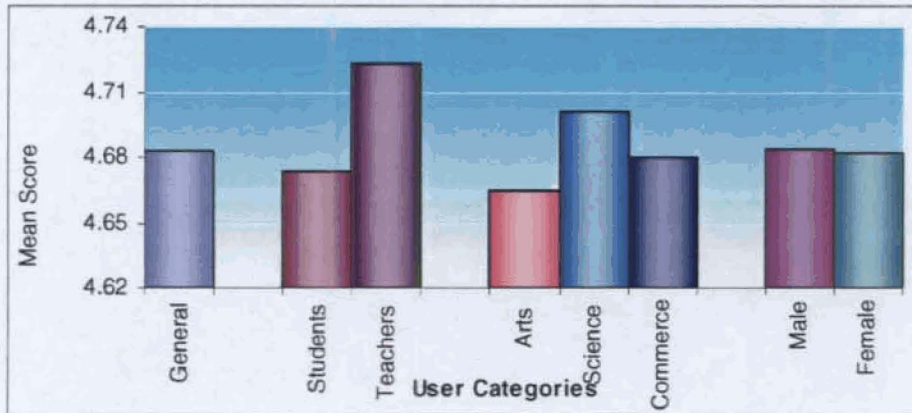
As neatness and cleanliness of the library floor area, shelves, furniture, documents, etc. greatly affect the use of the library, its resources and services, the students and teachers will not like to enter the library and use its resources and services. Therefore, it is treated as one of the important items that have to be considered while assessing the quality of the college libraries.

#### **User Expectations**

The overall user expectations (mean 4.683 with SD 0.559) about the 'cleanliness and neatness' of the college libraries in Kerala shows that majority of the users have high level of expectations about the 'cleanliness and neatness' of the college libraries. Further analysis of the responses of different categories of the users shows that, majority of the students (mean 4.673 with SD 0.563) and teachers (mean 4.723 with SD 0.539), the users with Arts (mean 4.665 with SD 0.599), Science (mean 4.701 with SD 0.515) and Commerce (mean 4.68 with SD 0.564) subject backgrounds, and the male (mean 4.684 with SD 0.561) and female users (mean 4.682 with SD 0.558) have high expectations about the 'neatness and cleanliness' of the college libraries in Kerala (See table 6.11).

The figure 6.31 shows the expectations of different category of the users with regard to the 'cleanliness and neatness' of the college libraries in Kerala.

Fig. 6.31 User Expectations about the cleanliness and neatness of the college libraries in Kerala



The figure shows that, in different categories of users, the teachers, the users with Science background and the male users have comparatively higher expectations than the others in the group.

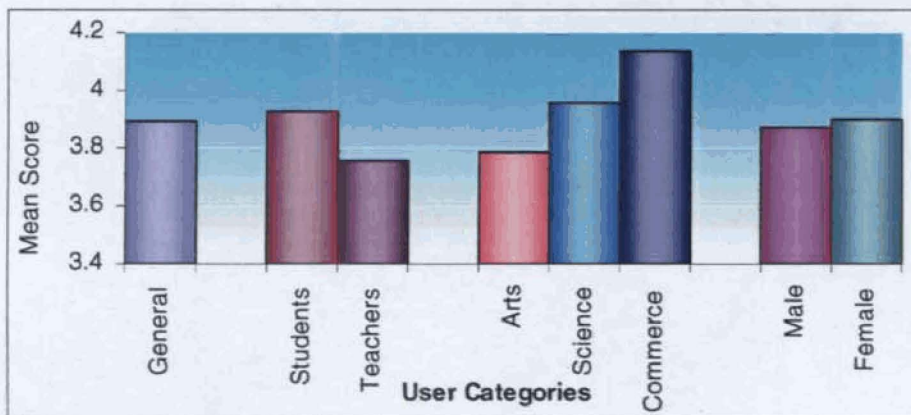
### User Perceptions

The analysis of the users perceptions about the 'cleanliness and neatness' of the college libraries in Kerala shows that more than half of the users have high perceptions (overall mean 3.893 with SD 1.018) about the 'cleanliness and neatness' of the college libraries in Kerala. Same level of perceptions is obtained in the case of the students (mean 3.927 with SD 1.001) and teachers (mean 3.756 with SD 1.073), the users with Arts (mean 3.786 with SD 1.14), Science (mean 3.957 with SD 0.906) and Commerce (mean 4.133 with SD 0.788) backgrounds, and the male (mean 3.871 with SD 0.987) and female users (mean 3.903 with SD 1.031) in this regard (see table 6.11).

Except in the case of the users with Science and Commerce backgrounds and the male users, there are considerable variations in the views of all categories of the users (SD above 1).

The perceptions of different categories of the users with regard to the 'neatness and cleanliness' of the college libraries in Kerala are shown in the figure 6.32.

**Fig. 6.32 Users Perceptions about the cleanliness and neatness of the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Commerce background, and the female users have comparatively higher perceptions than the others in the group (See table 6.11).

### Quality

The analysis of the gap between the expectations and perceptions of the users about the 'cleanliness and neatness' of the college libraries in Kerala shows that there is a gap between its expectations and perceptions, showing low quality (-0.79) to it. Same views are expressed by the students (-0.746) and teachers (-0.967), the users with Arts (-0.879), Science (-0.744) and Commerce (-0.547) subject backgrounds, and the male (-0.813) and female users (-0.779) in this regard.

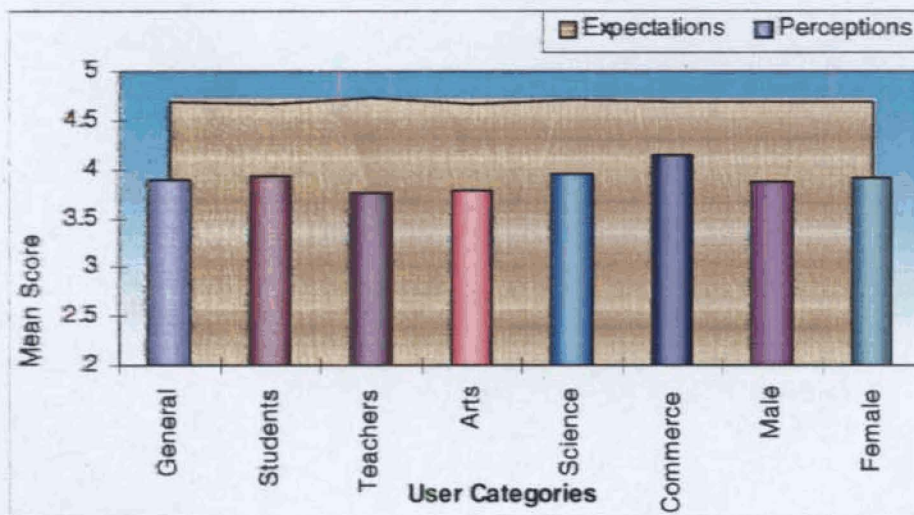
The user expectations and perceptions and the quality gap of 'cleanliness and neatness' of the college libraries in Kerala are shown in the table 6.11 as well as in the figure 6.33.

**Table 6.11 Cleanliness and neatness of the college libraries in Kerala: Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.927	1.001	4.673	0.563	-0.746
	Teachers	3.756	1.073	4.723	0.539	-0.967
Subject	Arts	3.786	1.140	4.665	0.599	-0.879
	Science	3.957	0.906	4.701	0.515	-0.744
	Commerce	4.133	0.788	4.68	0.564	-0.547
Gender	Male	3.871	0.987	4.684	0.561	-0.813
	Female	3.903	1.031	4.682	0.558	-0.779
Overall		3.893	1.018	4.683	0.559	-0.790

It shows that, in different categories of the users, the perceived quality of the 'cleanliness and neatness' of the college libraries in Kerala is comparatively higher to the students, the users with Commerce background, and the female users than the others in the group.

**Fig. 6.33 Cleanliness and neatness of the college libraries in Kerala: Quality analysis**



It has been noted that, majority of the college libraries are functioning in very old buildings, the books and periodicals are not

properly kept and stored, and the library documents, furniture and the documents are not properly dusted and cleaned regularly. The librarians have reported that they face severe problem of inadequate staff, to do regular dusting and cleaning of the library documents, the library premises etc. Further, due to inadequate funding the librarians are unable to maintain the library building neat and clean. So, inadequate fund, lack of sufficient number of non-professionals, lack of new buildings etc are the major reasons for the low quality of the cleanliness and neatness of the college libraries in Kerala.

#### **Item 6: Comfortability of Furniture in the college libraries in Kerala**

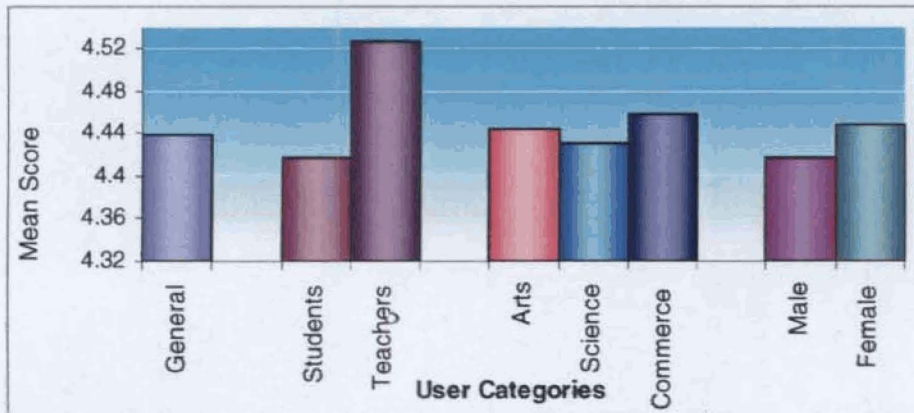
Users like to have comfortable furniture like reading tables and chairs, racks and shelves, counters, cabinets etc. in their library. The comfortability of furniture in a library affects the use of library resources and services internally. Therefore, it is treated as one of the item to be considered while assessing the quality of a library.

#### **User Expectations**

The overall expectations (mean 4.439 with SD 0.665) about the 'comfortability of furniture' in the college libraries in Kerala show that majority of the users have higher expectations about the 'comfortable furniture' in the college libraries. Similar views are expressed by the students (mean 4.417 with SD 0.675) and teachers (mean 4.527 with SD 0.62), the users with Arts (mean 4.444 with SD 0.686), Science (mean 4.431 with SD 0.645) and Commerce (mean 4.458 with SD 0.662) backgrounds, and the male (mean 4.417 with SD 0.699) and female users (mean 4.449 with SD 0.651) (See table 6.12).

The expectations of the different categories of users with regard to the 'comfortability of furniture' in the college libraries are shown in the figure 6.34.

**Fig. 6.34 User Expectations about the comfortability of furniture in the college libraries in Kerala**



The figure shows that, in different categories of the users, the teachers, the users with Commerce background, and the female users have comparatively higher expectations than the others in the group.

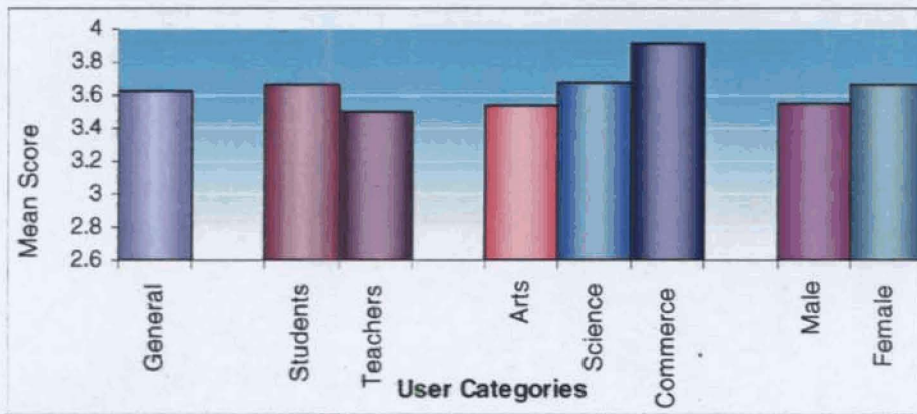
### User Perceptions

The average score of the users perceptions (mean 3.629 with SD 1.103) about the 'comfortability of furniture' shows that, more than half of the users have higher level of perceptions about the 'comfortability of furniture' in their college libraries. In different categories of the users, the students (mean 3.661 with SD 1.097) and teachers (mean 3.499 with SD 1.122), the users with Arts (mean 3.535 with SD 1.17), Science (mean 3.671 with SD 1.064) and Commerce (mean 3.916 with SD 0.849) subject backgrounds, and the male (mean 3.544 with SD 1.131) and female users (mean 3.665 with SD 1.09) also have similar views about it (See table 6.12).

However, there are considerable variations in the views of the users belonging to all categories, except in the case of the users with Commerce background (SD above 1).

The perceptions of different categories of the users with regard to the 'comfortability of furniture' in the college libraries in Kerala are shown in the figure 6.35.

**Fig. 6.35 User Perceptions about the comfortability of furniture in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Commerce background, and the female users have comparatively higher perceptions than the others in the group.

### Quality

The analysis of the user expectations and perceptions about the 'comfortability of furniture' shows that, the quality of the comfortability of the furniture available in the college libraries in Kerala is low. Similar views are found to the students (-0.756) and teachers (-1.028), the users with Arts (-0.909), Science (-0.76) and Commerce (-0.542) backgrounds, and the male (-0.873) and female users (-0.784) in this regard.

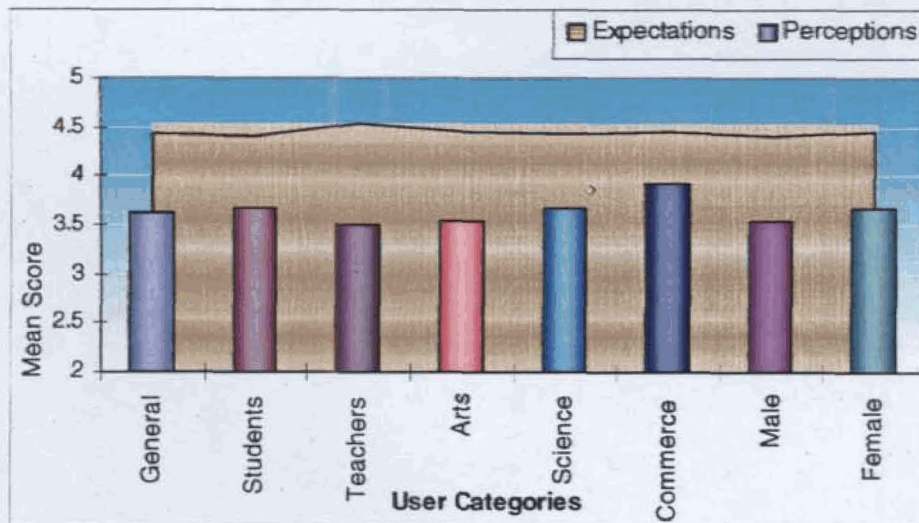
The perceived quality of the 'comfortability of furniture' in the college libraries in Kerala is shown in the table 6.7 as well as in the figure 6.36.

**Table 6.12 Comfortability of furniture in the college libraries in Kerala: Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.661	1.097	4.417	0.675	-0.756
	Teachers	3.499	1.122	4.527	0.620	-1.028
Subject	Arts	3.535	1.17	4.444	0.686	-0.909
	Science	3.671	1.064	4.431	0.645	-0.76
	Commerce	3.916	0.849	4.458	0.662	-0.542
Gender	Male	3.544	1.131	4.417	0.699	-0.873
	Female	3.665	1.09	4.449	0.651	-0.784
Overall		3.629	1.103	4.439	0.665	-0.81

The comparison of the gap score shows that, among the categories of users, the perceived quality of the 'comfortability of furniture' in the college libraries in Kerala is comparatively higher to the students, the users with Commerce background, and the female users than the others in the group.

**Fig. 6.36 Comfortability of furniture in the college libraries in Kerala: Quality analysis**



It could notice that the furniture available in most of the college libraries under study is old and is not maintained properly. Here also, lack of sufficient funds for repairing and replacing the furniture in the library proves to be the impediment.

#### **Item 7: Collection of Textbooks in the college libraries in Kerala**

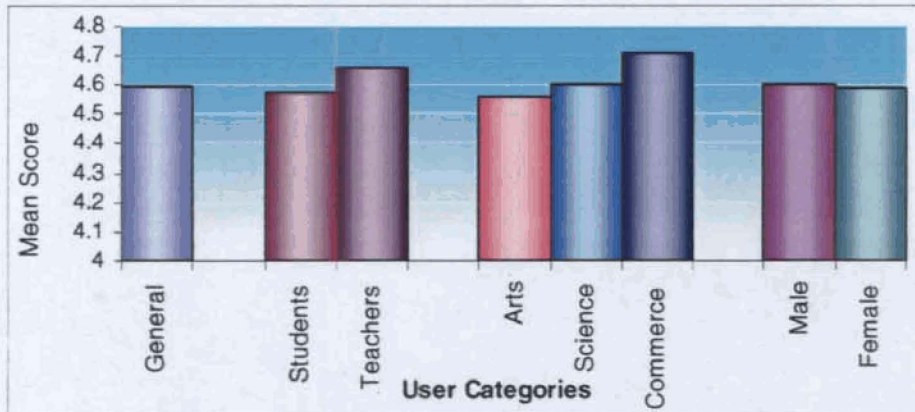
Textbook collection is the main source of information for students and teachers in a college and it decides the quality of education. It is the major collection found in all types and levels of the college libraries. The students and teachers mainly visit a college library to make use of the textbook collection. The users therefore consider it as an important item to be considered while assessing the quality of a college library.

#### **User Expectations**

The overall expectations score of the users (mean 4.592 with SD 0.591) regarding the 'collection of textbooks' shows that, there should be good 'collection of textbooks' in the college libraries in Kerala. The expectation scores of the different categories of the users such as the students (mean 4.576 with SD 0.606) and teachers (mean 4.656 with SD 0.525), the users with Arts (mean 4.558 with SD 0.62), Science (mean 4.605 with SD 0.596) and Commerce (mean 4.709 with SD 0.487) backgrounds, and the male (mean 4.604 with SD 0.599) and female users (mean 4.587 with SD 0.588) also show that they have higher expectations about the 'textbook collection' in the college libraries (See table 6.13).

The expectations of the different categories of users with regard to the 'collection of textbooks' in the college libraries are shown in the figure 6.37.

**Fig. 6.37 User Expectations about the collection of textbooks in the college libraries in Kerala**



The figure shows that, in different categories of the users, the teachers, the users with Commerce background, and the male users have comparatively higher expectations than the others in the group.

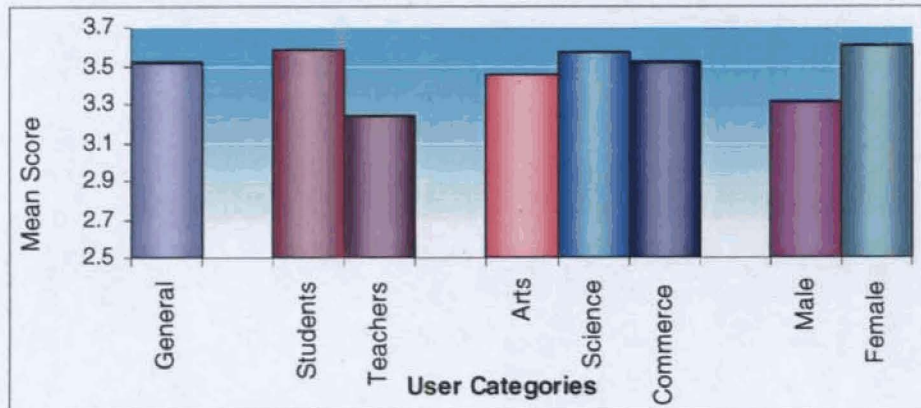
### User Perceptions

The analysis shows that, more than half of the users (mean 3.514 with SD 1.106) have good perceptions about the 'collection of textbooks' in their college libraries. Similar results are obtained in the case of the different the user categories such as the students (mean 3.582 with SD 1.088) and teachers (mean 3.238 with SD 1.135), the users with Arts (mean 3.454 with SD 1.17), Science (mean 3.572 with SD 1.033) and Commerce (mean 3.517 with SD 1.123) subject backgrounds, and the male (mean 3.307 with SD 1.161) and female users (mean 3.601 with SD 1.07) (See table 6.13).

However, there are some deviations in the views of the users in all categories (SD above 1).

The perceptions of the different categories of users about the 'collection of textbooks' in the college libraries in Kerala are shown in the figure 6.38.

**Fig. 6.38 User Perceptions about the collection of textbooks in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Science background, and the female users have comparatively higher perceptions than the others in the category.

### Quality

The analysis of the gap between the user expectations and the perceptions about the 'collection of textbooks' in the college libraries in Kerala shows that their perception is very low compared to their expectations. The gap scores of the different categories of the users such as the students (-0.994) and teachers (-1.418), the users with Arts (-1.104), Science (-1.033) and Commerce (-1.192) backgrounds, and the male (-1.297) and female users (-0.986) also discloses that the quality of the 'textbook collections' available in their college libraries is low.

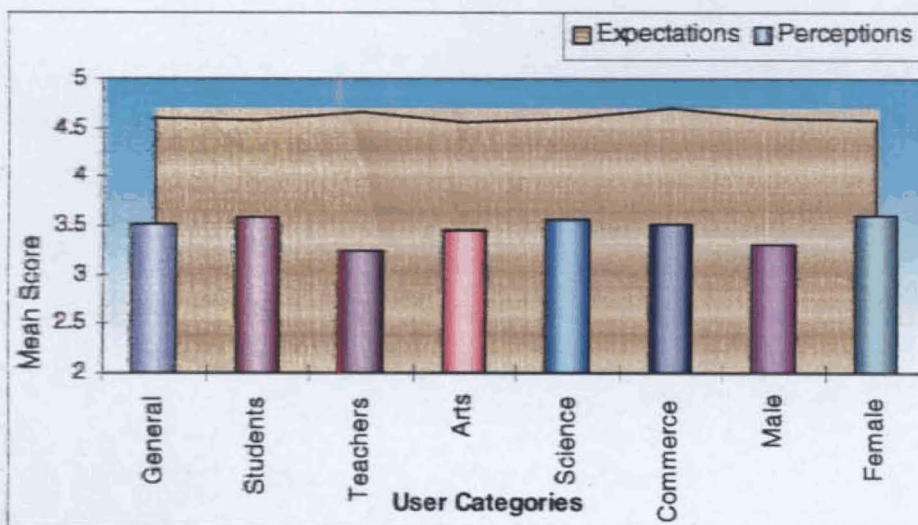
The user expectations, the perceptions and the perceived quality of the 'textbook collection' in the college libraries in Kerala are shown in the table 6.13 as well as in the figure 6.39.

**Table 6.13 Collection of textbooks in the college libraries in Kerala:  
Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.582	1.088	4.576	0.606	-0.994
	Teachers	3.238	1.135	4.656	0.525	-1.418
Subject	Arts	3.454	1.170	4.558	0.620	-1.104
	Science	3.572	1.033	4.605	0.576	-1.033
	Commerce	3.517	1.123	4.709	0.487	-1.192
Gender	Male	3.307	1.161	4.604	0.599	-1.297
	Female	3.601	1.070	4.587	0.588	-0.986
Overall		3.514	1.106	4.592	0.591	-1.078

The comparison of the gap score shows that, in different categories of the users, the perceived quality of the item is comparatively higher to the students, the users with Science background, and the female users than the others in the group.

**Fig. 6.39 Collection of textbooks in the college libraries in Kerala:  
Quality analysis**



It is observed that the major collection in all the college libraries in Kerala under study is that of textbooks. However, the students and teachers have viewed that the collection is not up to their expectations. It may be due to the fact that, the non availability of prescribed textbooks or the number of copies of the most needed textbooks or useful books for study and teaching is limited or the textbook collection may be developed not considering the actual requirements of the user community. It is also a fact that the librarian is not normally getting sufficient time to assess the need of the users and do the acquisition work properly due to the late sanctioning of book fund by the college authorities, government or UGC.

#### **Item 8: Journals Collection in the college libraries in Kerala**

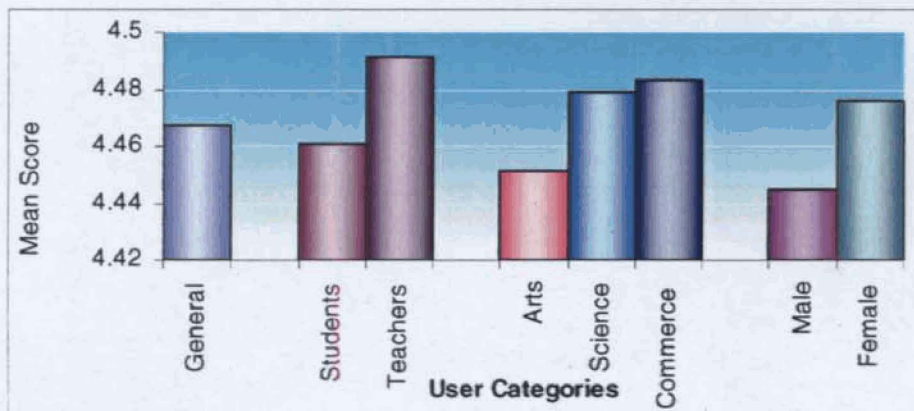
Journals are important source of current information for the students and teachers to keep abreast their knowledge in their area of study and teaching. The collection of journals and its use greatly affect the academic work of students, particularly the postgraduate students, and teachers. Therefore, it is treated as an important item to be considered while assessing the quality of a college library.

#### **User Expectations**

The overall expectations (mean 4.467 with SD 0.652) of the users in the college libraries in Kerala shows that majority of the users have high expectations about the 'collection of journals' in the college libraries. In different categories of the users, the students (mean 4.461 with SD 0.649) and teachers (mean 4.491 with SD 0.662), the users with Arts (mean 4.451 with SD 0.683), Science (mean 4.479 with SD 0.618) and Commerce (mean 4.483 with SD 0.655) backgrounds, and the male (mean 4.445 with SD 0.701) and female users (mean 4.476 with SD 0.629) also have very high expectations about the 'collection of journals' in the college libraries (See table 6.14).

The expectations of the different categories of the users with regard to the 'collection of journals' in the college libraries in Kerala are shown in the figure 6.40.

**Fig. 6.40 User Expectations about the journal collection in the college libraries in Kerala**



The figure shows that among the different categories of the users, the teachers, the users with Commerce background, and the female users have comparatively higher expectations than the others in the category.

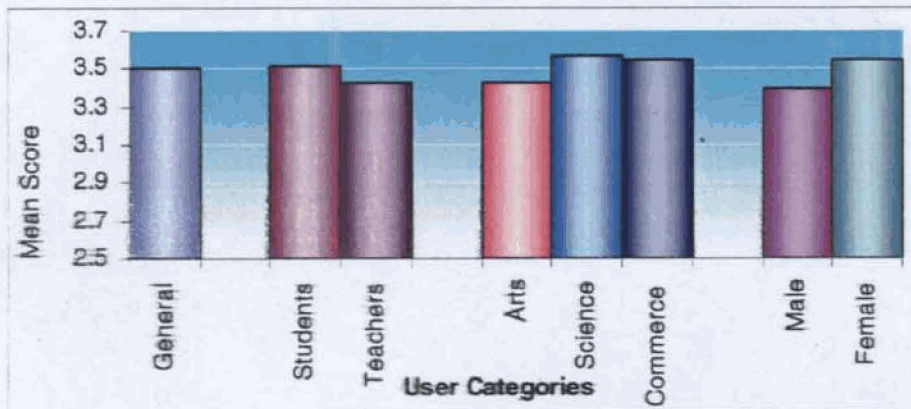
### User Perceptions

It is found that, more than half of the users have the view that (mean 3.498 with SD 1.086) the 'journal collections' available in their college libraries are sufficient for their requirements. Similar views are found to the users in the different categories such as the students (mean 3.518 with SD 1.032) and teachers (mean 3.424 with SD 1.075), the users with Arts (mean 3.422 with SD 1.075), Science (mean 3.588 with SD 0.928) and Commerce (mean 3.547 with SD 0.929) subject backgrounds, and male (mean 3.392 with SD 1.059) and the female users (mean 3.545 with SD 0.971) with regard to the 'journal collection' in the college libraries (See table 6.14).

There are some variations found in the views of the users in general, the students and teachers, the users with Arts background, and the female users (SD above 1).

The perceptions among the different categories of the users with regard to the 'journal collections in the college libraries are shown in the figure 6.41.

**Fig. 6.41 User Perceptions about the journal collection in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Science background, and the female users have comparatively higher perceptions than the others in the category.

### Quality

The analysis of the quality gap between the users perceptions and the expectations with regard to the 'journal collection' available in the college libraries in Kerala shows that there is low quality (-0.968) to it. The gap scores of the different categories of the users such as the students (-0.943) and teachers (-1.067), the users with Arts (-1.029), Science (-0.911) and Commerce (-0.936) subject backgrounds, and male (-1.053) and the female (-0.931) also discloses that there is low quality to the 'journal collection' available in their college libraries.

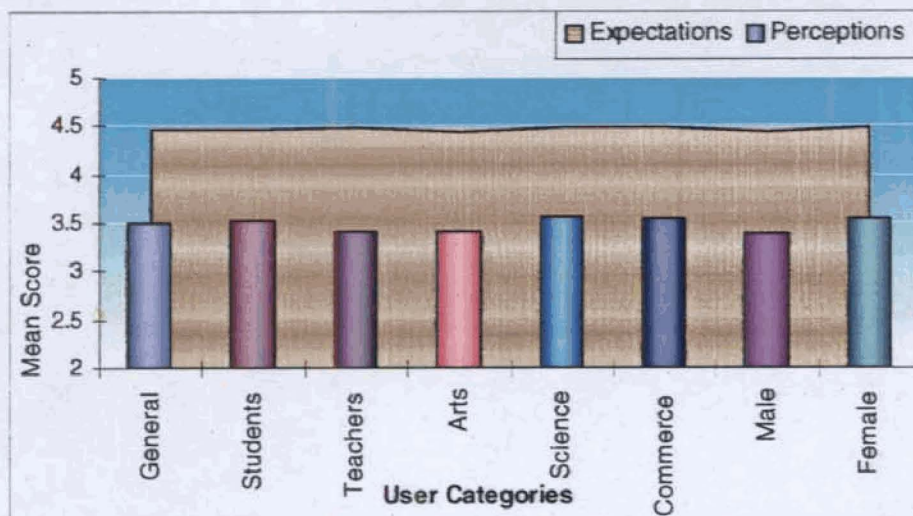
The perceived quality of the 'journal collection' available in the college libraries in Kerala is shown in the table 6.14 as well as in the figure 6.42.

**Table 6.14 Journal collections in the college libraries in Kerala: Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.518	1.032	4.461	0.649	-0.943
	Teachers	3.424	1.075	4.491	0.662	-1.067
Subject	Arts	3.422	1.075	4.451	0.683	-1.029
	Science	3.568	0.928	4.479	0.618	-0.911
	Commerce	3.547	0.929	4.483	0.655	-0.936
Gender	Male	3.392	1.059	4.445	0.701	-1.053
	Female	3.545	0.971	4.476	0.629	-0.931
Overall		3.499	1.086	4.467	0.652	-0.968

The gap score shows that, in different categories of the users, the perceived quality of the item is comparatively higher to the students, the users with Science background, and the female users than the others in the category.

**Fig. 6.42 Journal collection in the college libraries in Kerala: Quality analysis**



It is observed that, the journal collection, both current and bound volumes, is very poor in government college libraries. Some of the government college libraries in Kerala are not subscribing even a single journal. On the other hand private college libraries are subscribing large number of general and subject journals, and some of them are properly bound and preserved for further consultation. The non- subscription of needed journal titles, non-consideration in the selection of journal titles, lack of budget, non-maintenance of back volumes of needed journals, lack of index to journal articles, etc may be the reasons for the low perceived quality of the journal collection in the college libraries in Kerala.

#### **Item 9: Collection of Reference Books in the college libraries in Kerala**

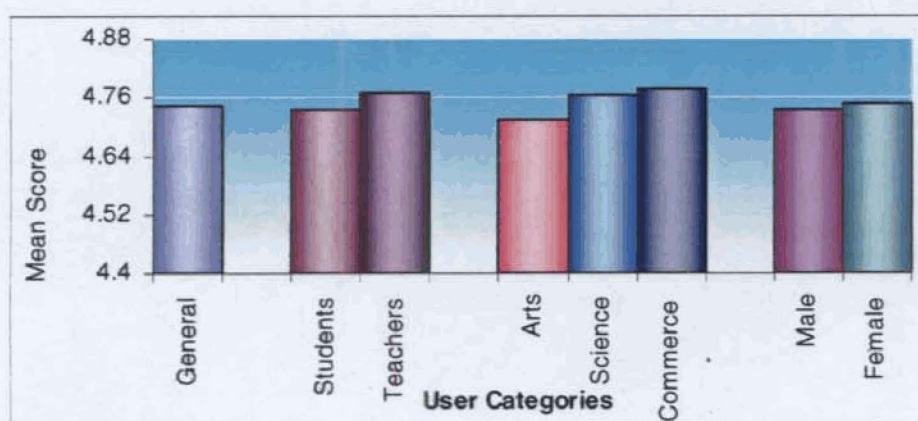
Reference books are the sources of authoritative information or the beginning point of a study or research. The postgraduate students and teachers use them largely in their academic work. Therefore, it is treated as one of the important items considered while measuring the quality of a library.

#### **User Expectations**

The expectations of the users in general are that there should be good 'collection of reference books' in the college libraries in Kerala (mean 4.743 with SD 0.524). Similar views are obtained from the different categories of the users such as the students (mean 4.737 with SD 0.533) and teachers (mean 4.768 with SD 0.486), the users with Arts (mean 4.713 with SD 0.551), Science (mean 4.776 with SD 0.505) and Commerce (mean 4.779 with SD 0.472) backgrounds, and the male (mean 4.734 with SD 0.526) and the female users (mean 4.747 with SD 0.523) (See table 6.15).

The expectations of the different categories of the users with regard to the 'collection of reference books' in the college libraries in Kerala are shown in the figure 6.43.

**Fig. 6.43 User Expectations about the reference book collection in the college libraries in Kerala**



The figure shows that, in different categories of the users, the teachers, the users with Commerce background and the female users have comparatively higher expectations than the others in the category.

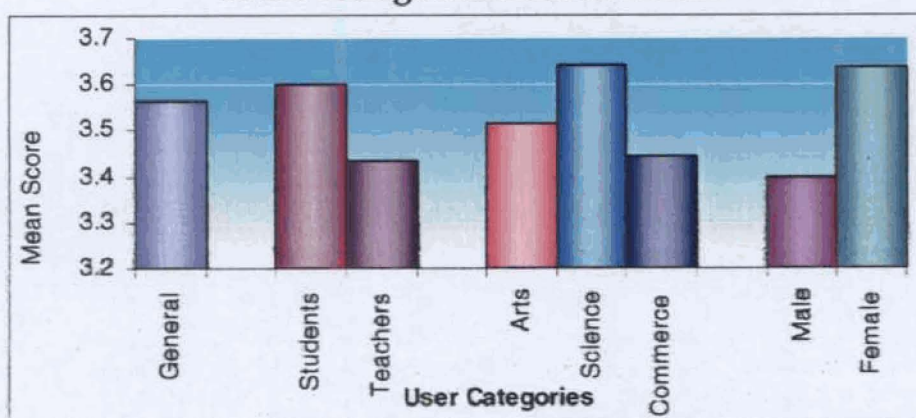
### User Perceptions

The overall mean score (3.567 with SD 1.015) of the user perceptions about the 'collection of reference books' in the college libraries in Kerala shows that, more than half of the users have good perceptions about the 'collection of reference books' available in their college libraries. Similar results are obtained in the case of the users in different categories such as the students (mean 3.6 with SD 1.009) and teachers (mean 3.432 with SD 1.029), the users with Arts (mean 3.514 with SD 1.008), Science (mean 3.64 with SD 0.947) and Commerce (mean 3.443 with SD 1.053) subject backgrounds, and male (mean 3.396 with SD 1.08) and the female users (mean 3.636 with SD 0.978) (See table 6.15).

However, some variations are found in the views of the users belonging to all categories (except the users with Science background, and the female users).

The perceptions of the different categories of the users with regard to the 'reference book collection' in the college libraries in Kerala are shown in the figure 6.44.

**Fig. 6.44 User Perceptions about the reference collection in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Science background, and the female users have comparatively higher perceptions than the others in the category.

### Quality

Though the students and teachers highly expect good 'collection of reference books' in their college libraries, their perceptions is found very low compared to their expectations, leading to a strong gap between the two showing low quality (-1.176) to it. Further analysis of the gap between the expectations and the perceptions of the users in different categories shows that, the students (-1.137) and teachers (-1.336), the users with Arts (-1.199), Science (-1.126) and Commerce (-1.335) backgrounds, and the male (-1.338) and the female (-1.109) users also have similar views with regard to the 'collection of reference books' available in their college libraries.

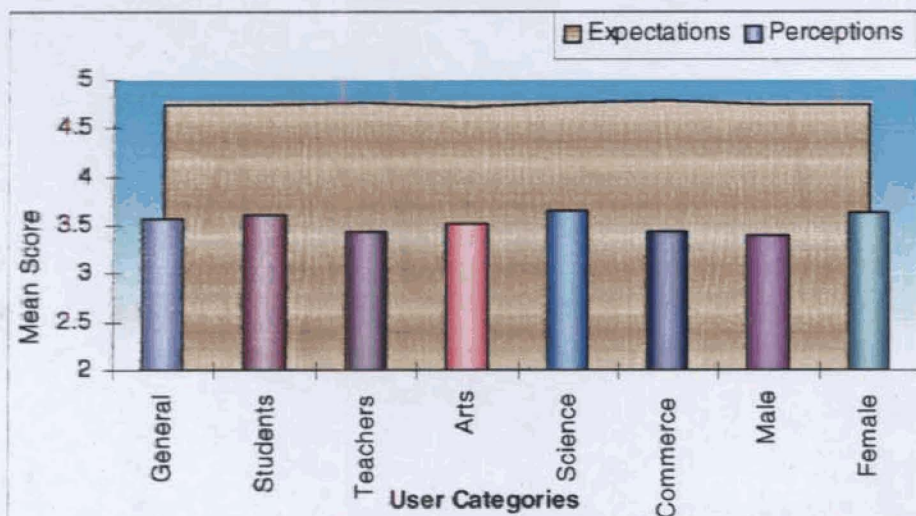
The expectations, the perceptions and the perceived quality of the 'collection of reference books' in the college libraries in Kerala is shown in the table 6.15 as well as in the figure 6.45.

**Table 6.15 Reference book collection in the college libraries in Kerala: Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.6	1.009	4.737	0.533	-1.137
	Teachers	3.432	1.029	4.768	0.486	-1.336
Subject	Arts	3.514	1.088	4.713	0.551	-1.199
	Science	3.64	0.947	4.766	0.505	-1.126
	Commerce	3.443	1.053	4.778	0.472	-1.335
Gender	Male	3.396	1.08	4.734	0.526	-1.338
	Female	3.638	0.978	4.747	0.523	-1.109
Overall		3.567	1.015	4.743	0.524	-1.176

The comparison of the gap score shows that, in different categories of the users, the perceived quality of the item is comparatively higher to the students, the users with Science background, and the female users than the others in the category.

**Fig. 6.45 Reference book collection in the college libraries in Kerala: Quality analysis**



It could notice that the reference book collection in government college libraries in Kerala is very inadequate and the available reference books are not properly maintained and not organized as in a reference section. The librarians have reported that, the general reference books are selected by themselves and the subject reference books are selected by the teachers. So lack of budget, improper maintenance and organization of the reference collection and lack of user based collection development etc. can be cited as the reasons for the low quality of reference book collection in the college libraries in Kerala.

#### **Item 10: Study of the user needs while acquiring documents in the college libraries in Kerala**

The library acquires documents of various kinds for the users. The user based collection development is necessary for its effective use. Idle documents are burden to libraries. If desires, the librarian can acquire documents without considering the user's needs, tastes and interests. But it will hamper the objective of the library. So the scientific collection development necessitates proper study of the user needs. Therefore, it is treated as one of the items to be considered while assessing the quality of a library and its collection.

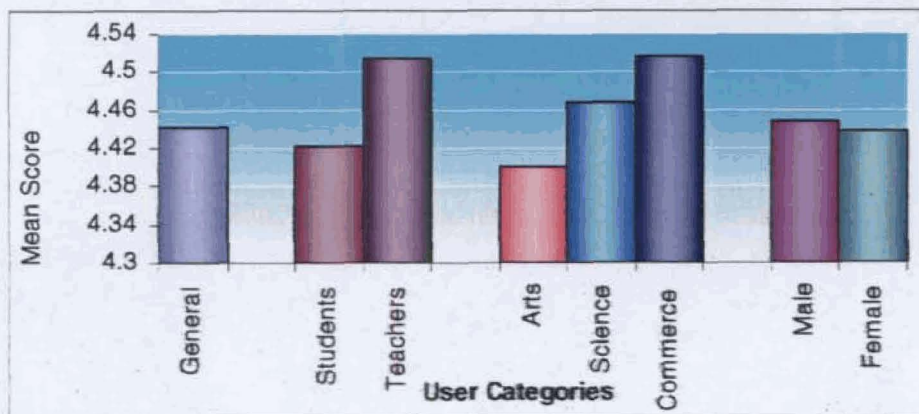
#### **User Expectations**

It is found that, majority of the users have very high expectations (mean 4.441 with SD 0.678) about the 'study of the user needs while acquiring new documents' in the college libraries in Kerala. The different categories of the users such as the students (mean 4.423 with SD 0.688) and teachers (mean 4.513 with SD 0.63), the users with Arts (mean 4.4 with SD 0.696), Science (mean 4.468 with SD 0.66) and Commerce (mean 4.517 with SD 0.663) subject backgrounds, and the male (mean 4.448 with SD 0.707)

and the female users (mean 4.438 with SD 0.665) also have more or less same view as that of above (See table 6.16).

The expectations of the different categories of the users with regard to the 'study of the user needs while acquiring new documents' in the college libraries in Kerala are shown in the figure 6.46.

**Fig. 6.46 User Expectations about the study of the user needs while acquiring new documents in the college libraries in Kerala**



The figure shows that, in different categories of the users, the teachers, the users with Commerce background, and the male users have comparatively higher expectations about the 'study of the user needs while acquiring new documents' in the college libraries in Kerala than the others in the category.

### User Perceptions

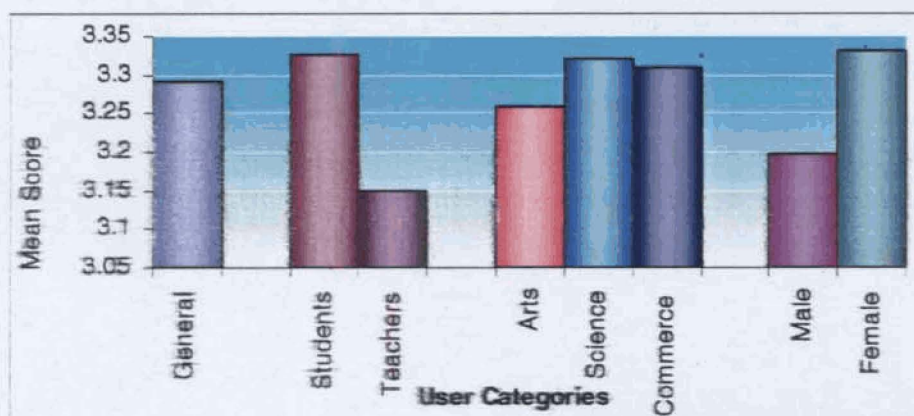
It is found that, in general more than half of the users have higher perceptions about the 'study of the user needs while acquiring new documents' in their college libraries (mean 3.546 with SD 1.092). More or less same results are obtained in the case of the students (mean 3.326 with SD 1.09) and teachers (mean 3.149 with SD 1.09), the users with Arts (mean 3.259 with SD 1.134), Science (mean 3.32 with SD 1.059) and Commerce (mean 3.31 with SD 1.033) backgrounds, and the male (mean

3.197 with SD 1.127) and the female users (mean 3.331 with SD 1.075) (See table 6.16).

However, there are great variations (SD score above 1) in the views of the users belonging to all categories.

The perceptions of the users in different categories with regard to the 'study of the user needs while acquiring new documents' in the college libraries in Kerala are shown in the figure 6.47.

**Fig. 6.47 User Perceptions about the study of the user needs while acquiring new documents in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Science background, and the female users have comparatively higher perceptions than the others in the group.

### Quality

The analysis of the quality gap scores of the item 'study of the user needs while acquiring new documents' shows that, there is low quality to the 'study of the user needs while acquiring new documents in the college libraries in Kerala. In different categories of the users such as the students (-1.09) and teachers (-1.09), the users with Arts (-1.134), Science (-1.059) and Commerce (-1.033) subject backgrounds, and male (-1.127) and the

female users (-1.075) also have same assessment about the 'study of the user needs while acquiring new documents' in their college libraries.

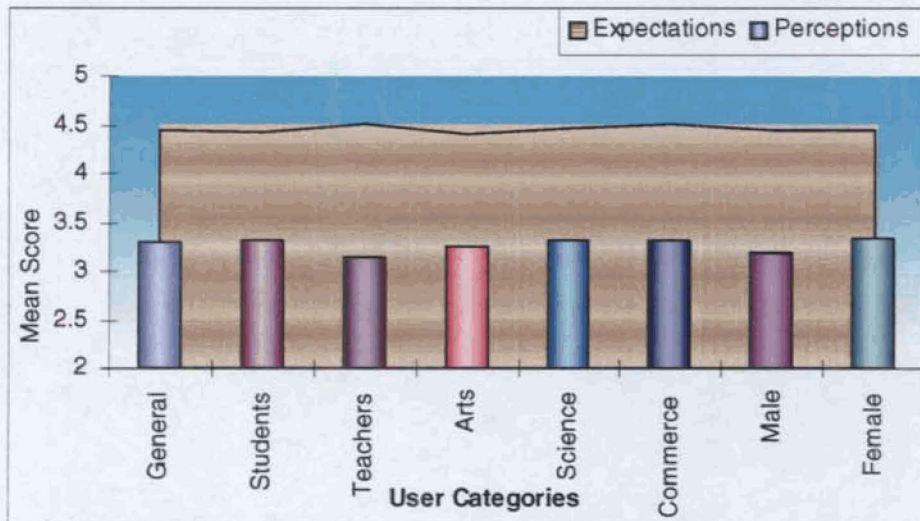
The quality of the 'study of the user needs for acquisition purpose' in the college libraries in Kerala perceived by the users in different categories is shown in the table 6.16 and in the figure 6.48.

**Table 6.16 Study of the user needs while acquiring new documents in the college libraries in Kerala: Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.326	1.090	4.423	0.688	-1.097
	Teachers	3.149	1.090	4.513	0.630	-1.364
Subject	Arts	3.259	1.134	4.4	0.696	-1.141
	Science	3.32	1.059	4.468	0.660	-1.148
	Commerce	3.31	1.033	4.517	0.663	-1.207
Gender	Male	3.197	1.127	4.448	0.707	-1.251
	Female	3.331	1.075	4.438	0.665	-1.107
Overall		3.291	1.092	4.441	0.678	-1.150

The comparison of the gap score shows that, in different the user categories, the perceived quality of the item is comparatively higher to the students, the users with Arts backgrounds, and the female users than the others in the group.

**Fig. 6.48 Study of the user needs while acquiring new documents in the college libraries in Kerala: Quality analysis**



The librarians of the college libraries under study had reported that the user needs are not considered while acquiring new documents for their college libraries. The late sanctioning of book budget forces the librarians to select documents hurriedly and ask the Head of each department to submit a list of new documents to be acquired for the library. If the librarian can keep a request box or register, in which the teacher and student can write the details of the documents needed in the library, it can be used as a major source for the selection of new documents. No such system is practiced in the college libraries in Kerala. Therefore, lack of studying the user needs or keeping a request register or box may be the major reason for the low quality of the study of the user needs while acquiring new documents in the college libraries in Kerala.

#### **Item 11: Display of newly acquired Documents in the college libraries in Kerala**

Display of new arrivals is a method of informing the users about the arrival of new documents containing latest information in their field of interest. It is recognized as a current awareness method of connecting the new document with the users easily. Those who are eager for new

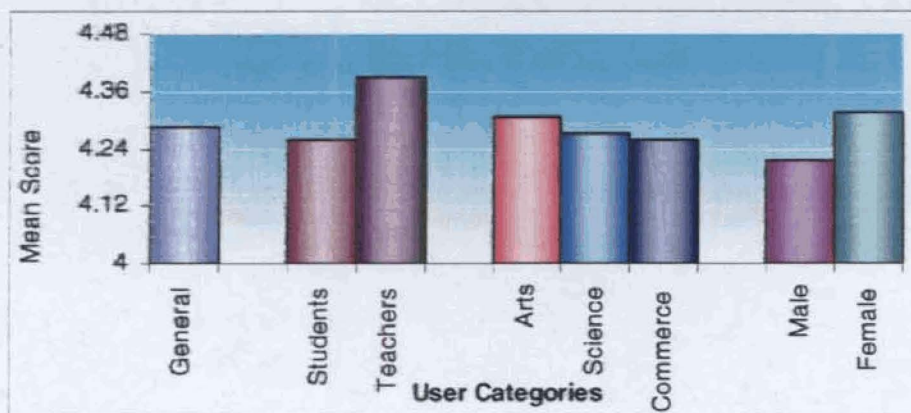
documents regularly visit new arrival shelves and see whether any document in the interested area has been acquired or not. Therefore, it is treated as one of the items that have to be considered while assessing the quality of a library and its collection.

### User Expectations

Majority of the users have high expectations (mean 4.287 with SD 0.743) about the 'display of newly acquired documents' in the college libraries in Kerala. Similar results are obtained in the case of the different categories of the users such as the students (mean 4.261 with SD 0.761) and teachers (mean 4.389 with SD 0.656), the users with Arts (mean 4.305 with SD 0.736), Science (mean 4.273 with SD 0.74) and Commerce (mean 4.261 with SD 0.793) subject backgrounds, and the male (mean 4.217 with SD 0.786) and the female users (mean 4.316 with SD 0.722) in this matter (See table 6.17).

The expectations of the different categories of users with regard to the 'display of newly acquired documents' in the college libraries in Kerala is shown in the figure 6.49.

**Fig. 6.49 User Expectations about the display of newly acquired documents in the college libraries in Kerala**



The figure shows that, in different categories of the users, the teachers, the users with Arts background, and the female users have comparatively higher expectations than the others in the group.

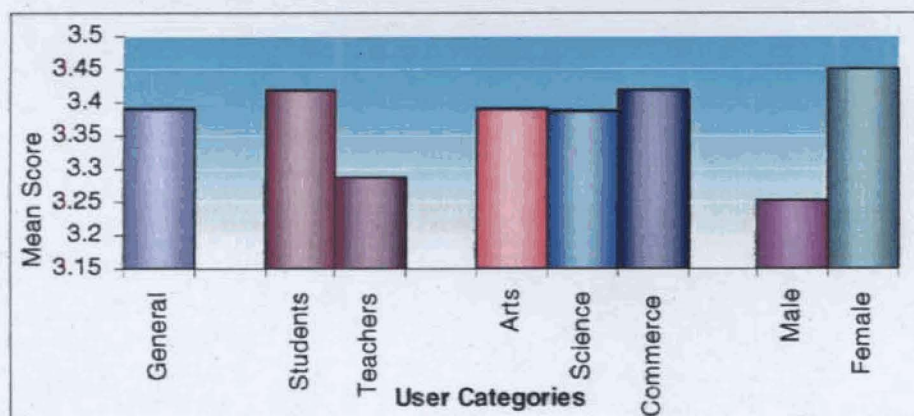
### User Perceptions

The overall perceptions (mean 3.392 with SD 1.047) about the 'display of newly acquired documents' in their college libraries shows that more than half of the users in general agree that their college libraries displays the newly acquired documents properly. Similar results are obtained in the case of the different the user categories such as the students (mean 3.418 with SD 1.042) and teachers (mean 3.289 with SD 1.058), the users with Arts (mean 3.392 with SD 1.066), Science (mean 3.389 with SD 1.026) and Commerce (mean 3.419 with SD 1.056) backgrounds, and the male (mean 3.254 with SD 1.089) and female users (mean 3.451 with 1.023) (See table 6.17).

The SD score shows that, there are strong variations in the views of the users belonging to all categories.

The perceptions of the users in different categories with regard to the 'display of newly acquired documents' in the college libraries in Kerala is shown in the figure 6.50.

**Fig. 6.50 User Perceptions about the display of newly acquired documents in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Commerce background, and the female users have comparatively higher perceptions than the others in the group.

### Quality

The analysis of the gap between the user expectations and the perceptions about the 'display of newly acquired documents in the college libraries in Kerala' shows that, there is low quality (-0.895) to it. The students (-0.843) and teachers (-1.1), the users with Arts (-0.913), Science (-0.884) and Commerce (-0.842) subject backgrounds, and male (-0.963) and the female (-0.865) users also have the view that the quality of the 'display of new arrivals in their college libraries is low.

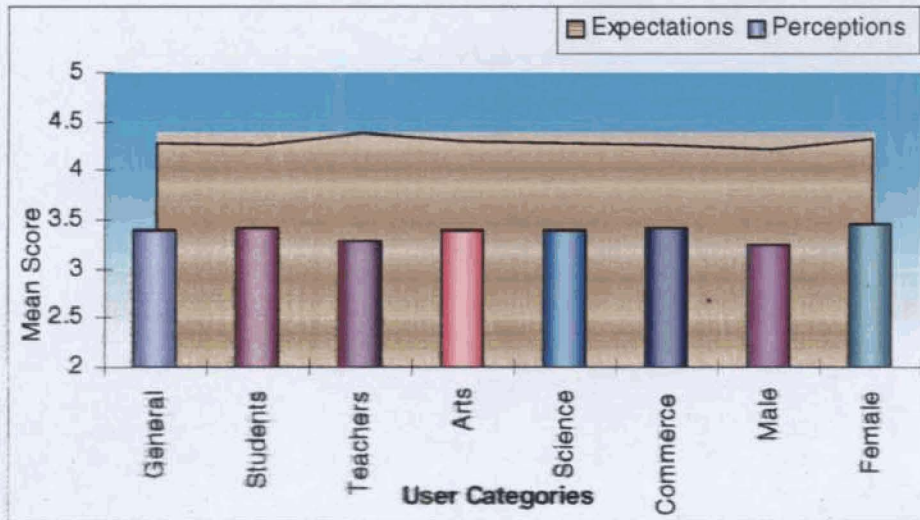
The perceived quality of the 'display of newly acquired documents' in the college libraries in Kerala is shown in the table 6.17 as well as in the figure 6.51.

**Table 6.17 Display of newly acquired documents in the college libraries in Kerala: Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.418	1.042	4.261	0.761	-0.843
	Teachers	3.289	1.058	4.389	0.656	-1.1
Subject	Arts	3.392	1.066	4.305	0.736	-0.913
	Science	3.389	1.026	4.273	0.740	-0.884
	Commerce	3.419	1.056	4.261	0.793	-0.842
Gender	Male	3.254	1.089	4.217	0.786	-0.963
	Female	3.451	1.023	4.316	0.722	-0.865
Overall		3.392	1.047	4.287	0.743	-0.895

The comparison of the gap score shows that, in different the user categories, the students, the users with Commerce background, and the female users have perceived the quality comparatively higher than that of the others in the group.

**Fig. 6.51 Display of newly acquired documents in the college libraries in Kerala: Quality analysis**



It is found that, most of the college libraries in Kerala under study lack adequate space and furniture and so, most of the college libraries, particularly government college libraries, are not displaying the newly acquired documents properly and if displayed it is not in proper manner and place. Further, the newly acquired documents are displayed after a long period of its actual arrival in the library. So, lack of sufficient space and furniture, and improper display of the newly acquired documents may be the major reasons for the low quality of the college libraries in Kerala.

#### **Item 12: Accessibility offered to document collection in the college libraries in Kerala**

Accessibility to the collection is an important factor deciding the extent of use of the resources available in a library. Open access is the most

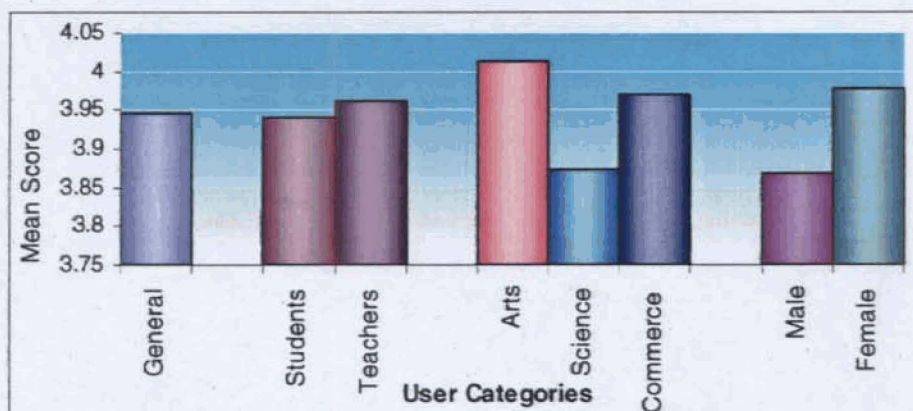
preferred form of access to the users, however it is not advisable to certain kinds of information sources, such as rare and out-of print documents, costly documents, photographs, microforms and CDs. Therefore, this free accessibility is treated as one of the important items while assessing the quality of a library.

### User Expectations

The overall the user expectations (mean 3.945 with SD 0.878) about the 'accessibility offered to the document collection' in the college libraries in Kerala shows that, good college libraries should give easy accessibility to their document collection. Similar views are found to the users in different user categories such as the students (mean 3.941 with SD 0.861) and teachers (mean 3.961 with SD 0.944), the users with Arts (mean 4.012 with SD 0.813), Science (mean 3.874 with SD 0.916) and Commerce (mean 3.97 with SD 0.964) subject backgrounds, and the male (mean 3.868 with SD 0.98) and the female users (mean 3.977 with SD 0.829) (See table 6.18).

The expectations of the different categories of the users with regard to the 'accessibility offered to the document collection' in the college libraries in Kerala are shown in the figure 6.52.

**Fig. 6.52 User Expectations about the accessibility to the collection in the college libraries in Kerala**



The figure shows that, in different categories of the users, the teachers, the users with Arts background, and the female users have comparatively higher expectations than the others in the group.

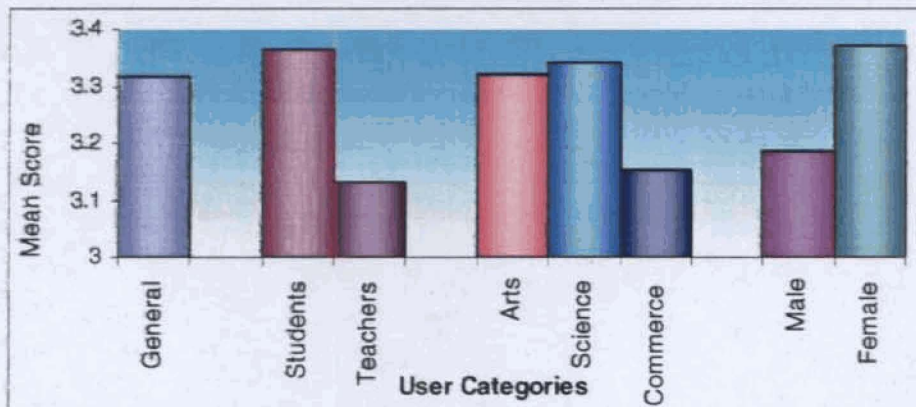
### User Perceptions

The overall perception score (mean 3.316 with SD 1.175) of the users show that more than half of the users have high perceptions about the 'accessibility to the document collection' available in the college libraries in Kerala. The perception score of the students (mean 3.362 with SD 1.176) and teachers (mean 3.13 with SD 1.153), the users with Arts (mean 3.319 with SD 1.177), Science (mean 3.342 with SD 1.162) and Commerce (mean 3.153 with SD 1.223) backgrounds, and male (mean 3.187 with SD 1.19) and the female users (mean 3.371 with SD 1.164) also hold similar views as that above (See table 6.18).

However, the standard deviation shows that, there are great variations in the views of the users belonging to all categories.

The perceptions of the users in the different categories with regard to the 'accessibility offered to the document collection' in the college libraries in Kerala are shown in the figure 6.53.

**Fig. 6.53 User Perceptions about the accessibility offered to the collection in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Science background, and the female users have comparatively higher perceptions than the others in the group.

### Quality

The overall analysis of the gap between the user expectations and the perceptions about the 'accessibility offered to the collection in the college libraries in Kerala' shows that, there is a negative gap (-0.629) showing low quality to it. The views of the different categories of the users such as the students (-0.579) and teachers (-0.831), the users with Arts (-0.693), Science (-0.532) and Commerce (-0.817) subject backgrounds, and male (-0.681) and the female (-0.606) also discloses that there is low quality to the 'accessibility offered to the document collection' in their college libraries.

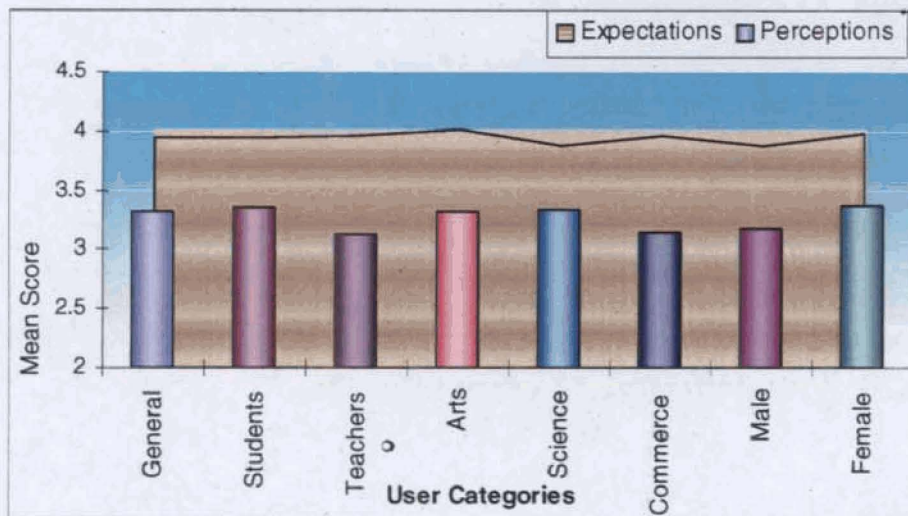
The perceived quality of 'accessibility offered to the document collection' in the college libraries in Kerala is shown in the table 6.18 as well as in the figure 6.54.

**Table 6.18 Accessibility offered to the document collection in the college libraries in Kerala: Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.362	1.176	3.941	0.861	-0.579
	Teachers	3.13	1.153	3.961	0.944	-0.831
Subject	Arts	3.319	1.177	4.012	0.813	-0.693
	Science	3.342	1.162	3.874	0.916	-0.532
	Commerce	3.153	1.223	3.97	0.964	-0.817
Gender	Male	3.187	1.190	3.868	0.980	-0.681
	Female	3.371	1.164	3.977	0.829	-0.606
Overall		3.316	1.175	3.945	0.878	-0.629

The gap scores show that, in different categories of the users, the perceived quality of the item is comparatively higher to the students, the users with Science background, and the female users than the others in the group.

**Fig. 6.54 Accessibility offered to the document collection in the college libraries in Kerala: Quality analysis**



It has observed that, accessibility is restricted in one way or the other in the college libraries in Kerala. In government college libraries, closed accessibility is offered to both postgraduate students and teachers. But most of the private college libraries offer open access to postgraduate students and teachers. Besides this, some libraries fix time schedule for accessing the collection. The librarians report that they are forced to offer closed accessibility due to rigid government rules, the heavy loss and misplacement of documents, lack of sufficient number of staff for rectification, vigilance, etc. So, lack of adequate staff, rigid government rules, offering of closed accessibility, etc. are the major reasons for the low quality of accessibility offered to the document collection in the college libraries in Kerala.

**Item 13: Issue of all Documents in the college libraries in Kerala**

Most of the users prefer to read documents at home. They get document for home reading through loan service offered in the library. They like to get all interested documents issued for reading at home. But libraries restrict the loan facility to certain categories of documents like reference books, current issues of journals, rare and out-of print documents etc. As it affects the academic work of students and teachers, the students and teachers may consider it as an important item while assessing the quality of a college library.

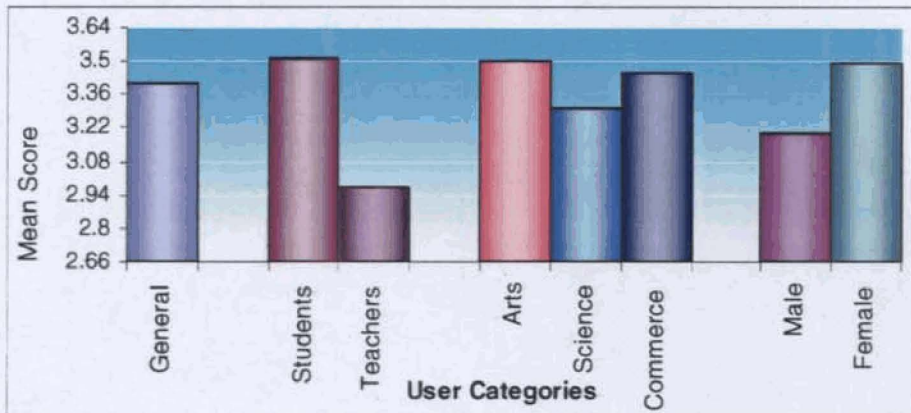
**User Expectations**

The analysis of the expectations about 'the issue of all documents' in the college libraries in Kerala shows that, more than half of the users expect (mean 3.404 with SD 1.233) that the college libraries should issue all documents for home reading. Similar views are found to the students (mean 3.511 with SD 1.203) and teachers (mean 2.971 with SD 1.26), the users with Arts (mean 3.498 with SD 1.216), Science (mean 3.303 with SD 1.245) and Commerce (mean 3.453 with SD 1.211) backgrounds, and the male (mean 3.195 with SD 1.292) and the female users (mean 3.493 with SD 1.197) (See table 6.19).

However, there are great variations in the views of the users in general as well as the users belonging to all categories (SD above 1).

The expectations of the different categories of the users with regard to the 'issue of all documents' in the college libraries in Kerala is shown in the figure 6.55.

Fig. 6.55 User Expectations about the issue of all documents in the college libraries in Kerala



The figure shows that, in different categories of the users, the students, the users with Arts background, and the female users have comparatively higher expectations than the others in the group. It indicates that, the users have realized the fact that all documents in a college library will not be issued for home reading.

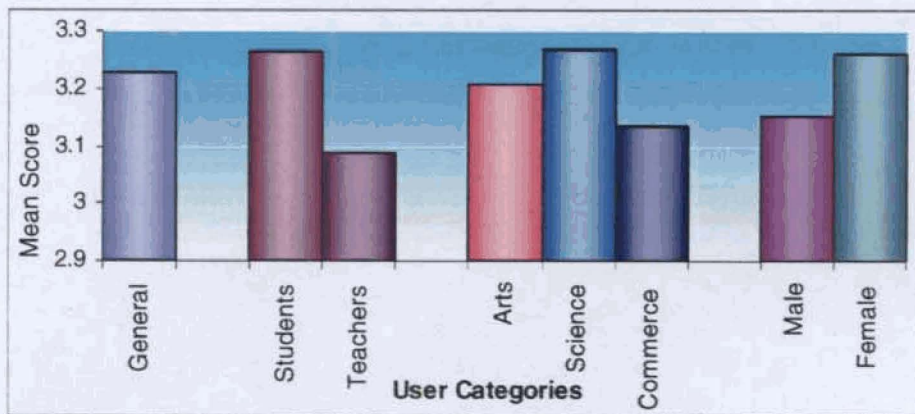
### User Perceptions

The general perceptions of the users about the 'issue of all documents' in the college libraries in Kerala show that, more than half of the users have good perceptions (mean 3.229 with SD 1.074) about it. The users in different categories such as the students (mean 3.263 with SD 1.073) and teachers (mean 3.088 with SD 1.068), the users with Arts (mean 3.208 with SD 1.117), Science (mean 3.266 with SD 1.041) and Commerce (mean 3.133 with SD 0.999) backgrounds, and the male (mean 3.152 with SD 1.106) and female users (mean 3.261 with SD 1.058) also have same views as that of the above (See table 6.19).

However, as in the expectations, there are considerable variations in the views of the users in general as well as the users belonging to all categories (SD above 1).

The perceptions of the different categories of the users with regard to the 'issue of all documents for home reading' in the college libraries in Kerala are shown in the figure 6.56.

**Fig. 6.56 User Perceptions about the issue of all documents in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Science background, and the female users have comparatively higher perceptions than the others in the group.

### Quality

The quality gap analysis of the item 'issue of all documents' in the college libraries in Kerala show that, the quality of the 'issue of all the documents available in the college libraries in Kerala' is low. The students (-0.245), the users with Arts (-0.29), Science (-0.037) and Commerce (-0.32) subject backgrounds, and male (-0.043) and the female (-0.232) users have perceived the item 'issue of all documents for home reading' in their college library low to its expectations showing a low quality to it.

However, the teachers (+0.117) have perceived the quality of the 'issue of all documents for home reading' as good. It may be due to the fact that, the teachers very well understand that all documents in a college library cannot be issued for home reading and so they expect it very low. At the same time, being a teacher, they get almost all documents in their

college library for home reading, giving good perceptions higher to their expectations that leads to a positive gap score showing good quality.

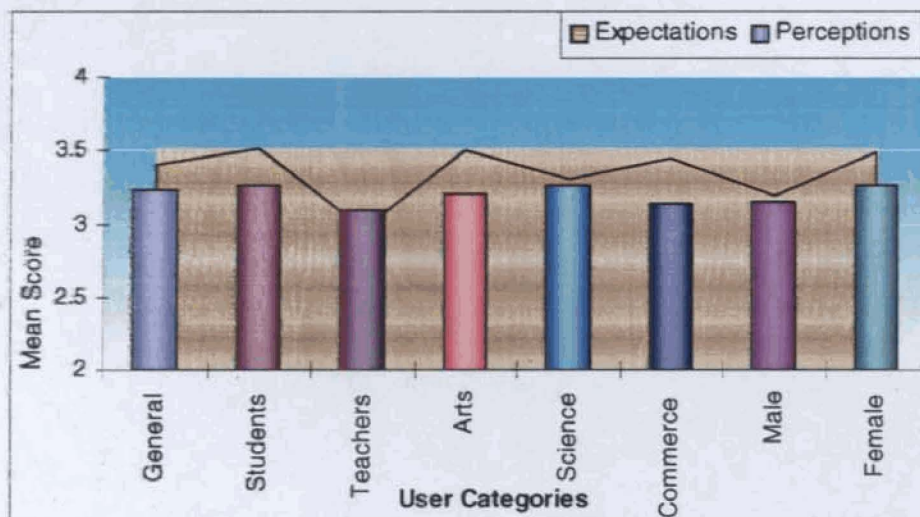
The perceived quality of the 'issue of all documents' in the college libraries in Kerala' is shown in the table 6.19 as well as in the figure 6.57.

**Table 6.19 Issue of all documents in the college libraries in Kerala: Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.263	1.073	3.511	1.203	-0.248
	Teachers	3.088	1.068	2.971	1.260	+0.117
Subject	Arts	3.208	1.117	3.498	1.216	-0.290
	Science	3.266	1.041	3.303	1.245	-0.037
	Commerce	3.133	0.999	3.453	1.211	-0.320
Gender	Male	3.152	1.106	3.195	1.292	-0.043
	Female	3.261	1.058	3.493	1.197	-0.232
Overall		<b>3.229</b>	<b>1.074</b>	<b>3.404</b>	<b>1.233</b>	<b>-0.175</b>

The gap scores show that, among the user groups, the perceived quality of the item is comparatively higher to the teachers, the users with Science background, and the male users than the others in the group.

**Fig. 6.57 Issue of all documents in the college libraries in Kerala: Quality analysis**



It has been observed that, some college libraries issue textbooks alone. They are not issuing the textbook references, reference books, and periodicals to postgraduate students even for overnight, but issues to teachers without any restrictions. This practice is mainly followed in government college libraries and not in private college libraries. The librarians report that, the students are not returning the reference books issued in time, which may affect others. So the non-issue of textbook references, reference books, and journal issues may be the major reason for the low quality of the issue of all documents in the college libraries in Kerala for reading at home.

**Item 14: Availability of needed documents to the users in time from the college libraries in Kerala**

Every student and teacher like to get the needed document in time for reading or reference, otherwise it may affect their academic work. The users consider the availability of needed document in time as an important factor to assess the quality of a college library.

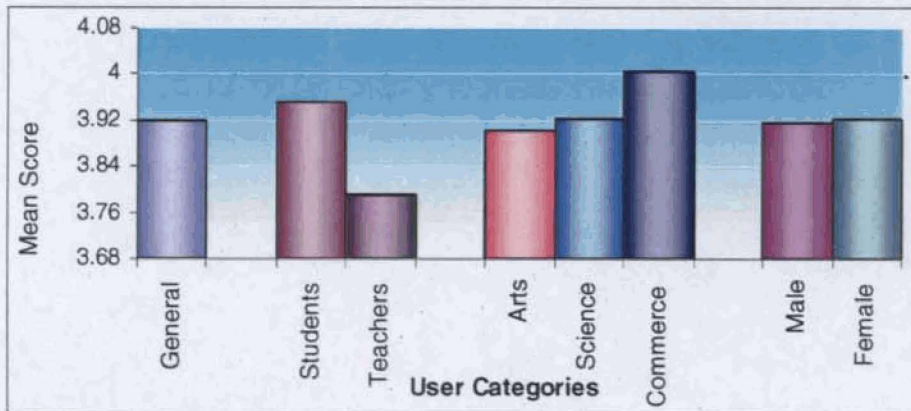
**User Expectations**

Majority of the users in general have good expectations (mean 3.921 with SD 0.933) about the 'availability of needed documents to the uses in time. Similar views are found to the students (mean 3.953 with SD 0.906) and teachers (mean 3.79 with SD 1.024), the users with Arts (mean 3.903 with SD 0.953), Science (mean 3.923 with SD 0.917) and Commerce (mean 4.005 with SD 0.904) backgrounds, and the male (mean 3.916 with SD 0.991) and female users (mean 3.923 with SD 0.907) (See table 6.20).

However, there are great variations in the views of teachers regarding it.

The expectations of the different categories of the users with regard to the 'availability of needed documents in time' in the college libraries in Kerala are shown in the figure 6.58.

**Fig. 6.58 User Expectations about the availability of needed documents in time from the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Commerce background, and the female users have comparatively higher expectations than the others in the group.

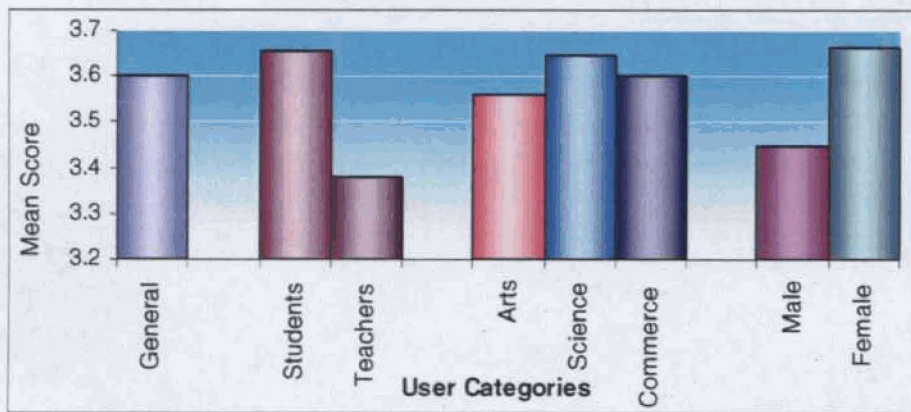
### User Perceptions

The general perceptions of the users (overall mean 3.602 with SD 1.067) about the 'timely availability of needed documents from their college libraries' is that, more than half of the users get the needed documents in time from their college libraries. In the case of the users in different categories, the students (mean 3.657 with SD 1.068) and teachers (mean 3.379 with SD 1.038), the users with Arts (mean 3.559 with SD 1.144), Science (mean 3.645 with SD 0.986) and Commerce (mean 3.601 with SD 1.059) subject backgrounds, and male (mean 3.449 with SD 1.128) and the female users (mean 3.666 with SD 1.034) also hold the views that they get needed documents in time from their college libraries (See table 6.20).

It is to be noted that, there are some deviations (except to the users with Science background) in the views of the users belonging to all categories (SD above 1).

The perceptions of the different categories of the users with regard to the 'availability of needed documents' in time from their college libraries are shown in the figure 6.59.

**Fig. 6.59 User Perceptions about the availability of needed documents in time in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Science background, and the female users have comparatively higher perceptions than the others in the group.

### Quality

The analysis of the gap between the user expectations and the perceptions about the 'availability of needed documents in time' shows that, there is low quality to the 'availability of needed documents in the college libraries in Kerala'. The students (-0.296) and teachers (-0.411), the users with Arts (-0.344), Science (-0.278) and Commerce (-0.404) subject backgrounds, and the male (-0.467) and female (-0.257) users also have expressed that there is low quality to the 'availability of needed documents' from their college libraries.

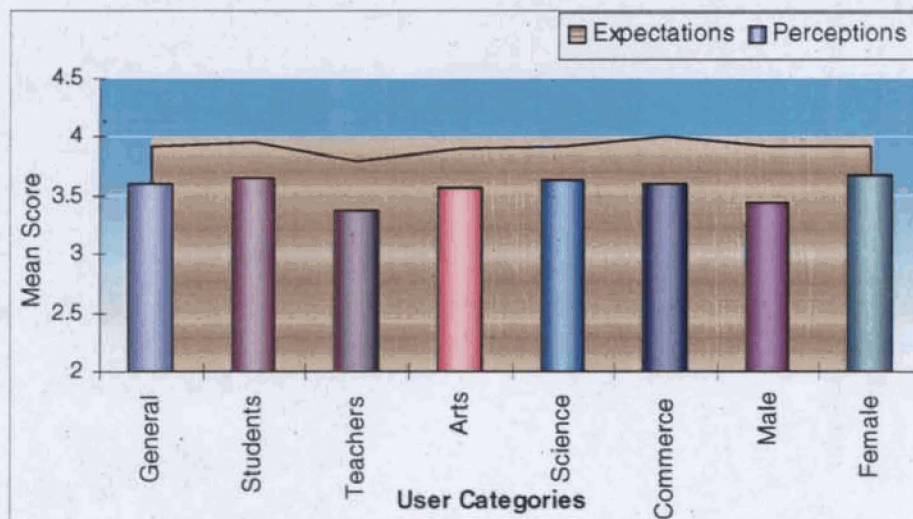
The perceived quality of the 'availability of needed documents in time' in the college libraries in Kerala is shown in the table 6.20 as well as in the figure 6.60.

**Table 6.20 Availability of needed documents from the college libraries in Kerala: Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.657	1.068	3.953	0.906	-0.296
	Teachers	3.379	1.038	3.79	1.024	-0.411
Subject	Arts	3.559	1.144	3.903	0.953	-0.344
	Science	3.645	0.986	3.923	0.917	-0.278
	Commerce	3.601	1.059	4.005	0.904	-0.404
Gender	Male	3.449	1.128	3.916	0.991	-0.467
	Female	3.666	1.034	3.923	0.907	-0.257
Overall		3.602	1.067	3.921	0.933	-0.319

The comparison of the gap score shows that, in different categories of the users, the students, the users with Science background, and the female users have perceived the quality comparatively higher than the others in the group.

**Fig. 6.60 Availability of needed documents from the college libraries in Kerala in time: Quality analysis**



The college libraries in Kerala acquire limited copies of documents prescribed in their syllabus. It may not be adequate to meet the actual needs of the users. To worsen the situation, the issued documents are not returned in time. So majority of the users are not getting needed documents in time. Hiding of documents may also lead to its non-availability. Lack of sufficient number of copies, non-return of issued documents in time, hiding of documents etc. may be the major reasons for the low perceived quality of the availability of needed documents from the college libraries in Kerala.

#### **Item 15: Help of staff to locate needed documents in the college libraries in Kerala**

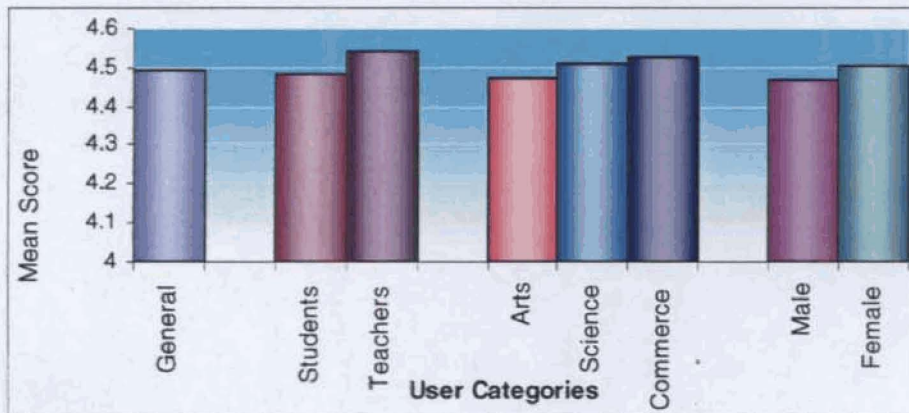
The students and teachers may sometimes require the help of staff to locate needed documents, which are not found in their search. Getting the help of staff in time will save the valuable time of the users and will help them to do their academic work in time. On the contrary, if timely help is not rendered, it may lead to great dissatisfaction and non-visit to the library. Therefore, users consider the provision of due help to locate needed documents as an important item to assess the quality of college libraries.

#### **User Expectations**

It is found that, the users in general have high expectations (mean 4.495 with SD 0.655) about the 'help of staff to locate needed documents' in the college libraries in Kerala. Similar views are expressed by the students (mean 4.484 with SD 0.658) and teachers (mean 4.54 with SD 0.642), the users with Arts (mean 4.474 with SD 0.72), Science (mean 4.511 with SD 0.591) and Commerce (mean 4.527 with SD 0.624) subject backgrounds, and the male (mean 4.467 with SD 0.669) and female users (mean 4.507 with SD 0.649) in this regard (See table 6.21).

The expectations of the users belonging to the different categories with regard to the 'help of staff to locate needed documents' from the college libraries in Kerala is shown in the figure 6.61.

**Fig. 6.61 User Expectations about the help of staff to locate needed documents from the college libraries in Kerala**



The figure shows that, in different categories of the users, the teachers, the users with Commerce background, and the female users have comparatively higher expectations than the others in the group.

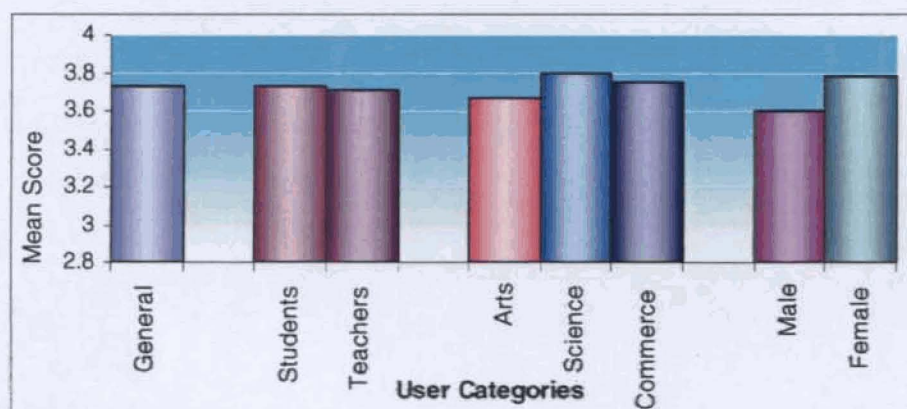
### User Perceptions

The overall mean score (mean 3.729 with SD 1.001) of the user perceptions about the 'help of staff to locate needed documents' from their college libraries shows that, most of the users are getting due help from library staff to locate needed documents from their college libraries. Similar views are found to the users in different categories such as the students (mean 3.734 with SD 1.013) and teachers (mean 3.711 with SD 0.951), the users with Arts (mean 3.664 with SD 1.046), Science (mean 3.79 with SD 0.952) and Commerce (mean 3.749 with SD 0.991) subject backgrounds, and the male (mean 3.598 with SD 1.061) and female users (mean 3.874 with SD 0.969) (See table 6.21).

However, there are variations in the views of the students, the users with Arts background and the male users (SD above 1).

The perceptions of the different categories of the users with regard to the 'help of staff to locate needed documents' from the college libraries in Kerala among the different categories of users is shown in the figure 6.62.

**Fig. 6.62 User Perceptions about the help of staff to locate needed documents from the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Science background, and the female users have comparatively higher perceptions than the others in the group.

### Quality

The analysis of the gap between the user expectations and the perceptions about the 'help of staff to locate needed documents' from the college libraries in Kerala shows that their perception is very low (-0.766) compared to their expectations. The gap scores of the different categories of the users such as the students (-0.75) and teachers (-0.829), the users with Arts (-0.81), Science (-0.721) and Commerce (-0.778) backgrounds, and the male (-0.869) and female users (-0.723) also have showed that the quality of the 'help of staff to locate needed documents' from their college libraries is low.

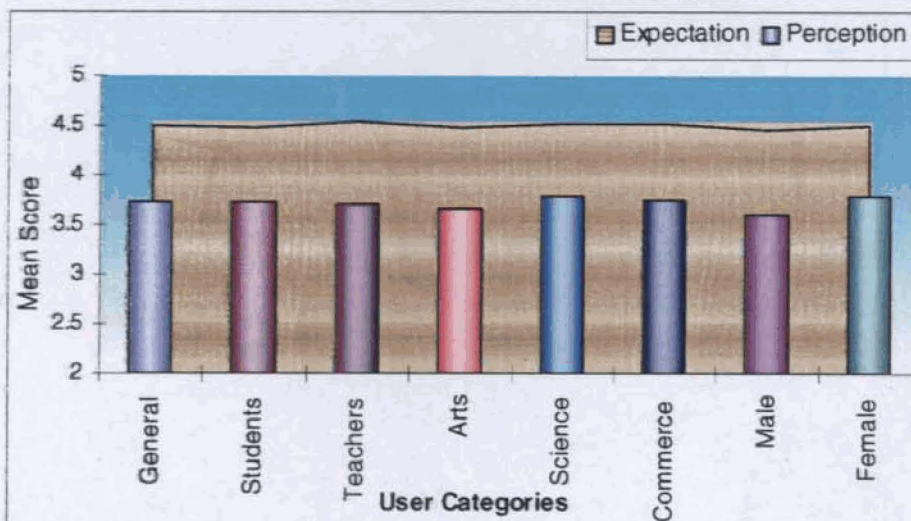
The user expectations, the perceptions and the perceived quality of the 'help of staff to locate needed documents' from the college libraries in Kerala is shown in the table 6.21 as well as in the figure 6.63.

**Table 6.21 Help of staff to locate needed documents in the college libraries in Kerala: Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.734	1.013	4.484	0.658	-0.75
	Teachers	3.711	0.951	4.54	0.642	-0.829
Subject	Arts	3.664	1.046	4.474	0.720	-0.81
	Science	3.79	0.952	4.511	0.591	-0.721
	Commerce	3.749	0.991	4.527	0.624	-0.778
Gender	Male	3.598	1.061	4.467	0.669	-0.869
	Female	3.784	0.969	4.507	0.649	-0.723
<b>Overall</b>		<b>3.729</b>	<b>1.001</b>	<b>4.495</b>	<b>0.655</b>	<b>-0.766</b>

The comparison of the gap score shows that, in different user categories, the perceived quality of the item 'help of staff to locate needed document' from the college libraries in Kerala are comparatively higher to the students, the users with Science background and the female users than the others in the group.

**Fig. 6.63 Help of staff to locate needed documents in the college libraries in Kerala: Quality analysis**



It is observed that, the college libraries in Kerala are suffering from acute shortage of professional and non-professional staff. As the number of staff available is inadequate to carry out the day-to-day activities, they are unable to provide help to users to locate needed documents. Help of the staff is necessary in libraries where close access facility is offered. So lack of adequate number of staff results in the low quality of help provided to the users to locate needed documents in the college libraries in Kerala.

**Item 16: Timely completion of the work of staff in the college libraries in Kerala**

The library staff have to do library works, like accessioning, classification, cataloguing, and completion process like fixing library seal, tag, date label, book card and book pocket, etc, on all newly acquired documents as well as on newly bound periodicals, shelving, rectification, etc. Keeping the new documents for a long period for this library technical processes will affect the academic work of the users. So the users expect that the new documents have to be processed in time and made available for their use. Therefore, timely completion of the work of staff on documents is considered as one of the important items while assessing the quality of a college library.

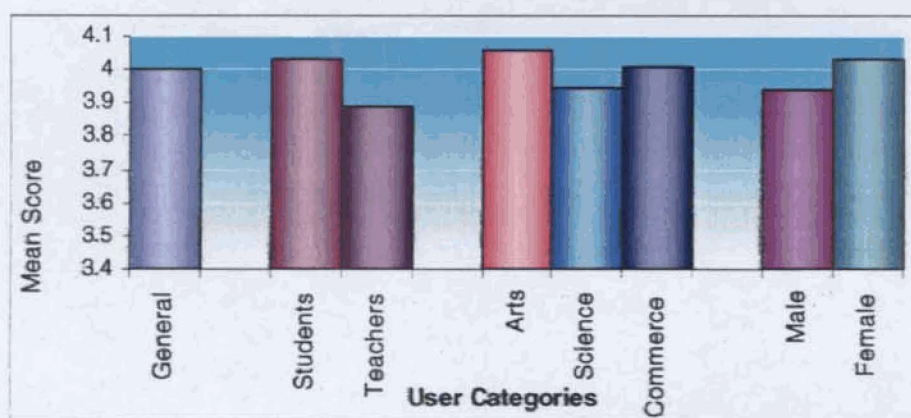
**User Expectations**

The overall user expectations (mean 4.001 with SD 0.908) about the 'timely completion of the work of staff' in the college libraries in Kerala shows that, the library staff in the college libraries should do their work in time to avoid delay in getting needed documents to the users. The students (mean 4.029 with SD 0.888) and teachers (mean 3.888 with 0.974), the users with Arts (mean 4.056 with SD 0.892), Science (mean 3.945 with SD 0.922) and Commerce (mean 4.01 with SD 0.895) subject backgrounds,

and the male (mean 3.836 with SD 0.978) and female users (mean 4.029 with SD 0.875) also have more or less the same level of the expectation with regard to the 'completion of the work of library staff' in the college libraries (See table 6.22).

The expectations of the different categories of users with regard to the 'timely completion of the work of staff' in the college libraries in Kerala are shown in the figure 6.64.

**Fig. 6.64 User Expectations about the timely completion of the work of staff in the college libraries in Kerala**



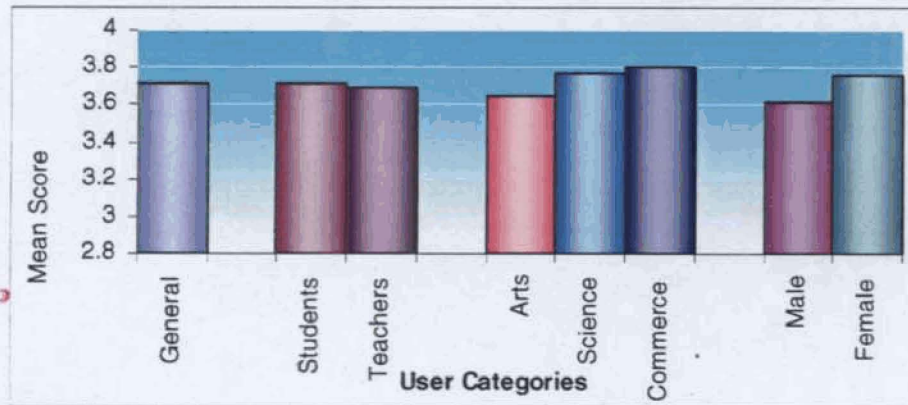
The figure shows that, the users in different categories of the users, the students, the users with Arts background, and the female users have comparatively higher expectations than the others in the group.

### User Perceptions

It is found that, more than half of the users in general have good perceptions (mean 3.714 with SD 0.923) about the 'timely completion of the work of staff' in the college libraries in Kerala. Similar views are expressed by the students (mean 3.718 with SD 0.929) and teachers (mean 3.697 with SD 0.901), the users with Arts (mean 3.643 with SD 0.993), Science (mean 3.768 with SD 0.865) and Commerce (mean 3.803 with SD 0.809) backgrounds, and the male (mean 3.613 with SD 0.936) and female users (mean 3.756 with SD 0.915) in this regard (See table 6.22).

The perceptions about the 'timely completion of the work of staff' in the college libraries in Kerala among the different categories of users are shown in the figure 6.65.

**Fig. 6.65 User Perceptions about the timely completion of the work of staff in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Commerce background, and the female users have comparatively higher perceptions than the others in the group.

### Quality

The analysis of the quality gap of the item 'timely completion of the work of staff' in the college libraries in Kerala shows that their perception is low (-0.287) compared to their expectations. The gap scores of the different categories of the users such as the students (-0.311) and teachers (-0.191), the users with Arts (-0.413), Science (-0.177) and Commerce (-0.207) subject backgrounds, and the male (-0.323) and female users (-0.273) also have expressed that there is low quality to the 'timely completion of the work of staff' in their college libraries.

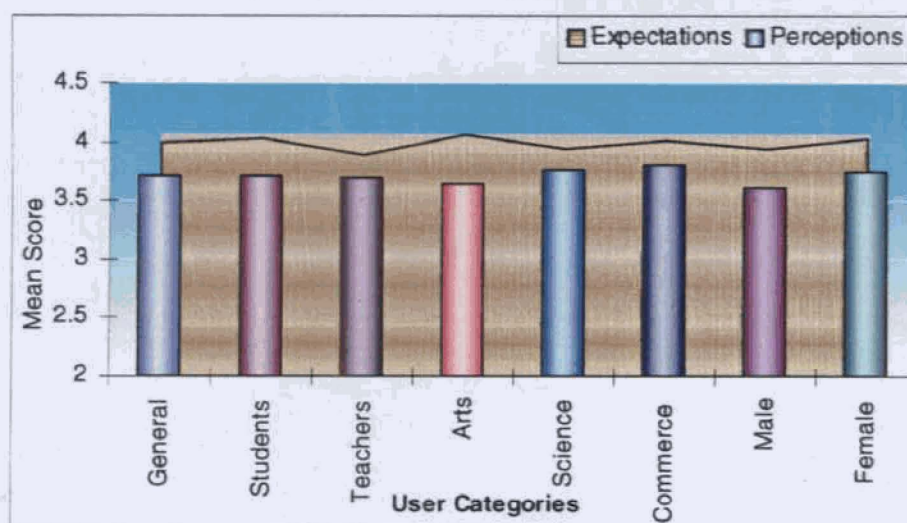
The perceived quality of the 'timely completion of the work of staff' in the college libraries in Kerala are shown in the table 6.22 as well as in the figure 6.66.

Table 6.22 Timely completion of the work of staff in the college libraries in Kerala: Quality analysis

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.718	0.929	4.029	0.888	-0.311
	Teachers	3.697	0.901	3.888	0.974	-0.191
Subject	Arts	3.643	0.993	4.056	0.892	-0.413
	Science	3.768	0.865	3.945	0.922	-0.177
	Commerce	3.803	0.809	4.01	0.895	-0.207
Gender	Male	3.613	0.936	3.936	0.978	-0.323
	Female	3.756	0.915	4.029	0.875	-0.273
Overall		3.714	0.923	4.001	0.908	-0.287

The comparison of the gap score shows that, in different categories of the users, the perceived quality of the item 'timely completion of the work of staff' in the college libraries in Kerala is comparatively higher to the teachers, the users with Science background, and the female users than the others in the group.

Fig. 6.66 Timely completion of the work of staff in the college libraries in Kerala: Quality analysis



It is observed that there is only one member of professional staff in majority of the college libraries in Kerala, who is suppose to do the

technical works like classification and cataloguing. The non-professionals do the rest of the works like accessioning, completion processes, shelving, rectification, dusting and cleaning etc. The librarian is busy with administrative matters and so he cannot do the technical works of newly acquired documents in time. Similarly, the non-professionals have to do so many works like issue and return, vigilance, shelving, dusting and cleaning, rectification, etc. So, they also fail to do their work in time. So, lack of adequate number of professional and non-professional staff also adds to the low quality of the timely completion of the work of staff in the college libraries in Kerala.

#### **Item 17: Provision of information about the availability of requested documents to the users in the college libraries in Kerala**

A document needed by a user may be either not acquired, or may be issued or sent for binding, or waiting for technical process. The students and teachers may request the library staff to inform them about the availability of needed documents. The provision of the information about the availability of requested documents to the users will be a great help to them to avoid delay in getting the needed documents. Hence, it is an important item that has to be considered while assessing the quality of college libraries.

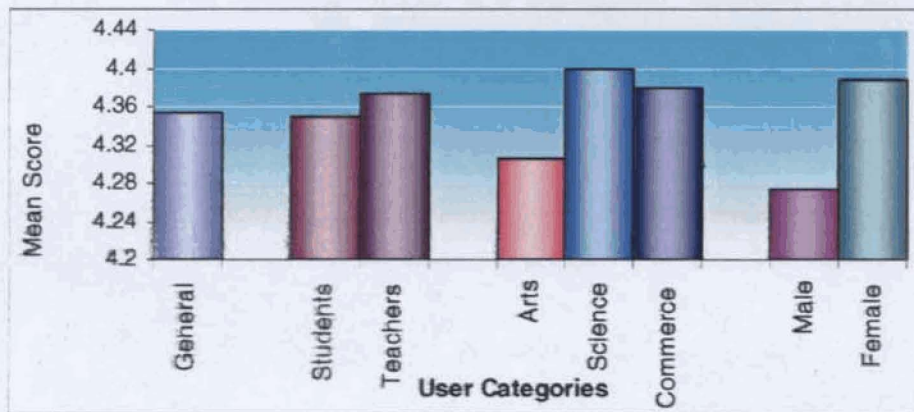
#### **User Expectations**

The analysis shows that, generally there are high expectations to the users (mean 4.354 with SD 0.74) about the 'provision of information about the availability of requested documents to the users' in the college libraries in Kerala. Similar views are there to the students (mean 4.35 with SD 0.747) and teachers (mean 4.373 with SD 0.71), the users with Arts (mean 4.305 with SD 0.811), Science (mean 4.398 with SD 0.668) and Commerce (mean 4.379 with SD 0.703) backgrounds, and the male (mean

4.273 with SD 0.811) and female users (mean 4.388 with SD 0.705) in this regard (See table 6.23).

The expectations of the different categories of users with regard to the 'provision of information about the availability of requested documents to the users' in the college libraries in Kerala are shown in the figure 6.67.

**Fig. 6.67 User Expectations about the provision of information about the availability of requested documents to the users in the college libraries in Kerala**



The figure shows that, in different categories of the users, the teachers, the users with Science background, and the female users have comparatively higher expectations than the others in the group.

### User Perceptions

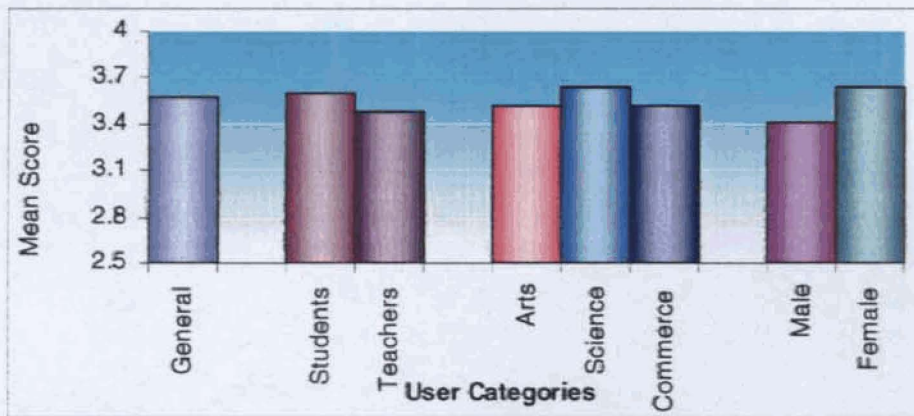
The overall perception of the users (mean 3.478 with SD 0.986) is that, to a certain extent, the college libraries in Kerala provide the 'information about the availability of requested documents to the users'. The different categories of the users such as the students (mean 3.601 with SD 0.979) and teachers (mean 3.479 with SD 1.009), the users with Arts (mean 3.522 with SD 1.028), Science (mean 3.641 with SD 0.937) and Commerce (mean 3.522 with SD 1.007) subject backgrounds, and the male

(mean 3.415 with SD 1.044) and female users (mean 3.645 with SD 0.953) also have similar view as that of above (See table 6.23).

However, there are variations in the views of the teachers, the users with Arts and Commerce subject backgrounds, and the male users (SD above 1).

The perceptions of the users in different categories with regard to the 'provision of information about the availability of requested documents to the users' in the college libraries in Kerala are shown in the figure 6.68.

**Fig. 6.68 User Perceptions about the provision of information about the availability of requested documents to the users in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Science background, and the female users have comparatively higher perceptions than the others in the group.

### Quality

The analysis of the gap between the user expectations and the perceptions of the item 'provision of information about the availability of requested documents to the users' in the college libraries in Kerala shows that there is low quality (-0.777) to it. The users in different categories such

as the students (-0.749) and teachers (-0.894), the users with Arts (-0.783), Science (-0.767) and Commerce (-0.857) subject backgrounds, and the male (-0.858) and female users (-0.743) also have viewed that there is low quality to the 'provision of information about the availability of requested documents to the users' in the college libraries in Kerala.

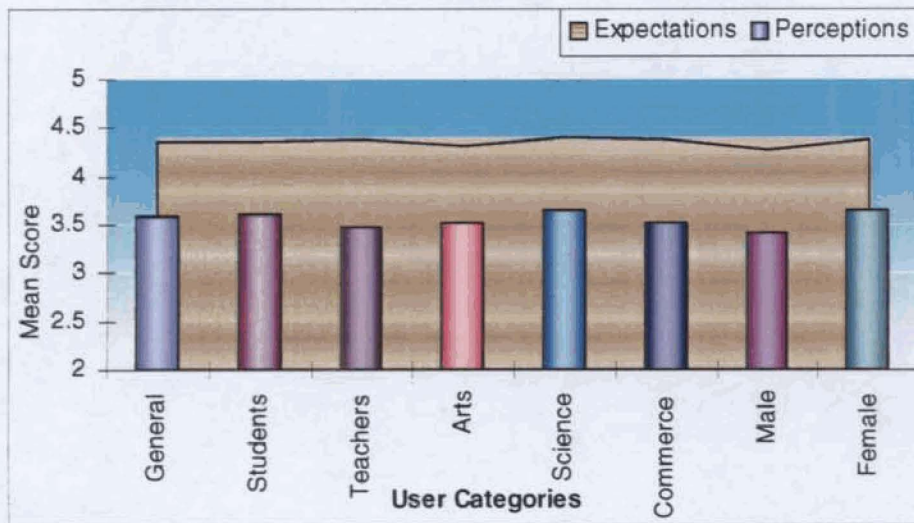
The perceived quality of the 'provision of information about the availability of requested documents to the users' in the college libraries in Kerala is shown in the table 6.23 as well as in the figure 6.69.

**Table 6.23 Provision of information about the availability of requested documents to the users in the college libraries in Kerala:  
Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.601	0.979	4.35	0.747	-0.749
	Teachers	3.479	1.009	4.373	0.71	-0.894
Subject	Arts	3.522	1.028	4.305	0.811	-0.783
	Science	3.641	0.937	4.398	0.668	-0.757
	Commerce	3.522	1.007	4.379	0.703	-0.857
Gender	Male	3.415	1.004	4.273	0.811	-0.858
	Female	3.645	0.953	4.388	0.705	-0.743
Overall		3.577	0.986	4.354	0.74	-0.777

The comparison of the gap score shows that, in different categories of the users, the perceived quality of the item 'provision of information about the availability of requested documents to the users' in the college libraries in Kerala is comparatively higher to the students, the users with Science background, and the female users than the others in the category.

**Fig. 6.69 Provision of information about the availability of requested documents to the users in the college libraries in Kerala: Quality analysis**



It is observed that inadequacy of library staff is the common feature of all college libraries in Kerala. They are busy with their day-to-day works. There is no system through which the request for documents are recorded and verified regularly to see the availability of requested documents and inform its availability to the users. So, lack of sufficient number of staff and lack of arrangement for recording requests and informing the users may be the major reason for the low quality of the 'provision of information about the availability of requested documents to the users' in the college libraries in Kerala.

#### **Item 18: Provision of correct information to the users in the college libraries in Kerala**

The students and teachers visit their college library mainly for getting a needed document or information. They themselves may search for the document or information needed. Whenever they fail to get the document or information, the users may ask for them from the library staff. If the library staff give correct information about the document, its location, its availability etc, it will be very helpful to the users to save their

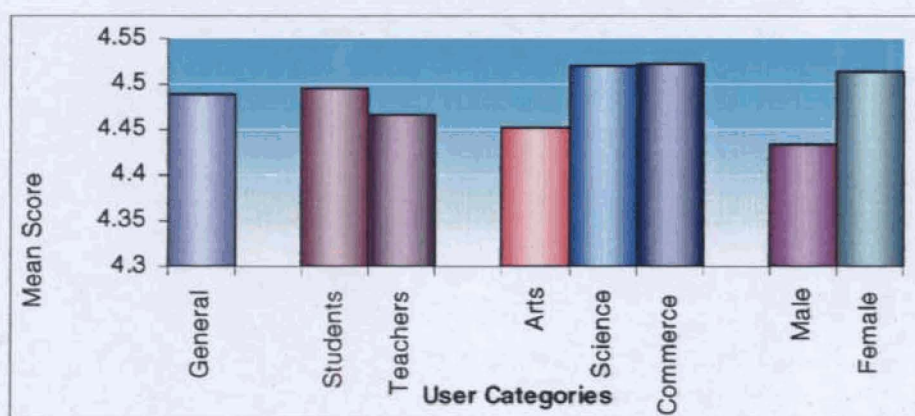
valuable time. Instead, if the staff give false information, the user may get dissatisfied and their academic work will suffer. So, the users consider the provision of correct information on request as an important item to be considered while assessing the quality of the college libraries.

### User Expectations

Majority of the users in general have high expectations (mean 4.489 with SD 0.632) about the 'provision of correct information on request to the users' in the college libraries in Kerala. All categories of the users, such as the students (mean 4.495 with SD 0.637) and teachers (mean 4.466 with SD 0.613), the users with Arts (mean 4.452 with SD 0.669), Science (mean 4.52 with SD 0.603) and Commerce (mean 4.522 with SD 0.574) subject backgrounds, and the male (mean 4.434 with SD 0.677) and female users (mean 4.513 with SD 0.611), have also viewed that good college libraries should provide correct information to the users on request (See table 6.24).

The expectations of the different categories of users with regard to the 'provision of correct information on request to the users' in the college libraries in Kerala are shown in the figure 6.70.

**Fig. 6.70 User Expectations about the provision of correct information on request to the users in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Commerce background, and the female users have comparatively higher expectations than the others in the category.

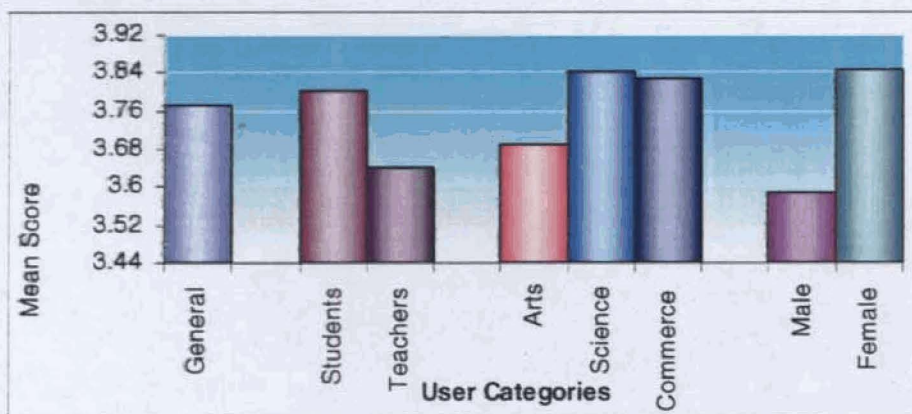
### User Perceptions

The overall perception of the users (mean 3.77 with SD 0.959) indicates that, more than half of the users get 'correct information on request'. There is no change in the views of the students (mean 3.802 with SD 0.957) and teachers (mean 3.64 with SD 0.953), the users with Arts (mean 3.687 with SD 1.031), Science (mean 3.841 with SD 0.891) and Commerce (mean 3.828 with SD 0.909) backgrounds, and the male (mean 3.588 with SD 1.031) and female users (mean 3.847 with SD 0.916) (See table 6.24).

However, there are variations in the views of the users with Arts background and the male users with regard to the perception of 'correct information on request'.

The perceptions of the users in different categories of the users with regard to the 'provision of correct information on request to the users' in the college libraries in Kerala are shown in the figure 6.71.

**Fig. 6.71 User Perceptions about the provision of correct information on request to the users in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Science background, and the female users have comparatively higher perceptions about the 'provision of correct information on request to the users' in the college libraries in Kerala than the others in the category.

### Quality

The analysis of gap between the user expectations and the perceptions about the 'provision of correct information on request to the users' shows that the quality of the 'provision of correct information on request to the users in the college libraries in Kerala is low (-0.719). Similarly, the users in different categories such as the students (-0.693) and teachers (-0.826), the users with Arts (-0.765), Science (-0.679) and Commerce (-0.694) subject backgrounds, and the male (-0.846) and female users (-0.666) have also viewed that there is low quality to the 'provision of correct information on request to the users' in the college libraries in Kerala.

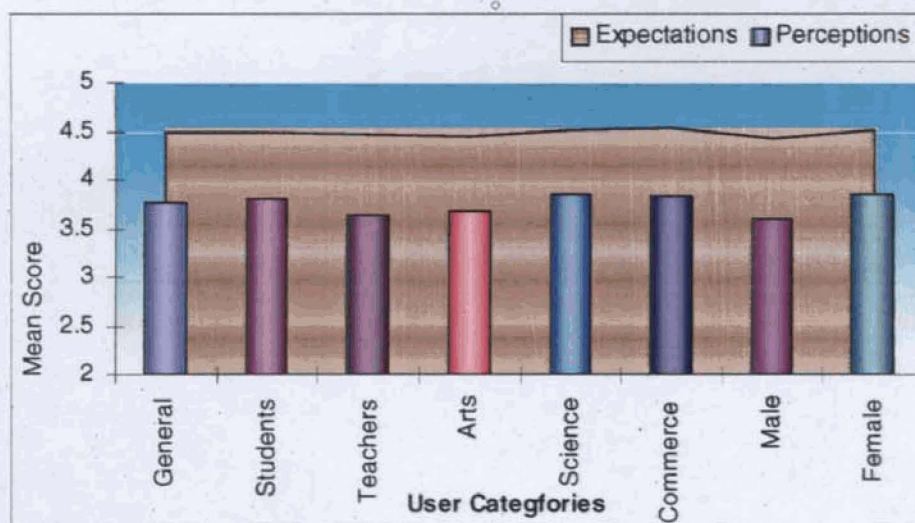
The perceived quality of the 'provision of correct information on request to the users' in the college libraries in Kerala is shown in the table 6.24 as well as in the figure 6.72.

**Table 6.24 Provision of correct information on request to the users in the college libraries in Kerala: Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.802	0.957	4.495	0.637	-0.693
	Teachers	3.64	0.953	4.466	0.613	-0.826
Subject	Arts	3.687	1.031	4.452	0.669	-0.765
	Science	3.841	0.891	4.52	0.603	-0.679
	Commerce	3.828	0.909	4.522	0.574	-0.694
Gender	Male	3.588	1.031	4.434	0.677	-0.846
	Female	3.847	0.916	4.513	0.611	-0.666
Overall		<b>3.770</b>	<b>0.959</b>	<b>4.489</b>	<b>0.632</b>	<b>-0.719</b>

The comparison of the gap score shows that, among the user categories, the perceived quality of the item 'provision of correct information on request to the users' in the college libraries in Kerala is comparatively higher to the students, the users with Science background, and the female users than the others in the category.

**Fig. 6.72 Provision of correct information on request to the users in the college libraries in Kerala: Quality analysis**



In order to provide correct information about the document, the library requires proper record of movement of documents inside and

outside the library. The investigator has observed that, there is no method of recording the movement of documents internally, but records of the movement of documents outside the library in the form of loan or for binding are maintained. Most of the college libraries in Kerala still use registers for the purpose. From these registers, it is very difficult to locate the details of a particular document. Similarly, there is no system of preparing and keeping files of special information or evaluation of the information sources available in the library. As a result, the library staff is not in a position to give correct information about the document or topic requested. So lack of evaluation, special files of information, and proper record of the documents available in the library may be the major reasons for the low quality of the provision of correct information on request to the users in the college libraries in Kerala.

#### **Item 19: Response of staff on user queries in the college libraries in Kerala**

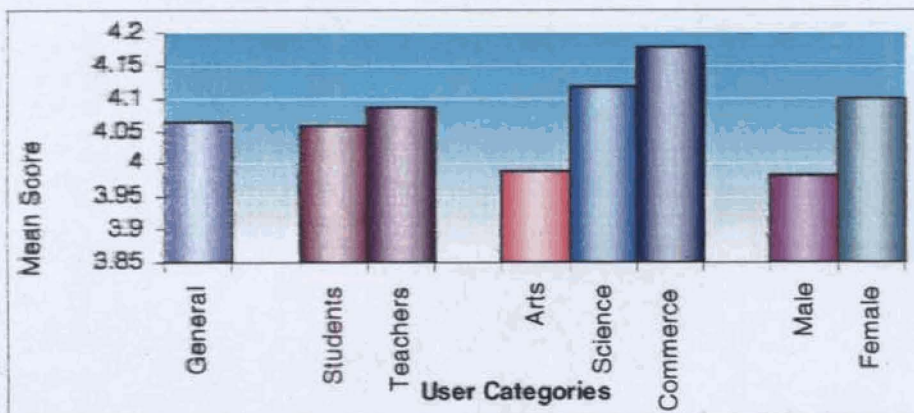
The students and teachers in a college library may have problems in locating needed information or document, use of library catalogue, search on shelves, and terms and conditions with regard to the use of services, facilities, etc. Whenever a doubt arises, the user may seek clarification from the library staff. The library staff are supposed to clear the doubts and problems of the users to enable them to utilize the resources and services in their library effectively. If the staff fail to give satisfactory response to the users' queries and doubts, it will affect their academic work and lead to the wastage of time. So the users consider the 'response of staff on user queries' as an important item in the assessment of college library quality

## User Expectations

The analysis shows that, the users in general have high expectations (mean 4.064 with SD 0.904) about the 'response of staff on user queries' in the college libraries in Kerala. Similar views are found to the students (mean 4.058 with SD 0.906) and teachers (mean 4.088 with SD 0.894), the users with Arts (mean 3.989 with SD 0.933), Science (mean 4.117 with SD 0.88) and Commerce (mean 4.177 with SD 0.837) subject backgrounds, and the male (mean 3.981 with SD 0.964) and female users (mean 4.098 with SD 0.875) in this matter (see table 6.25).

The expectations of the different categories of users with regard to the 'response of staff on user queries' in the college libraries in Kerala are shown in the figure 6.73.

**Fig. 6.73 User Expectations about the response of staff on queries of the users in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Commerce background, and the female users have comparatively higher expectations than the others in the group.

## User Perceptions

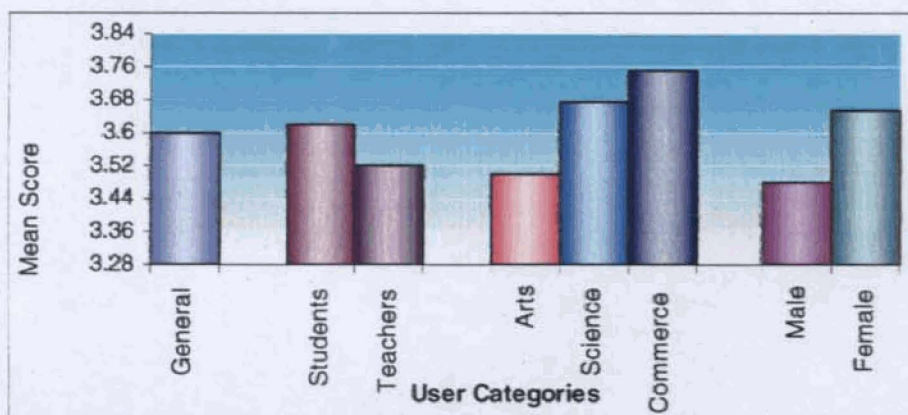
Most of the users in general have viewed that (mean 3.601 with SD 0.952) the staff in their college libraries respond to their queries properly.

The users in different categories such as the students (mean 3.62 with SD 0.95) and teachers (mean 3.521 with SD 0.957), the users with Arts (mean 3.5 with SD 1.024), Science (mean 3.674 with SD 0.887) and Commerce (mean 3.749 with SD 0.827) backgrounds, and the male (mean 3.478 with SD 1.005) and female users (mean 3.653 with SD 0.924) also have good perceptions about it (See table 6.25).

However, there are variations in the views of the users with Arts background and the male users (SD above 1).

The perceptions of the different categories of the users with regard to the 'response of staff on queries of the users' in the college libraries in Kerala among the different categories of users is shown in the figure 6.74.

**Fig. 6.74 User Perceptions about the response of staff on queries of the users in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Science subject background, and the female users have comparatively higher perceptions than the others in the group.

### Quality

The analysis of the gap between the user expectations and the perceptions about the 'response of staff on user queries' shows that the quality of the 'response of staff on user queries' in the college libraries in

Kerala is low. The students (-0.438) and teachers (-0.567), the users with Arts (-0.489), Science (-0.443) and Commerce (-0.428) backgrounds, and the male (-0.503) and female users (-0.445) also have viewed that there is low quality to it.

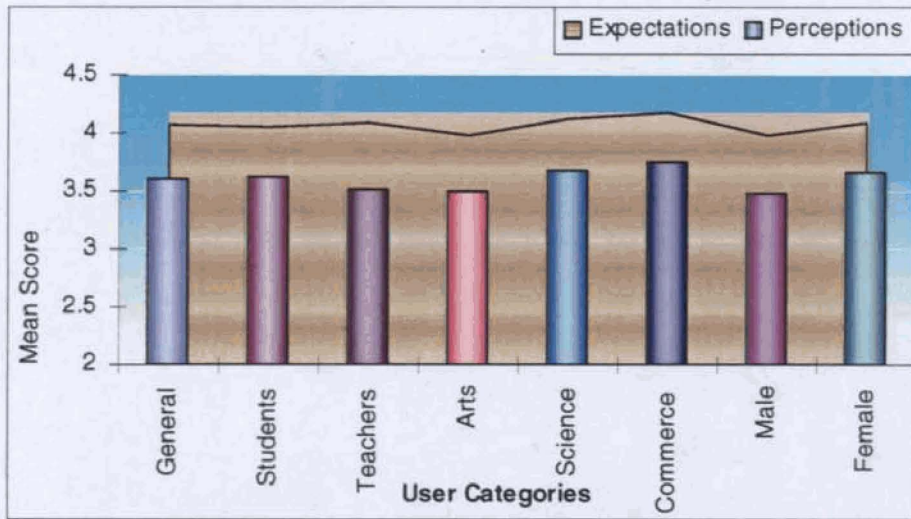
The perceived quality of the 'response of staff on user queries' in the college libraries in Kerala is shown in the table 6.25 and in the figure 6.75.

**Table 6.25 Response of staff on queries of the users in the college libraries in Kerala: Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.62	0.950	4.058	0.906	-0.438
	Teachers	3.521	0.957	4.088	0.894	-0.567
Subject	Arts	3.5	1.024	3.989	0.933	-0.489
	Science	3.674	0.887	4.117	0.88	-0.443
	Commerce	3.749	0.827	4.177	0.837	-0.428
Gender	Male	3.478	1.005	3.981	0.964	-0.503
	Female	3.653	0.924	4.098	0.875	-0.445
Overall		3.601	0.952	4.064	0.904	-0.463

The comparison of the gap score shows that, in different categories of the users, the perceived quality of the item 'response of staff on user queries' in the college libraries in Kerala is comparatively higher to the students, the users with Commerce background and the female users than the others in the group.

Fig. 6.75 Response of staff on queries of the users in the college libraries in Kerala: Quality analysis



It is observed that, the college libraries in Kerala face severe shortage of staff and the staff available in the college library are burdened with heavy workload. They won't get enough time to listen to the voice of the users and so their responses on user queries are very poor. Besides, there is regular transfer of non-professionals to the college office as well as to the laboratories. These staff do not have sufficient knowledge about the topics as well as about documents and information available in the library. And some of the staff in the college libraries view that, answering the queries of the users is not their duty. Therefore, they hesitate to respond to user queries. So lack of sufficient number of staff and hesitation on the part of library staff may be the major reasons for the low quality of the response of staff on user queries in the college libraries in Kerala.

#### Item 20: Users' confidence on staff in the college libraries in Kerala

The students and teachers may ask for the help of various kinds from their library staff. If the library staff give due help and responses to users' request and queries, they may develop some sort of confidence in the users. They may depend on such staff whenever there is a problem in using the library resources and services. Lack of confidence about the staff

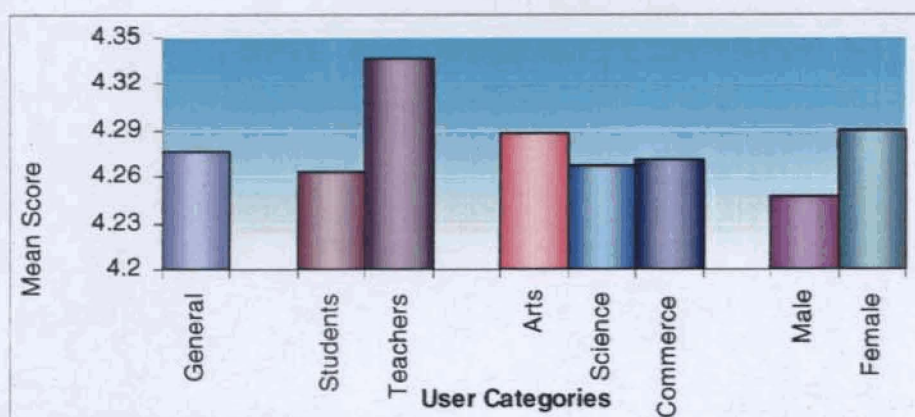
may give a state of helplessness to the users in libraries. It may affect the effective utilization of library resources and services. So, the users consider their confidence on library staff in the college libraries as one of the important items to be considered while assessing the quality of the college libraries.

### User Expectations

Majority of the users in general expect that (mean 4.277 with SD 0.789) the staff in a good library should develop confidence in them. Similarly the students (mean 4.263 with SD 0.807) and teachers (mean 4.336 with SD 0.711), the users with Arts (mean 4.289 with SD 0.803), Science (mean 4.267 with SD 0.766) and Commerce (mean 4.271 with SD 0.845) subjects, and the male (mean 4.247 with SD 0.808) and female users (mean 4.29 with SD 0.781) also have high expectations about it (See table 6.26).

The expectations of the different categories of users with regard to the 'users confidence on staff' in the college libraries in Kerala are shown in the figure 6.76.

**Fig. 6.76 User Expectations about the users' confidence on staff in the college libraries in Kerala**



The figure shows that, the teachers, the users with Arts background, and the female users have comparatively higher expectations

about the 'users confidence on staff' in the college libraries in Kerala than the others in the category.

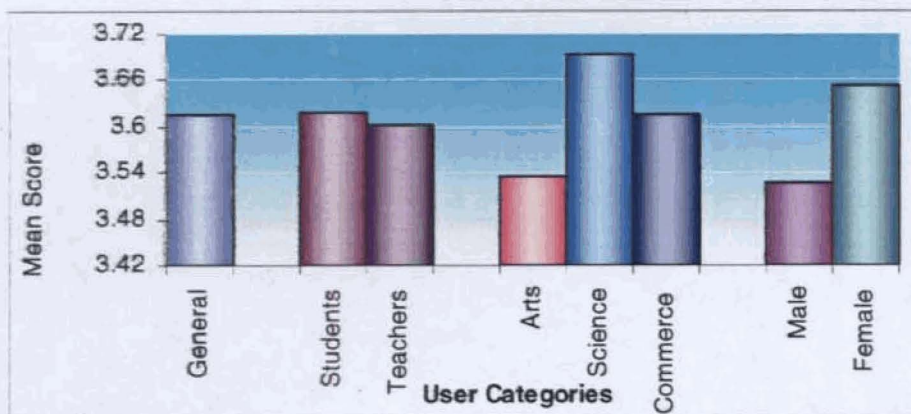
### User Perceptions

The overall perception (mean 3.615 with SD 0.985) of the users shows that, the staff in their college libraries develop confidence in them. Similar views are there to the students (mean 3.618 with SD 0.99) and teachers (mean 3.603 with SD 0.966), the users with Arts (mean 3.536 with SD 1.065), Science (mean 3.693 with SD 0.899) and Commerce (mean 3.616 with SD 0.954) subject backgrounds, and the male (mean 3.526 with SD 0.992) and female users (mean 3.652 with SD 0.98) (see table 6.26).

However, some variations are found in the views of the users with Arts background in this regard (SD above 1).

The perceptions about the 'users confidence on staff' in the college libraries in Kerala among the different categories of users are shown in the figure 6.77.

**Fig. 6.77 User Perceptions about the users' confidence on staff in the college libraries in Kerala**



The figure shows that, the students, the users with Science subject background, and the female users have comparatively higher perceptions than the others in the category.

## Quality

The analysis of the gap between the user expectations and the perceptions about 'users confidence on staff' in the college libraries in Kerala shows that there is a gap between the perceptions and the expectations indicating low quality (-0.662) to it. The gap scores of the different categories of the users such as the students (-0.645) and teachers (-0.733), the users with Arts (-0.753), Science (-0.574) and Commerce (-0.655) backgrounds, and the male (-0.721) and female (-0.638) users have perceived the quality of the 'users confidence on staff' in the college libraries in Kerala low.

The perceived quality of the 'users confidence on staff' in the college libraries in Kerala is shown in the table 6.26 as well as in the figure 6.78.

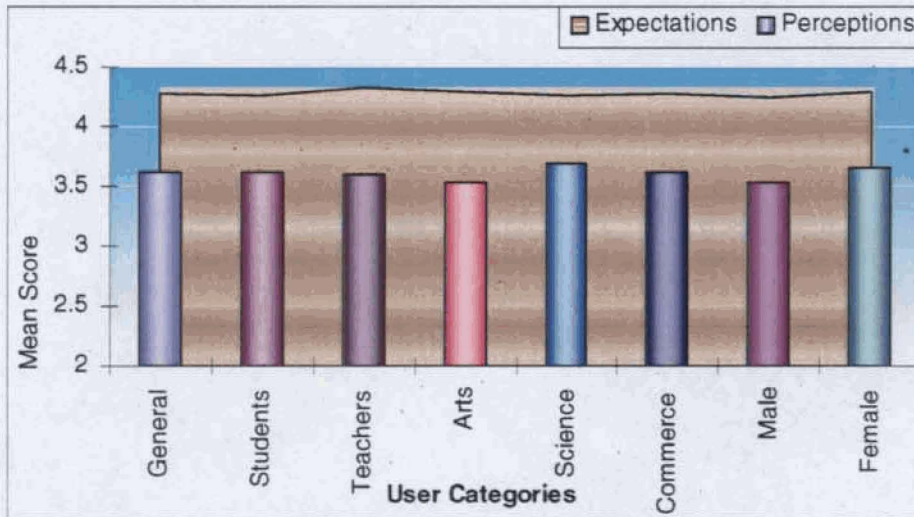
**Table 6.26 Users' confidence on staff in the college libraries in Kerala:  
Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.618	0.990	4.263	0.807	-0.645
	Teachers	3.603	0.966	4.336	0.711	-0.733
Subject	Arts	3.536	1.065	4.289	0.803	-0.753
	Science	3.693	0.899	4.267	0.766	-0.574
	Commerce	3.616	0.954	4.271	0.845	-0.655
Gender	Male	3.526	0.992	4.247	0.808	-0.721
	Female	3.652	0.980	4.29	0.781	-0.638
Overall		3.615	0.985	4.277	0.789	-0.662

The comparison of the gap score shows that, in different user categories, the perceived quality of the item 'users confidence on staff' in the college libraries in Kerala is comparatively higher to the students, the

users with Science background, and the female users than the others in the category.

**Fig. 6.78 Users' confidence on staff in the college libraries in Kerala: Quality analysis**



It is observed that, there are regular transfers of staff from and to the college library. Majority of the library assistants in the college libraries in Kerala do not have good knowledge about their library, its holdings, facilities and services. So they are unable to respond to user queries correctly and give needed help to the users, which will not develop confidence on staff in users. A permanent library staff can easily develop confidence on him/her through his helping nature, knowledge about the resources and services. Therefore, the regular transfer of library staff may be the major reason for the low quality of the users' confidence on staff in the college libraries in Kerala.

#### **Item 21: Knowledge of library staff to answer user queries in college libraries in Kerala**

Students and teachers may enquire about the procedure for membership, terms and conditions regarding a service, availability of a particular document or information, its location, method of search in the catalogue, exact condition of a document, suitable sources for specific information, etc. Only those library staff who have thorough knowledge

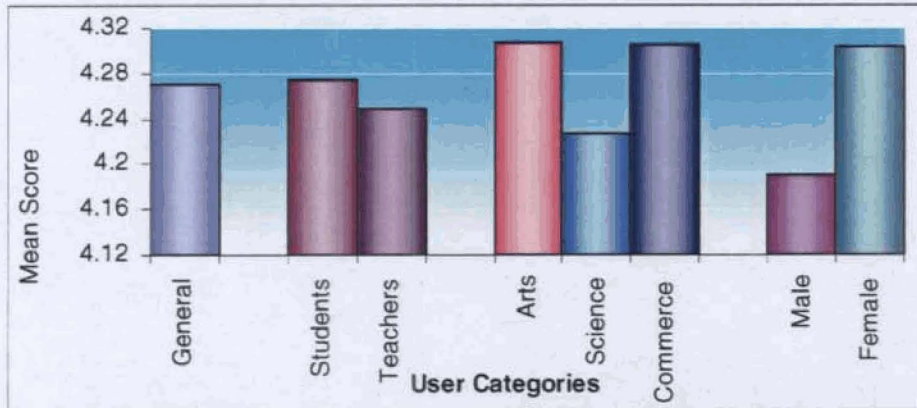
about the library, its resources, its organization, tools and techniques for search, method of search, services provided, terms and conditions related with facilities and services etc. can very well answer the queries of the users in time. The users' failure to get correct answers to their queries may greatly affect their academic work. Therefore, the knowledge of library staff to answer the users' queries is one of the important factors to be considered while assessing the quality of a college library.

### **User Expectations**

The users in general highly expect (mean 4.27 with SD 0.805) that the staff in a college library should have sufficient 'knowledge to answer user queries'. Similarly, the students (mean 4.275 with SD 0.808) and teachers (mean 4.248 with SD 0.795), the users with Arts (mean 4.308 with SD 0.82), Science (mean 4.226 with SD 0.794) and Commerce (mean 4.305 with SD 0.774) subject backgrounds, and the male (mean 4.19 with SD 0.825) and female users (mean 4.304 with SD 0.966) also have high expectations about the 'knowledge of library staff to answer user queries' in the college libraries to answer their queries (See table 6.27).

The expectations of the different categories of users with regard to the 'knowledge of library staff to answer user queries' in the college libraries in Kerala are shown in the figure 6.79.

**Fig. 6.79 User Expectations about the knowledge of library staff to answer user queries in the college libraries in Kerala**



The figure shows that, the students, the users with Arts background, and the female users have comparatively higher expectations than the others in the category in different user categories.

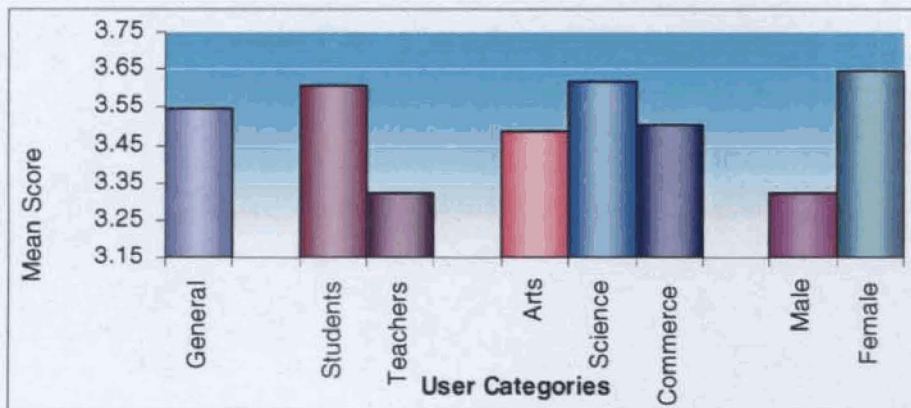
### User Perceptions

It is found that, the users in general have good perceptions (mean 3.549 with SD 1.015) about the 'knowledge of library staff to answer user queries' in the college libraries in Kerala. Similar results are obtained in the case of the students (mean 3.605 with SD 0.998) and teachers (mean 3.322 with SD 1.049), the users with Arts (mean 3.488 with SD 1.058), Science (mean 3.618 with SD 0.967) and Commerce (mean 3.502 with SD 1.007) subject backgrounds, and the male (mean 3.318 with SD 1.088) and female users (mean 3.646 with SD 0.966) (See table 6.27).

However, there are variations in the views of the users in general as well as the teachers, the users with Arts and Commerce subject backgrounds, and the male users (SD above 1) with regard to the 'knowledge of staff to answer user queries'.

The perceptions about the 'knowledge of library staff to answer user queries' in the college libraries in Kerala among the different categories of users are shown in the figure 6.80.

**Fig. 6.80 User Perceptions about the knowledge of library staff to answer user queries in the college libraries in Kerala**



The figure shows that, the students, the users with Science background, and the female users have comparatively higher perceptions than the others in the group.

### Quality

The analysis of the gap between the user expectations and the perceptions about 'knowledge of library staff to answer user queries' in the college libraries in Kerala shows that there is low quality (-0.721) to it. The students (-0.67) and teachers (-0.926), the users with Arts (-0.82), Science (-0.608) and Commerce (-0.803) subject backgrounds, and the male (-0.872) and female users (-0.658) also have viewed that there is low quality to the 'knowledge of library staff to answer user queries' in the college libraries in Kerala.

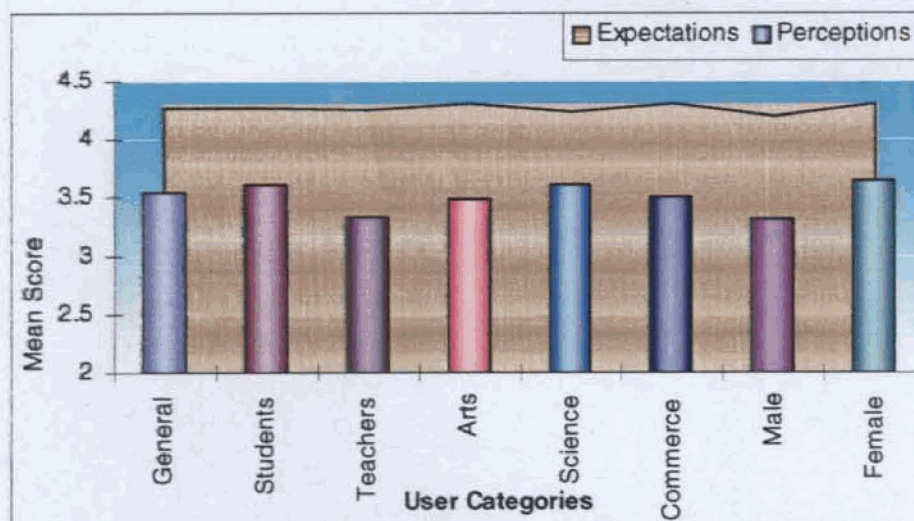
The perceived quality of the 'knowledge of library staff to answer user queries' in the college libraries in Kerala is shown in the table 6.27 as well as in the figure 6.81.

**Table 6.27 Knowledge of library staff to answer user queries in the college libraries in Kerala: Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.605	0.998	4.275	0.808	-0.67
	Teachers	3.322	1.049	4.248	0.795	-0.926
Subject	Arts	3.488	1.058	4.308	0.820	-0.82
	Science	3.618	0.967	4.226	0.794	-0.608
	Commerce	3.502	1.007	4.305	0.774	-0.803
Gender	Male	3.318	1.088	4.19	0.825	-0.872
	Female	3.646	0.966	4.304	0.794	-0.658
Overall		3.549	1.015	4.27	0.805	-0.721

The comparison of the gap score shows that, among the user groups, the perceived quality of the item 'knowledge of library staff to answer user queries' in the college libraries in Kerala is comparatively higher to the students, the users with Science background, and the female users than the others in the group.

**Fig. 6.81 Knowledge of library staff to answer user queries in the college libraries in Kerala: Quality analysis**



It is found that, a postgraduate college library in Kerala has one professional staff as librarian, one semi-professional as assistant librarian

and one non-professional for each post-graduate department as library assistant. Among these, the college librarian and the assistant librarian will have some knowledge about the library, its resources and services. At the same time, the users will have regular contact with the library assistants who have little idea about the library services. Since the library assistants are not professionals and change regularly due to transfers, the librarian cannot educate them properly and make them understand about the library, its resources and services. So lack of professional training to the library assistants as well as the regular transfer of library assistants to college office and laboratories cause for the low quality of the knowledge of library staff to answer user queries in the college libraries in Kerala.

#### **Item 22: Provision for personal attention to individual users in college libraries in Kerala**

Every student and teacher, who visits the college library, has to be attended by a library staff. It may avoid all their problems in using the library resources and services. Special care to the user entering the library is a modern marketing technique for attracting fresh users and retaining the existing ones. The users expect that it is the symbol of a good library. So, the users consider the provision for personal attention as one of the items to evaluate the quality of a library.

#### **User Expectations**

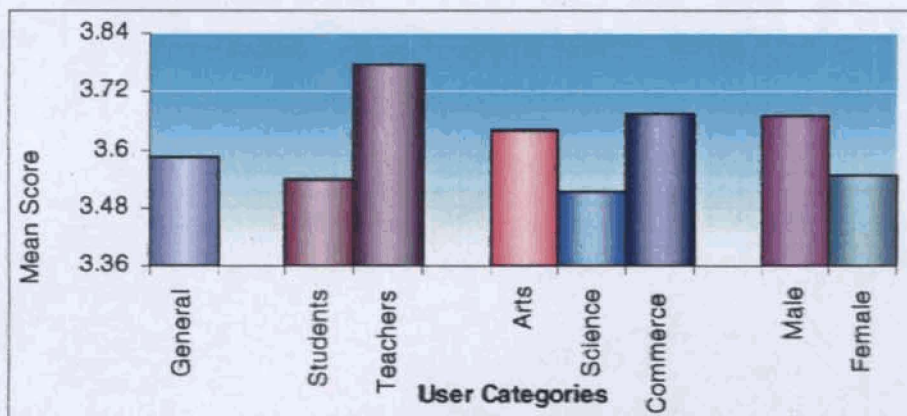
The overall mean score (mean 3.585 with SD 1.051) shows that more than half of the users have high expectations about the item 'provision of personal attention to individual users' in the college libraries. Similar views are found to the students (mean 3.538 with SD 1.056) and teachers (mean 3.778 with SD 1.009), the users with Arts (mean 3.642 with SD 1.077), Science (mean 3.513 with SD 1.033) and Commerce (mean 3.675

with SD 0.981) subject backgrounds, and the male (mean 3.672 with SD 1.017) and female users (mean 3.549 with SD 1.064) (See table 6.28).

However, there are considerable deviations (SD above 1) in the views of the users belonging to all categories (except the users with Commerce background).

The expectations of the different categories of users with regard to the 'provision of personal attention to individual users' in the college libraries in Kerala are shown in the figure 6.82.

**Fig. 6.82 User Expectations about the provision of personal attention to individual users in the college libraries in Kerala**



The figure shows that, in different categories of the users, the teachers, the users with Commerce background, and the male users have comparatively higher expectations than the others in the group.

### User Perceptions

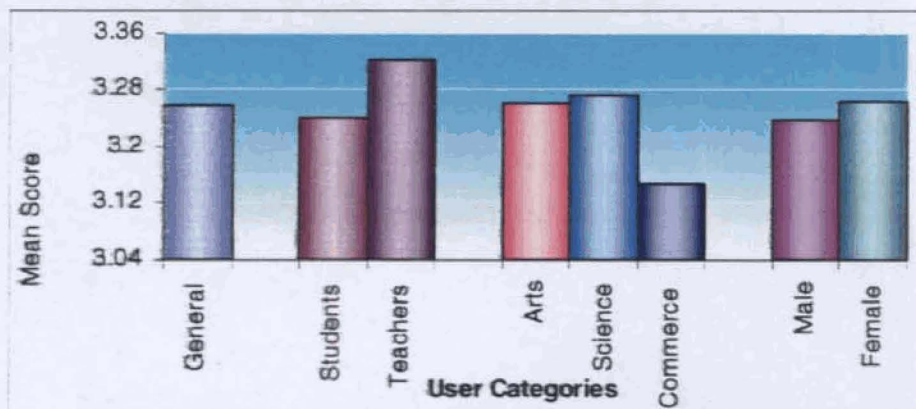
The overall perception of the users (mean 3.258 with SD 1.025) about the 'provision of personal attention to individual users' in the college libraries in Kerala shows that, most of the users get due attention from their library staff. The students (mean 3.242 with SD 1.032) and teachers (mean 3.322 with SD 0.993), the users with Arts (mean 3.261 with SD 1.041), Science (mean 3.274 with SD 1.006) and Commerce (mean 3.148

with SD 1.043) backgrounds, and the male (mean 3.239 with SD 1,033) and female users (mean 3.265 with SD 1.021) also have similar views regarding it (See table 6.28).

The standard deviation shows that, there are considerable variations in the perceptions of the users belonging to all categories.

The perceptions about the 'provision of personal attention to individual users' in the college libraries in Kerala among the different categories of users are shown in the figure 6.83.

**Fig. 6.83 User Perceptions about the provision of personal attention to individual users in the college libraries in Kerala**



The figure shows that, in different categories of the users, the teachers, the users with Science subject background, and the female users have comparatively higher perceptions than the others in the group.

### Quality

The analysis of the gap between the user expectations and the perceptions about the item 'provision of personal attention to individual users' in the college libraries in Kerala shows that there is low quality (-0.327) to it. The gap scores of the different categories of the users such as the students (-0.296) and teachers (-0.456), the users with Arts (-0.381), Science (-0.239) and Commerce (-0.527) backgrounds, and the male (-0.433)

and female users (-0.284) also show that the quality of the 'provision of personal attention to individual users' in the college libraries in Kerala is low.

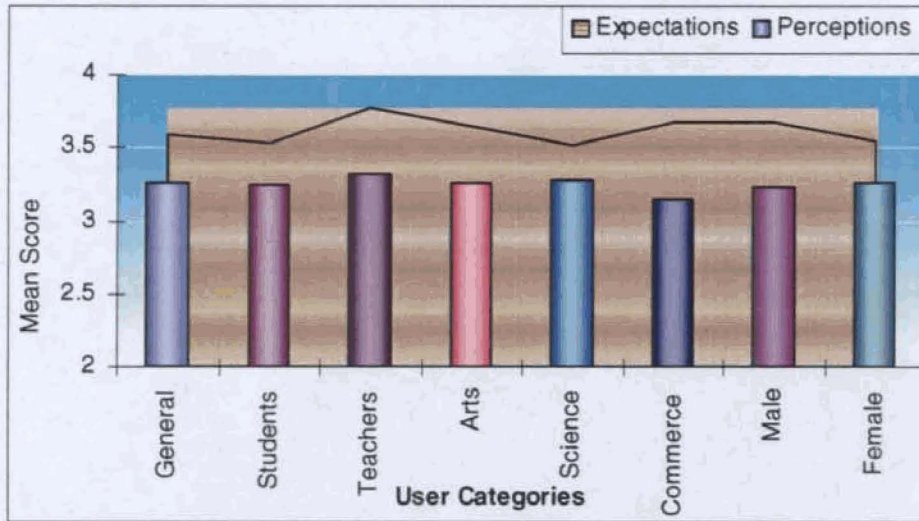
The perceived quality of the 'provision of personal attention to individual users' in the college libraries in Kerala is shown in the table 6.28 as well as in the figure 6.84.

**Table 6.28 Provision of personal attention to individual users in the college libraries in Kerala: Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.242	1.032	3.538	1.056	-0.296
	Teachers	3.322	0.993	3.778	1.009	-0.456
Subject	Arts	3.261	1.041	3.642	1.077	-0.381
	Science	3.274	1.006	3.513	1.033	-0.239
	Commerce	3.148	1.043	3.675	0.981	-0.527
Gender	Male	3.239	1.033	3.672	1.017	-0.433
	Female	3.265	1.021	3.549	1.064	-0.284
Overall		3.258	1.025	3.585	1.051	-0.327

The comparison of the gap score shows that, in different user categories, the perceived quality of the item 'provision of personal attention to individual users' in the college libraries in Kerala is comparatively higher to the students, the users with Science subject background, and the female users than the others in the category.

**Fig. 6.84 Provision of personal attention to individual users in the college libraries in Kerala: Quality analysis**



It is observed that, the college libraries in Kerala suffer from acute shortage of staff to carry out necessary works in the library. The available staff in the library has heavy workload and so they are not in a position to attend each and every student and teacher coming to the library individually. There is no system of using trained student volunteers to attend each and every user visiting the library to guide them to use the library effectively. So, lack of adequate number of library staff or lack of use of trained student volunteers may be the major reasons for the low quality of the provision for personal attention to individual users in the college libraries in Kerala.

#### **Item 23: Understanding the specific needs of users in the college libraries in Kerala**

The college library is aimed to meet the information requirements of the users. They acquire and maintain maximum information sources to help their students and teachers. Every student and teacher likes to get information when it is needed. But their needs change regularly due to the changes in the syllabus, developments in their field, method of teaching and learning etc. It is necessary to understand all these changes regularly

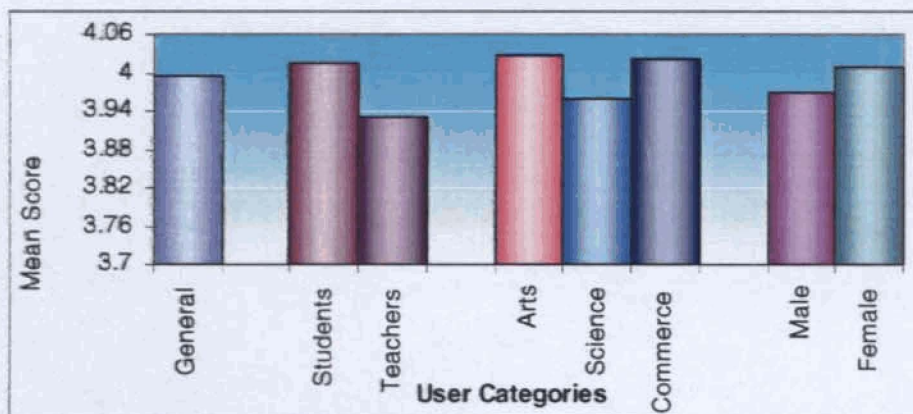
and act accordingly. Otherwise, the students and teachers may face the problem of not getting needed information for their academic work. Therefore, the students and teachers consider the understanding of their specific needs as an important matter that has to be considered while assessing the quality of a college library.

### User Expectations

The overall expectation score (mean 3.996 with SD 0.849) shows that, the library staff in a good library should 'understand the specific needs of the users' in the college libraries in Kerala. Similar results are obtained in the case of the students (mean 4.013 with SD 0.829) and teachers (mean 3.931 with SD 0.923), the users with Arts (mean 4.029 with SD 0.834), Science (mean 3.96 with SD 0.861) and Commerce (mean 4.02 with SD 0.856) subject backgrounds, and the male (mean 3.969 with SD 0.883) and female users (mean 4.008 with SD 0.834) (See table 6.29).

The expectations of the different categories of users with regard to the 'understanding of the specific needs of the users' in the college libraries in Kerala are shown in the figure 6.85.

**Fig. 6.85 User Expectations about the understanding of the specific needs of the users in the college libraries in Kerala**



The figure shows that in different categories, the students, the users with Arts background and the female users have comparatively higher expectations than the others in the group.

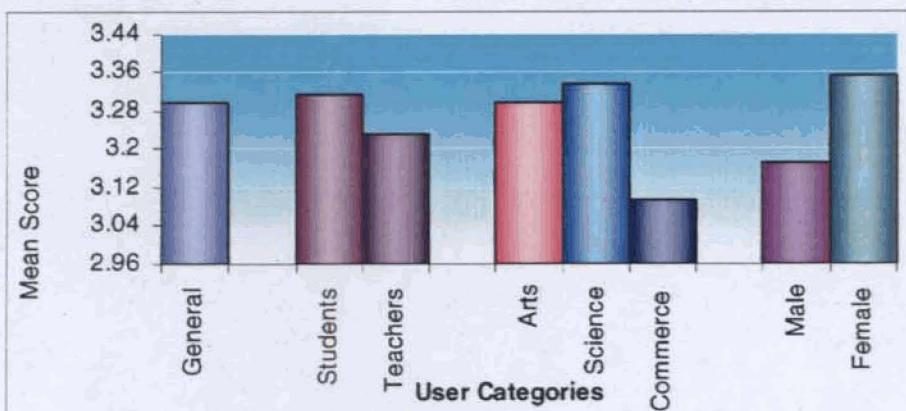
### User Perceptions

The overall user perceptions (mean 3.299 with SD 1.052) about the 'understanding of the specific needs of the users' in the college libraries in Kerala show that, more than half of the users have good perceptions about it. The students (mean 3.315 with SD 1.059) and teachers (mean 3.234 with SD 1.024), the users with Arts (mean 3.298 with SD 1.092), Science (mean 3.336 with SD 0.996) and Commerce (mean 3.094 with SD 1.051) subject backgrounds, and the male (mean 3.17 with SD 1.086) and female users (mean 3.354 with SD 1.033) also have similar views as that of above (See table 6.29).

There are considerable variations in the views of the students, the teachers, the users with Arts and Commerce backgrounds and the male and female users (SD above 1).

The perceptions about the 'understanding of the specific needs of the users' in the college libraries in Kerala among the different categories of users are shown in the figure 6.86.

**Fig. 6.86 User Perceptions about the understanding of the specific needs of the users in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Science background, and the female users have comparatively higher perceptions than the others in the category.

### Quality

The analysis of the quality gap of the item 'understanding of the specific needs of the users' in the college libraries in Kerala shows that their perception is low (-0.697) compared to their expectations. The gap scores of the different categories of the users such as the students (-0.698) and teachers (-0.697), the users with Arts (-0.731), Science (-0.624) and Commerce (-0.926) subject backgrounds, and the male (-0.799) and female (-0.654) also shows that there is low quality to the 'understanding of the specific needs of the users' in the college libraries in Kerala.

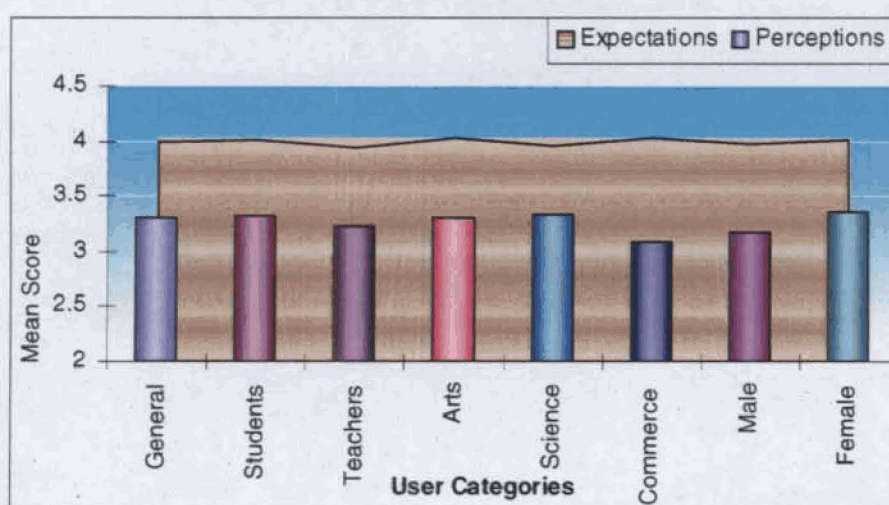
The perceived quality of the 'understanding of the specific needs of the users' in the college libraries in Kerala is shown in the table 6.29 as well as in the figure 6.87.

**Table 6.29 Understanding of the specific needs of the users in the college libraries in Kerala: Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.315	1.059	4.013	0.829	-0.698
	Teachers	3.234	1.024	3.931	0.923	-0.697
Subject	Arts	3.298	1.092	4.029	0.834	-0.731
	Science	3.336	0.996	3.96	0.861	-0.624
	Commerce	3.094	1.051	4.02	0.856	-0.926
Gender	Male	3.17	1.086	3.969	0.883	-0.799
	Female	3.354	1.033	4.008	0.834	-0.654
Overall		3.299	1.052	3.996	0.849	-0.697

The comparison of the gap score shows that, among the user groups, the perceived quality of the item 'understanding of the specific needs of the users' in the college libraries in Kerala is comparatively higher to the users with Science background, and the female users than the others in the category. But the students and teachers have the same level of perceptions about the quality of it.

**Fig. 6.87 Understanding of the specific needs of the users in the college libraries in Kerala: Quality analysis**



It is observed that, there is no system of collecting the specific needs of students and teachers in the college libraries in Kerala. The college library staff are busy with their daily work. There is no program through which the users have contact with the library staff. In addition to that, the library staff at service counters do not take any interest to understand the specific needs of the users. The users are also reluctant to disclose their specific needs to the library staff. Therefore, lack of adequate staff, programs leading to user contacts, reluctance of the users, etc. may be the reasons for the low quality of understanding the specific needs of the users in the college libraries in Kerala.

**Item 24: Timely acquisition of new documents in the college libraries in Kerala**

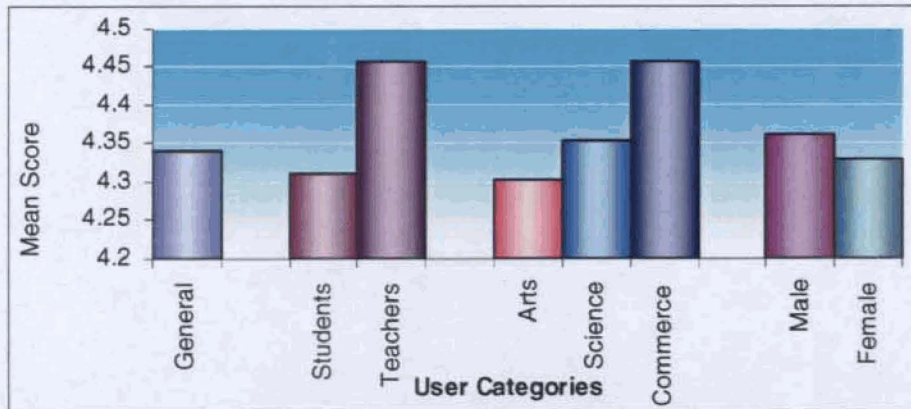
Documents are the major sources of information for students and teachers. Textbooks and reference books are the major collection of the college libraries. The students and teachers require needed documents in time. It is the duty of the library staff to select, order and acquire the new documents needed by the users in time. The delay in acquisitions process affects the academic work of students and teachers adversely. Therefore, it is assumed that good library staff do their acquisition work timely, and it is considered as an important item to be considered while assessing the quality of a college library.

**User Expectations**

The overall mean score (4.34 with SD 0.706) shows that majority of the users have high expectations about the 'timely acquisition of new documents' in the college libraries in Kerala. Similar views are expressed by the students (mean 4.311 with SD 0.719) and teachers (mean 4.458 with SD 0.639), the users with Arts (mean 4.304 with SD 0.752), Science (mean 4.355 with SD 0.674) and Commerce (mean 4.458 with SD 0.599) subjects, and the male (mean 4.362 with SD 0.717) and female users (mean 4.331 with SD 0.701) in this regard (See table 6.30).

The expectations of the different categories of users with regard to the item 'timely acquisition of new documents' in the college libraries in Kerala are shown in the figure 6.88.

**Fig. 6.88** User Expectations about the timely acquisition of new documents in the college libraries in Kerala



The figure shows that, in different categories of the users, the teachers, the users with Commerce background, and the male users have comparatively higher expectations than the others in the category.

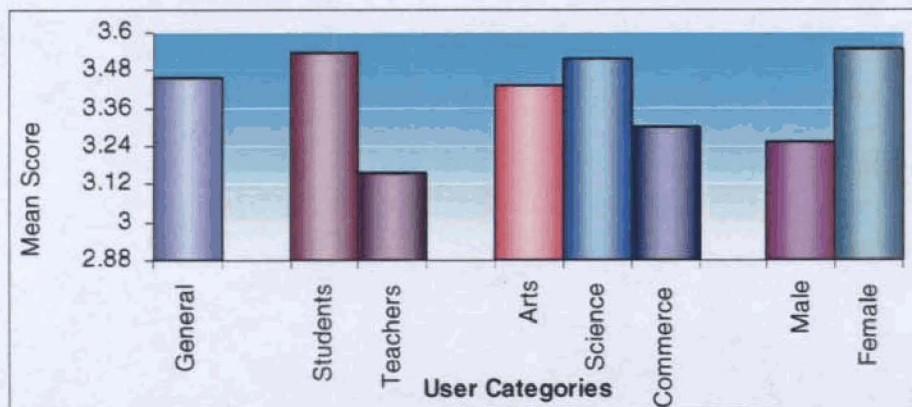
### User Perceptions

The analysis shows that, more than half of the users have good perceptions (mean 3.459 with SD 1.051) about the 'timely acquisition of new documents' in the college libraries in Kerala. Similar results are obtained in the case of the students (mean 3.534 with SD 1.029) and teachers (mean 3.157 with SD 1.087), the users with Arts (mean 3.428 with SD 1.078), Science (mean 3.518 SD 1.016) and Commerce (mean 3.3 with SD 1.078) subject backgrounds, and the male (mean 3.251 with SD 1.099) and female users (mean 3.547 with SD 1.018) (See table 6.30).

However, considerable deviations are found in the views of the users belonging to all categories (SD above 1).

The perceptions of the different categories of users with regard to the item 'timely acquisition of new documents' in the college libraries in Kerala are shown in the figure 6.89.

**Fig. 6.89 User Perceptions about the timely acquisition of new documents in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Science background, and the female users have comparatively higher perceptions than the others in the category.

### Quality

The analysis of the gap between the user expectations and the perceptions about the 'timely acquisition of new documents' in the college libraries in Kerala shows that, there is low quality (-0.881) to it. The gap scores of different categories of the users such as the students (-0.777) and teachers (-1.301), the users with Arts (-0.876), Science (-0.837) and Commerce (-1.158) backgrounds, and the male (-1.111) and female users (-0.784) shows that the quality of the 'timely acquisition of new documents' in their college library is low.

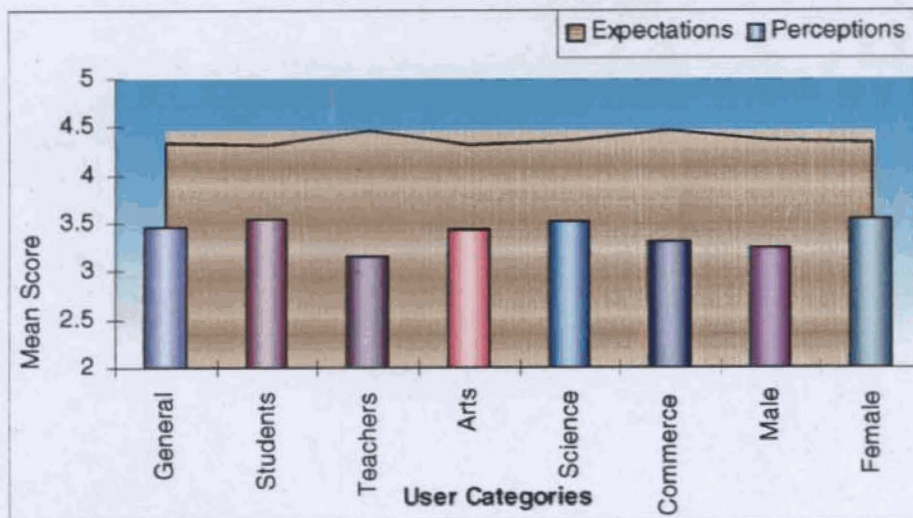
The user expectations, the perceptions and the perceived quality of the 'timely acquisition of new documents in the college libraries in Kerala' are shown in the table 6.30 as well as in the figure 6.90.

**Table 6.30 Timely acquisition of new documents in the college libraries in Kerala: Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.534	1.029	4.311	0.719	-0.777
	Teachers	3.157	1.087	4.458	0.639	-1.301
Subject	Arts	3.428	1.078	4.304	0.752	-0.876
	Science	3.518	1.016	4.355	0.674	-0.837
	Commerce	3.3	1.078	4.458	0.599	-1.158
Gender	Male	3.251	1.099	4.362	0.717	-1.111
	Female	3.547	1.018	4.331	0.701	-0.784
Overall		3.459	1.051	4.34	0.706	-0.881

The comparison of the gap score shows that, in different user categories, the perceived quality of the item 'timely acquisition of new documents' in the college libraries in Kerala is comparatively higher to the students, the users with Science background and the female users than the others in the category.

**Fig. 6.90 Timely acquisition of new documents in the college libraries in Kerala: Quality analysis**



Lack of adequate fund is the common feature of the college libraries in Kerala. Compared to government college libraries, private college

libraries have more source of fund like contributions from management, old students and parent-teacher association. The major source of fund for document acquisition comes from the State government and the UGC, which is allotted very late. So, the library staff are unable to do their acquisition work in time. Moreover, the appointment of local book sellers as standing agent for supplying needed documents for the college library also bring delay in getting the ordered documents in time. Though they select the needed documents at the beginning of every academic year, they have to wait till the fund is released. Greater delay in the completion of acquisition work is observed in government college libraries.

However, the private college libraries get special assistance when there is great delay in the sanction of fund from the State government and the UGC. Therefore, the delay in the sanction of fund from the State government and the UGC, and the appointment of local book sellers as agents may be the major reasons for the failure of the timely acquisition of new documents in the college libraries in Kerala.

**Item 25: Timely release of new documents for service in the college libraries in Kerala**

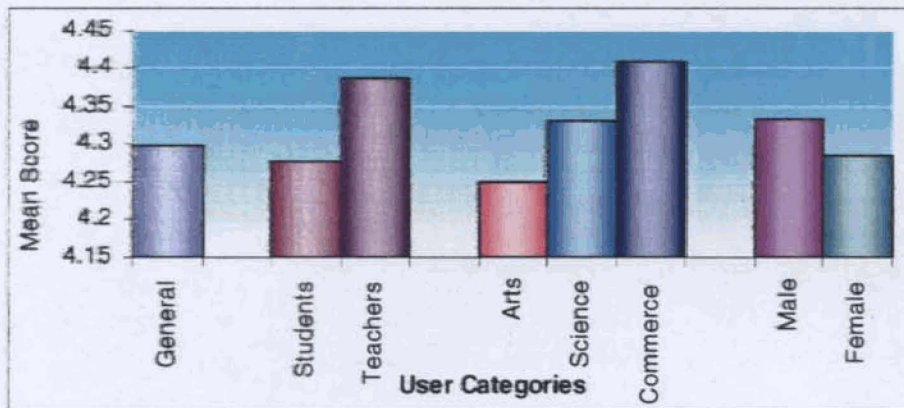
Once new documents are acquired, it has to be accessioned, classified, catalogued, and do completion process to make the new document ready for service. It is the duty of the library staff to complete the technical processing of new documents acquired at the earliest. Delay in doing the technical process will affect the academic work of students and teachers, as they will not get the newly acquired document for use in time. So, they consider the speed of making a newly acquired document ready for service as one of the important items while assessing the quality of the college libraries.

## User Expectations

In the case of 'timely release of new documents for service' in the college libraries in Kerala, the users in general have high expectations (mean 4.3 with SD 0.718). Similarly, the students (mean 4.278 with SD 0.722) and teachers (mean 4.389 with SD 0.692), the users with Arts (mean 4.249 with SD 0.775), Science (mean 4.331 with 0.668) and Commerce (mean 4.409 with SD 0.633) subject backgrounds, and the male (mean 4.335 with SD 0.7) and female users (mean 4.285 with SD 0.725) also have high expectations about the 'timely release of new documents for service' in the college libraries in Kerala (See table 6.31).

The expectations of the different categories of users with regard to the item the 'timely release of new documents for service' in the college libraries in Kerala is shown in the figure 6.91.

**Fig. 6.91 User Expectations about the timely release of new documents for service in the college libraries in Kerala**



The figure shows that, in different categories of the users, the teachers, the users with Commerce background, and the male users have comparatively higher expectations than the others in the category.

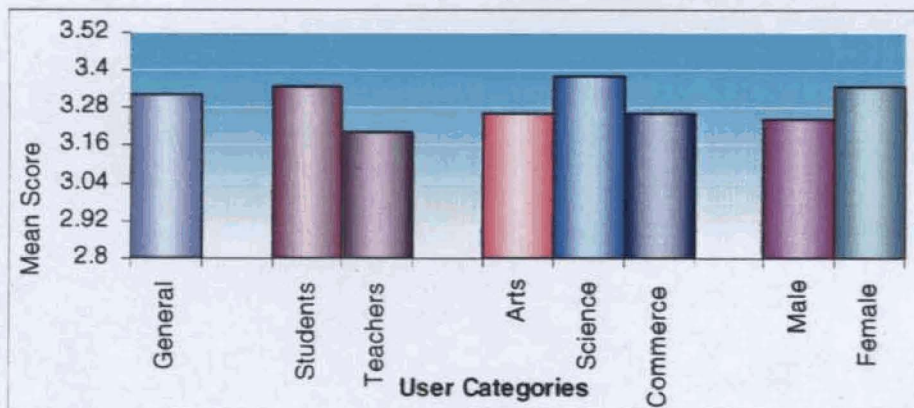
## User Perceptions

The overall user perceptions about the 'timely release of new documents for service' shows that, most of the users have good perceptions (mean 3.319 with SD 1.051) about the 'release of new documents for service' in the college libraries in Kerala. The users in different categories of the users such as the students (mean 3.348 with SD 1.048) and teachers (mean 3.202 with SD 1.053), the users with Arts (mean 3.265 with SD 1.078), Science (mean 3.382 with SD 1.017) and Commerce (mean 3.261 with SD 1.065) subject backgrounds, and the male (mean 3.242 with SD 1.093) and female users (mean 3.351 with SD 1.031) also have similar views (See table 6.31) regarding it.

However, there are some variations in the views of the users belonging to all categories (SD above 1).

The perceptions of the different categories of users with regard to the item the 'timely release of new documents for service' in the college libraries in Kerala is shown in the figure 6.92.

**Fig. 6.92 User Perceptions about the timely release of new documents for service in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Science background, and the female users have comparatively higher perceptions than the others in the category.

## Quality

The analysis of the gap between the user expectations and the perceptions about the 'timely release of new documents for service' in the college libraries in Kerala shows that, there is low quality (-0.981) to it. The gap scores of different categories of the users such as the students (-0.93) and teachers (-1.187), the users with Arts (-0.984), Science (-0.949) and Commerce (-1.148) subject backgrounds, and the male (-1.093) and female (-0.934) shows that the quality of the 'timely release of new documents for service' in their college libraries is low.

The user expectations, the perceptions and the perceived quality of the 'timely release of new documents for service in the college libraries in Kerala' are shown in the table 6.31 as well as in the figure 6.93.

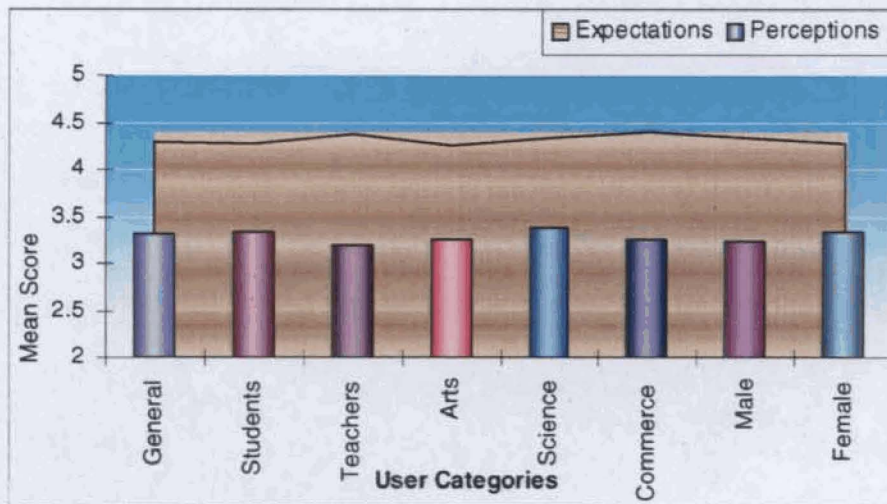
**Table 6.31 Timely release of new documents for service in the college libraries in Kerala: Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.348	0.722	4.278	1.048	-0.93
	Teachers	3.202	0.692	4.389	1.053	-1.187
Subject	Arts	3.265	0.775	4.249	1.078	-0.984
	Science	3.382	0.668	4.331	1.017	-0.949
	Commerce	3.261	0.633	4.409	1.065	-1.148
Gender	Male	3.242	0.7	4.335	1.093	-1.093
	Female	3.351	0.725	4.285	1.031	-0.934
Overall		3.319	0.718	4.3	1.051	-0.981

The comparison of the gap score shows that, in different user categories, the perceived quality of the item 'timely release of new documents for service' in the college libraries in Kerala is comparatively

higher to the students, the users with Science background and the female users than the others in the category.

**Fig. 6.93 Timely release of new documents for service in the college libraries in Kerala: Quality analysis**



It is observed that, the documents are acquired once or twice in an academic year as and when the fund is released by the State government and UGC. So, the newly acquired documents come to the library in bulk. Many days are needed to technically process these documents. At the same time, the technical processes like classification and cataloguing are supposed to be done by the chief librarian himself. As the chief librarian will be busy with the day-to-day administration, there is delay in the technical processing of newly acquired documents in the college libraries. Therefore, lack of qualified professional staff and irregular acquisition of documents due to delay in sanctioning of fund is the major reasons for the low quality of the timely release of new documents for service in the college libraries in Kerala.

**Item 26: Arrangement of documents in the college libraries in Kerala**

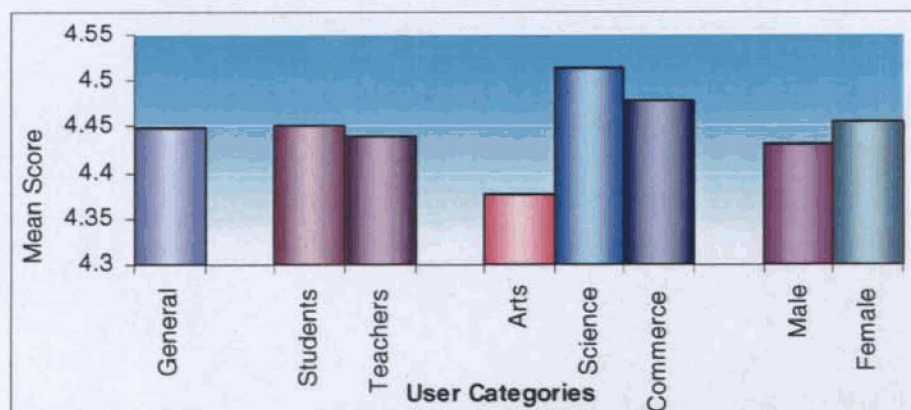
The collections in the college libraries are arranged on shelves in some order. The arrangement may be either classified according to call number or accession number allotted to the document or topic wise. The college libraries arrange the collection in one sequence or department wise. The students and teachers like to have their needed documents arranged in an easily retrievable manner. They prefer to have department wise arrangement to other types. Due to the multi-disciplinary approach, students and teachers require documents discussing different subjects. They like to get the documents discussing different subjects needed for study and learning in one place. Other wise, it may lead to failure in locating needed documents in time. Therefore, the students and teachers consider the arrangement of document in the college libraries as one of the important items to be considered while measuring the quality of a college library.

**User Expectations**

It is found that, majority of the users have high expectations (mean 4.448 with SD 0.681) about the 'arrangement of documents' in the college libraries in Kerala. Similar views are found to the students (mean 4.451 with SD 0.686) and teachers (mean 4.44 with SD 0.659), the users with Arts (mean 4.377 with SD 0.735), Science (mean 4.514 with SD 0.63) and Commerce (mean 4.478 with SD 0.6) subject backgrounds, and the male (mean 4.433 with SD 0.721) and female users (mean 4.456 with SD 0.663) (See table 6.32).

The expectations of the different categories of users with regard to the item the 'arrangement of documents' in the college libraries in Kerala is shown in the figure 6.94.

**Fig. 6.94 User Expectations about the arrangement of documents in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Science background, and the female users have comparatively higher expectations than the others in the category.

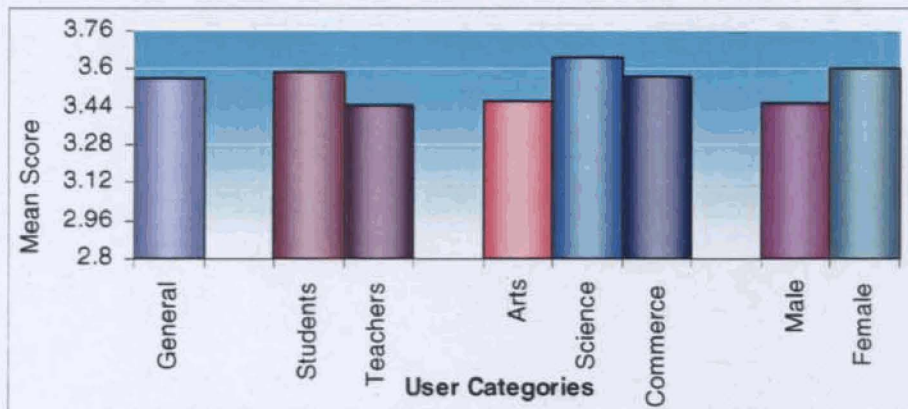
### **User Perceptions**

More than half of the students and teachers have perceived (mean 3.557 with SD 1.083) that the document collection in their college library is arranged in proper manner. Similar views are found to the users in different categories such as the students (mean 3.585 with SD 1.086) and teachers (mean 3.446 with SD 1.065), the users with Arts (mean 3.465 with SD 1.156), Science (mean 3.646 with SD 1.022) and Commerce (mean 3.571 with SD 0.954) backgrounds, and the male (mean 3.457 with SD 1.083) and female users (mean 3.6 with SD 1.081) (See table 6.32).

There are some variations in the views of the users belonging to all the user categories, except in the case of the users with Commerce background with regard to it (SD above 1).

The perceptions of the different categories of users with regard to the item 'arrangement of documents' in the college libraries in Kerala are shown in the figure 6.95.

Fig. 6.95 User Perceptions about the arrangement of documents in the college libraries in Kerala



The figure shows that, in different categories of the users, the students, the users with Science background, and the female users have comparatively higher perceptions than the others in the category.

### Quality

The analysis of the gap between the user expectations and the perceptions about the 'arrangement of documents' in the college libraries in Kerala shows that, their perception is very low compared to their expectations showing low quality (-0.891) to it. The gap scores of different categories of the users such as the students (-0.866) and teachers (-0.994), the users with Arts (-0.912), Science (-0.868) and Commerce (-0.907) subject backgrounds, and the male (-0.973) and female users (-0.856) also shows that there is low quality to the 'arrangement of documents' in their college libraries.

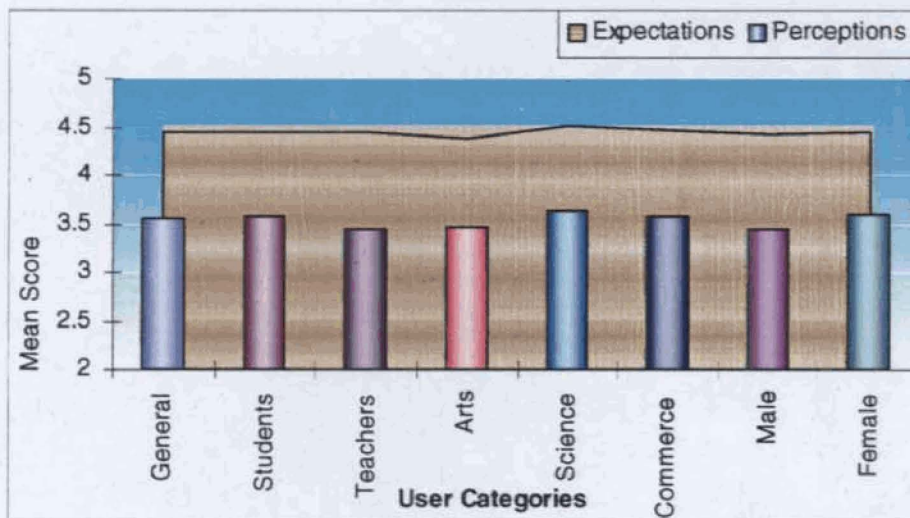
The user expectations, the perceptions and the perceived quality of the 'arrangement of documents in the college libraries in Kerala' are shown in the table 6.32 as well as in the figure 6.96.

**Table 6.32 Arrangement of documents in the college libraries in Kerala:  
Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.585	1.086	4.451	0.686	-0.866
	Teachers	3.446	1.065	4.44	0.659	-0.994
Subject	Arts	3.465	1.156	4.377	0.735	-0.912
	Science	3.646	1.022	4.514	0.63	-0.868
	Commerce	3.571	0.954	4.478	0.6	-0.907
Gender	Male	3.457	1.083	4.43	0.721	-0.973
	Female	3.6	1.081	4.456	0.663	-0.856
Overall		3.557	1.083	4.448	0.681	-0.891

The comparison of the gap score shows that, in different user categories, the perceived quality of the item 'arrangement of documents' in the college libraries in Kerala is comparatively higher to the students, the users with Science background and the female users than the others in the category.

**Fig. 6.96 Arrangement of documents in the college libraries in Kerala:  
Quality analysis**



It is observed that, the collection in majority of the college libraries in Kerala, particularly in the department libraries and the government college libraries, are not properly classified and arranged. There is only one professional in college libraries to do this work. The semi-professionals as well as the non-professionals available in college libraries in the State are not capable of doing classification and arrangement of documents in an easily retrievable manner. Therefore, lack of adequate number of professionals in the college libraries may be the major reason for the low quality of the arrangement of documents in the college libraries in Kerala.

#### **Item 27: Re-shelving of documents in the college libraries in Kerala**

The students and teachers take books and journals from the shelves to the reading tables for reference as well as to circulation counter for getting it issued. After reference, the users keep the books and journals on reading tables and return them at the circulation counter after reading at home. The books and journals available on reading tables as well as at return counter have to be collected and re-shelved regularly. It is the duty of the library staff to collect documents from circulation counter and reading area and re-shelve them without any delay, or the user may not get the needed document that is not found on shelf, which will be either on reading table or at return counter. So, delay in re-shelving of documents greatly affects the academic work of students and teachers. Therefore, timely re-shelving of documents in college libraries is treated as one of the important items to assess the quality of the college libraries.

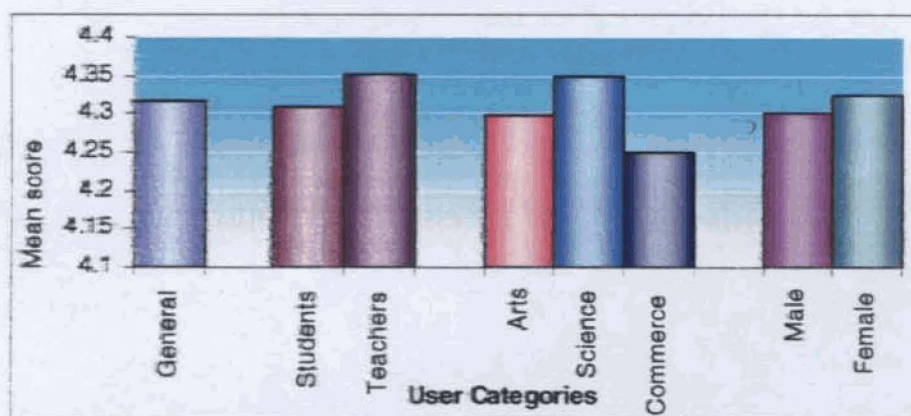
#### **User Expectations**

The overall mean score (mean 4.318 with SD 0.773) of the user expectation about the 're-shelving of documents' shows that, majority of the users have great expectation about the 're-shelving of documents' in

the college libraries in Kerala. Similarly, the students (mean 4.309 with SD 0.787) and teachers (mean 4.352 with SD 0.711), the users with Arts (mean 4.297 with SD 0.747), Science (mean 4.35 with SD 0.783) and Commerce (mean 4.251 with SD 0.845) subject backgrounds, and the male (mean 4.3 with SD 0.784) and female users (mean 4.326 with SD 0.768) also have the view that good college libraries should re-shelve the documents fast (See table 6.33).

The expectations of the different categories of users with regard to the item 're-shelving of documents' in the college libraries in Kerala are shown in the figure 6.97.

**Fig. 6.97 User Expectations about the re-shelving of documents in college libraries in Kerala**



The figure shows that, in different categories of the users, the teachers, the users with Science background, and the female users have comparatively higher expectations than the others in the category.

### User Perceptions

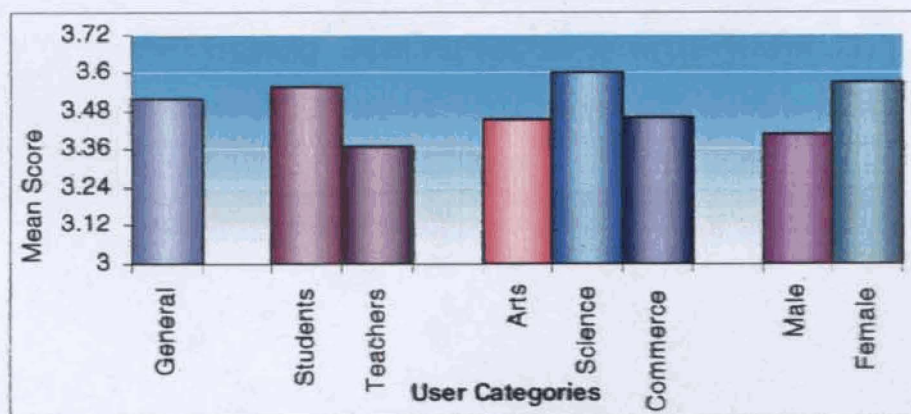
The analysis shows that more than half of the users have good perceptions (mean 3.522 with SD 1.034) about the 're-shelving of documents' in the college libraries in Kerala. Similar results are obtained in the case of the students (mean 3.56 with SD 1.028) and teachers (mean 3.369 with SD 1.044), the users with Arts (mean 3.451 with SD 1.067),

Science (mean 3.603 with SD 1.006) and Commerce (mean 3.458 with SD 0.976) backgrounds, and the male (mean 3.408 with SD 1.056) and female users (mean 3.57 with SD 1.021) (See table 6.33).

However, considerable variations are found in the views of the users belonging to all the user categories (SD above 1).

The perceptions of the different categories of users with regard to the item 're-shelving of documents' in the college libraries in Kerala among the different categories of users are shown in the figure 6.98.

**Fig. 6.98 User Perceptions about the re-shelving of documents in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Science background, and the female users have comparatively higher perceptions than the others in the category.

### Quality

The analysis of the gap between the user expectations and the perceptions about the 're-shelving of documents' in the college libraries in Kerala shows that, there is low quality (-0.796) to it. The students (-0.749) and teachers (-0.983), the users with Arts (-0.846), Science (-0.747) and Commerce (-0.793) backgrounds, and the male (-0.892) and female users

(-0.756) also have viewed that there is low quality to the 're-shelving of documents' in their college libraries.

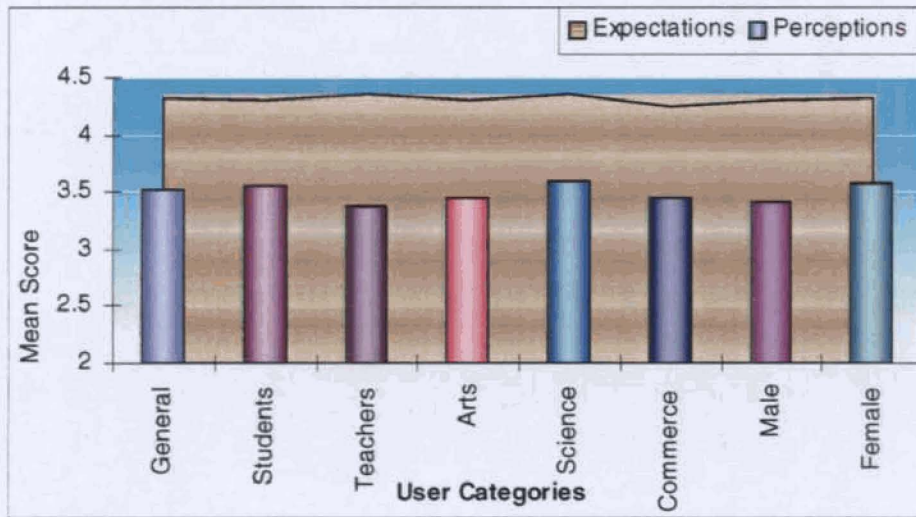
The user expectations, the perceptions and the perceived quality of the 're-shelving of documents in the college libraries in Kerala' are shown in the table 6.33 as well as in the figure 6.99.

**Table 6.33 Re-shelving of documents in the college libraries in Kerala:  
Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.56	1.028	4.309	0.787	-0.749
	Teachers	3.369	1.044	4.352	0.711	-0.983
Subject	Arts	3.451	1.067	4.297	0.747	-0.846
	Science	3.603	1.006	4.35	0.783	-0.747
	Commerce	3.458	0.976	4.251	0.845	-0.793
Gender	Male	3.408	1.056	4.3	0.784	-0.892
	Female	3.57	1.021	4.326	0.768	-0.756
Overall		3.522	1.034	4.318	0.773	-0.796

The comparison of the gap score shows that, in different user categories, the perceived quality of the item 're-shelving of documents in the college libraries in Kerala' is comparatively higher to the students, the users with Science background and the female users than the others in the category.

**Fig. 6.99 Re-shelving of documents in the college libraries in Kerala: Quality analysis**



The college libraries in Kerala suffer from inadequate library staff. There are one professional, one semi-professional, and two or three non-professionals in a college library. In addition to that, there is one non-professional to each department library. It is observed that, on an average, around one hundred to two hundred books are returned after use and about one hundred books or journals are kept on reading tables after reference. These documents have to be re-shelved properly. Since the staff available for the purpose are very limited, it may take much time for re-shelving. So, lack of adequate number of library staff may be the major reason for the low quality of the re-shelving of documents in the college libraries in Kerala.

#### **Item 28: Keeping of documents in correct order in the college libraries in Kerala**

The order of documents on the shelf should be correct for getting the needed document easily. The students and teachers search for documents on shelf themselves, and they will get the needed document easily only when the documents on the shelf are in correct order. But, in college libraries where open access is offered, there is a chance for

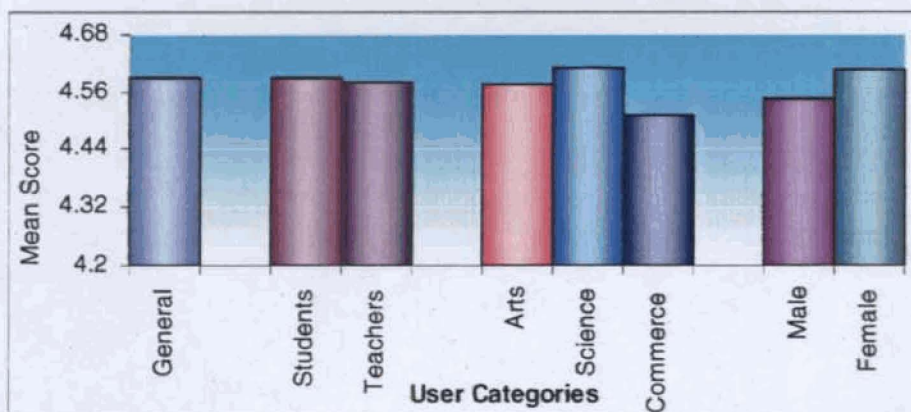
misplacement of documents by the users. A misplaced document is equal to a lost one to the user. So, it is the duty of the library staff to correct regularly the order of documents on shelf. A disordered shelf may spoil their valuable time and the non-availability of documents will adversely affect their academic work. Therefore, the students and teachers consider the order of keeping documents on shelf as one of the important items to evaluate the quality of the college libraries.

### User Expectations

The users in general highly expect (mean 4.588 with SD 0.654) that, good college libraries should keep documents in correct order to enable the users for its easy retrieval. Similar views are expressed by the students (mean 4.589 with SD 0.669) and teachers (mean 4.582 with SD 0.591), the users with Arts (mean 4.578 with SD 0.674), Science (mean 4.611 with SD 0.627) and Commerce (mean 4.512 with SD 0.685) subject backgrounds, and the male (mean 4.545 with SD 0.688) and female users (mean 4.606 with SD 0.638) in this regard (See table 6.34).

The expectations of the different categories of users with regard to the item 'keeping of documents in correct order' in the college libraries in Kerala are shown in the figure 6.100.

**Fig. 6.100 User Expectations about the keeping of documents in correct order in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Science background, and the female users have comparatively higher expectations than the others in the category.

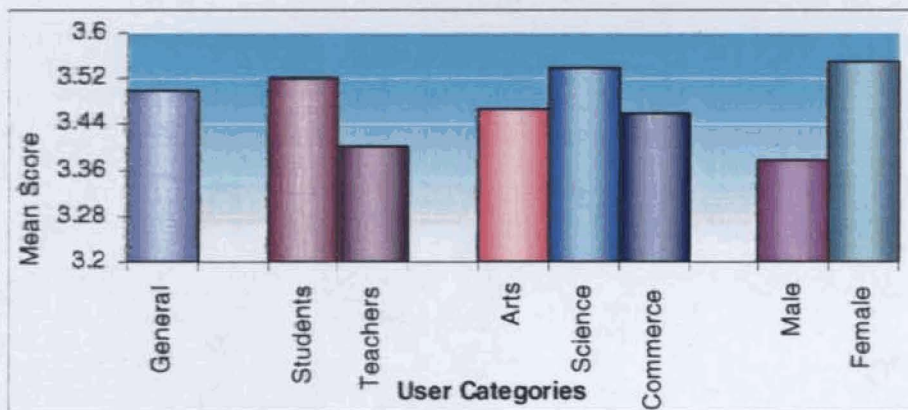
### User Perceptions

More than half of the users have the perception (mean 3.499 with SD 1.08) that, their college libraries keep documents in correct order. The students (mean 3.522 with SD 1.086) and teachers (mean 3.403 with SD 1.05), the users with Arts (mean 3.466 with SD 1.115), Science (mean 3.538 with SD 1.047) and Commerce (mean 3.458 with SD 1.059) subject backgrounds, and the male (mean 3.377 with SD 1.104) and female users (mean 3.55 with SD 1.065) also have similar perceptions about the 'order of documents' in their college libraries (See table 6.34).

There are some variations found in the views of the users belonging to all categories (SD above 1).

The perceptions of the different categories of users with regard to the item 'keeping of documents in correct order' in the college libraries in Kerala is shown in the figure 6.101.

**Fig. 6.101 User Perceptions about the keeping of documents in correct order in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Science background, and the female users have comparatively higher perceptions than the others in the category.

### Quality

The analysis of the gap between the user expectations and the perceptions about the 'keeping of documents in correct order' in the college libraries in Kerala shows that, there low quality (-1.089) to it. Similar views are expressed by the students (-1.067) and teachers (-1.179), the users with Arts (-1.112), Science (-1.073) and Commerce (-1.054) subject backgrounds, and the male (-1.168) and female users (-1.056) in this regard.

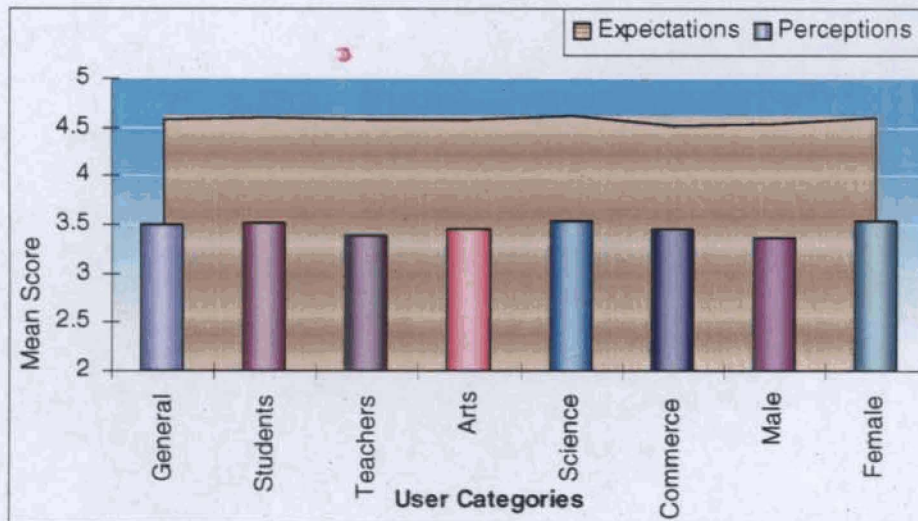
The user expectations, the perceptions and the perceived quality of the 'keeping of documents in correct order in the college libraries in Kerala' are shown in the table 6.34 as well as in the figure 6.102.

**Table 6.34 Keeping of documents in correct order in the college libraries in Kerala: Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.522	1.086	4.589	0.669	-1.067
	Teachers	3.403	1.05	4.582	0.591	-1.179
Subject	Arts	3.466	1.115	4.578	0.674	-1.112
	Science	3.538	1.047	4.611	0.627	-1.073
	Commerce	3.458	1.059	4.512	0.685	-1.054
Gender	Male	3.377	1.104	4.545	0.688	-1.168
	Female	3.55	1.065	4.606	0.638	-1.056
Overall		3.499	1.08	4.588	0.654	-1.089

The comparison of the gap score shows that, in different user categories, the perceived quality of the item 'keeping of documents in correct order in the college libraries in Kerala' is comparatively higher to the students, the users with Commerce background and the female users than the others in the category.

**Fig. 6.102 Keeping of documents in correct order in the college libraries in Kerala: Quality analysis**



Correcting the order of documents kept on shelves is a serious process in college libraries where open access is provided. Since the number of staff is very limited, each library staff has to rectify many shelves. As the maintenance staff is non-professional, they do not know the filing order of call numbers prepared according to schemes of classification like Colon Classification and Universal Decimal Classification. So, the library staff is not in a position to rectify the shelves easily and daily. Therefore, lack of adequate professional staff or trained library staff may be the major reason for the low quality of keeping of documents in correct order in the college libraries in Kerala.

### **Item 29: Easiness in using library catalogue in the college libraries in Kerala**

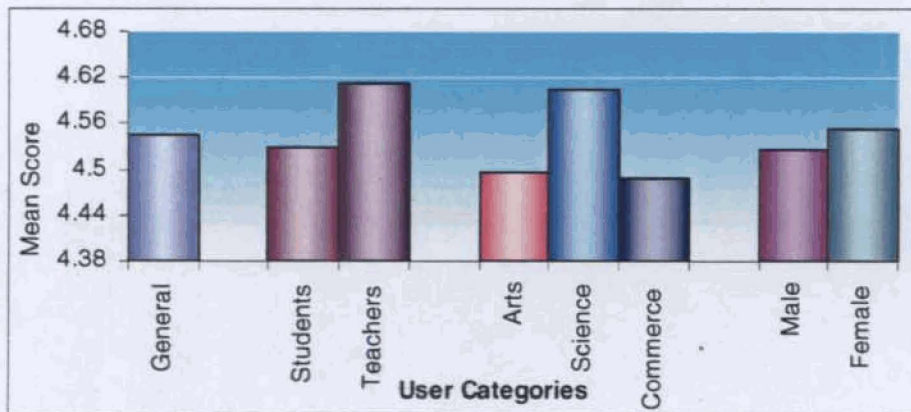
Catalogue of documents available in a library is the major tool for accessing documents in a library. It is very important in libraries where closed access is offered. It is the connecting link between the user and the document. The library catalogue should contain all needed entries to enable the user to locate a document, which should be arranged in an easily searchable manner. In addition to that, it should be comprehensive in the sense that there are entries on every document available in the library. It is the duty of the library staff to prepare and keep an easily usable catalogue containing necessary entries to meet important approaches on all documents available in the library. Easiness in searching the library catalogue is important as the students and teacher may fail to locate entries of needed books available in the library as well as to get the needed document in time. Therefore, the users consider the easiness in using the library catalogue available in college libraries as an important item while assessing the quality of the college libraries.

#### **User Expectations**

Majority of the users expect (mean 4.546 with SD 0.667) that all college libraries should have proper catalogue of documents available there. The students (mean 4.529 with SD 0.683) and teachers (mean 4.613 with SD 0.593), the users with Arts (mean 4.496 with SD 0.719), Science (mean 4.605 with SD 0.604) and Commerce (mean 4.488 with SD 0.685) backgrounds, and the male (mean 4.526 with SD 0.724) and female users (mean 4.554 with SD 0.642) also have high expectations about the 'easiness in using the library catalogue' in the college libraries in Kerala (See table 6.35).

The expectations of the different categories of users with regard to the item 'easiness in using the library catalogue' in the college libraries in Kerala is shown in the figure 6.103.

**Fig. 6.103 User Expectations about the easiness in using the library catalogue in the college libraries in Kerala**



The figure shows that, in different categories of the users, the teachers, the users with Science background, and the female users have comparatively higher expectations than the others in the category.

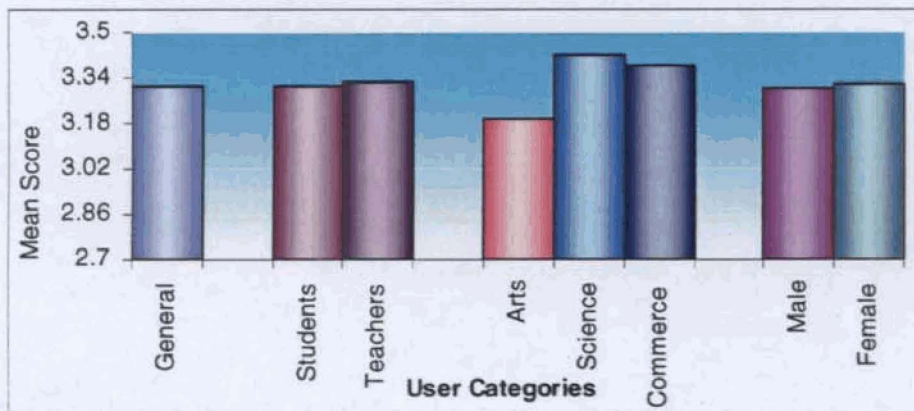
### User Perceptions

The overall perception score (mean 3.313 with SD 1.178) shows that, more than half of the users have good perceptions about the 'easiness in using the library catalogue' in the college libraries in Kerala. Similar results are obtained in the case of the students (mean 3.311 with SD 1.193) and teachers (mean 3.322 with SD 1.117), the users with Arts (mean 3.196 with SD 1.216), Science (mean 3.417 with SD 1.131) and Commerce (mean 3.384 with SD 1.165) backgrounds, and the male (mean 3.307 with SD 1.194) and female users (mean 3.316 with SD 1.172) (See table 6.35).

There are variations found in the views of the users belonging to all categories (SD above 1).

The perceptions of the different categories of the users with regard to the item 'easiness in using the library catalogue' in the college libraries in Kerala is shown in the figure 6.104.

**Fig. 6.104 User Perceptions about the easiness in using the library catalogue in the college libraries in Kerala**



The figure shows that, in different categories of the users, the teachers, the users with Science background, and the female users have comparatively higher perceptions than the others in the category.

### Quality

The analysis of the gap between the user expectations and the perceptions about the 'easiness in using the library catalogue' shows that, the quality of the 'easiness in using the library catalogue' in the college libraries in Kerala is low (-1.233). Similarly, the students (-1.218) and teachers (-1.291), the users with Arts (-1.3), Science (-1.188) and Commerce (-1.104) subject backgrounds, and the male (-1.219) and female users (-1.238) also have viewed that there is low quality to the 'easiness in using the library catalogue' in their college library.

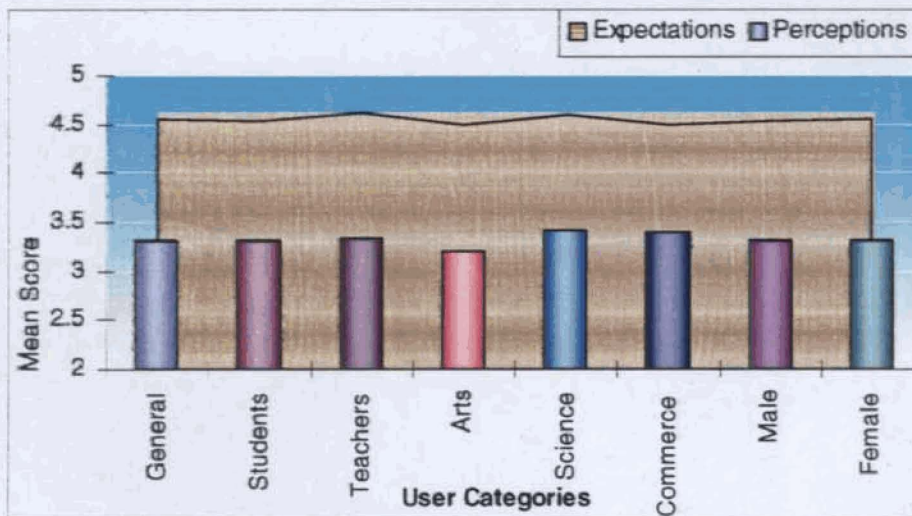
The user expectations, the perceptions and the perceived quality of the 'easiness in using the library catalogue in the college libraries in Kerala' are shown in the table 6.35 as well as in the figure 6.105.

**Table 6.35 Easiness in using the library catalogue in the college libraries in Kerala: Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.311	1.193	4.529	0.683	-1.218
	Teachers	3.322	1.117	4.613	0.593	-1.291
Subject	Arts	3.196	1.216	4.496	0.719	-1.3
	Science	3.417	1.131	4.605	0.604	-1.188
	Commerce	3.384	1.165	4.488	0.685	-1.104
Gender	Male	3.307	1.194	4.526	0.724	-1.219
	Female	3.316	1.172	4.554	0.642	-1.238
Overall		3.313	1.178	4.546	0.667	-1.233

The comparison of the gap score shows that, in different user categories, the perceived quality of the item 'easiness in using the library catalogue in the college libraries in Kerala' is comparatively higher to the students, and the users with Commerce background than the others in the category. But the male and the female users have more or less the same levels of the perceptions about the quality of it.

**Fig. 6.105 Easiness in using the library catalogue in the college libraries in Kerala: Quality analysis**



It is observed that, there are college libraries without any library catalogue. Some libraries have book catalogue. Majority of the college libraries are use card catalogue, and very few have computer catalogue. Most of the libraries have dictionary catalogue and very few with classified catalogue. In most of the cases, the catalogue is not comprehensive in the sense that, there are many documents waiting for cataloguing, which may be due to lack of adequate number of professional staff. It is also found that, there are mistakes in filing of catalogue entries. So, lack of properly filed comprehensive alphabetical catalogue and lack of adequate number of professional staff may be the major reasons for the low quality of easiness in using library catalogue in the college libraries in Kerala.

#### **Item 30: Speed of issue and return process carried out in the college libraries in Kerala**

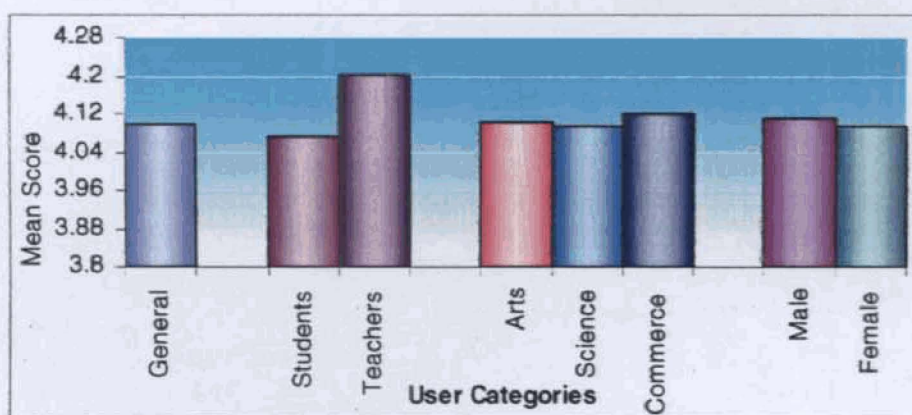
The students and teachers like to get a needed document issued and returned very fast. The speed of issue and return process depends up on the method used for the purpose. There are register systems like, day-book system and ledger system, card system like one card and two card system, computerized system etc used for recording the issue and return process in libraries. The time required for completing one issue and return process is different from one to the other. It is the duty of the library staff to select and use a suitable system that takes minimum time for completing an issue and return process. The delay in issue and return process results in the waste and so they consider the speed of the issue and return process carried out in college libraries as one of the important item to be measured while measuring the quality of college libraries.

## User Expectations

The analysis shows that majority of the users have high expectations (mean 4.099 with SD 0.932) about the 'speed of the issue and return process carried out' in the college libraries in Kerala. The different categories of the users such as the students (mean 4.073 with SD 0.941) and teachers (mean 4.204 with SD 0.885), the users with Arts (mean 4.101 with SD 0.934), Science (mean 4.094 with SD 0.936) and Commerce (mean 4.118 with SD 0.893) backgrounds, and the male (mean 4.113 with SD 0.967) and female users (mean 4.093 with SD 0.917) also have high expectations about the 'speed of the issue and return process carried out' in the college libraries in Kerala (See table 6.36).

The expectations of the different categories of users with regard to the item 'speed of the issue and return process carried out' in the college libraries in Kerala are shown in the figure 6.106.

**Fig. 6.106 User Expectations about the speed of issue and return process carried out in college libraries in Kerala**



The figure shows that, in different categories of the users, the teachers, the users with Commerce background, and the male users have comparatively higher expectations than the others in the category.

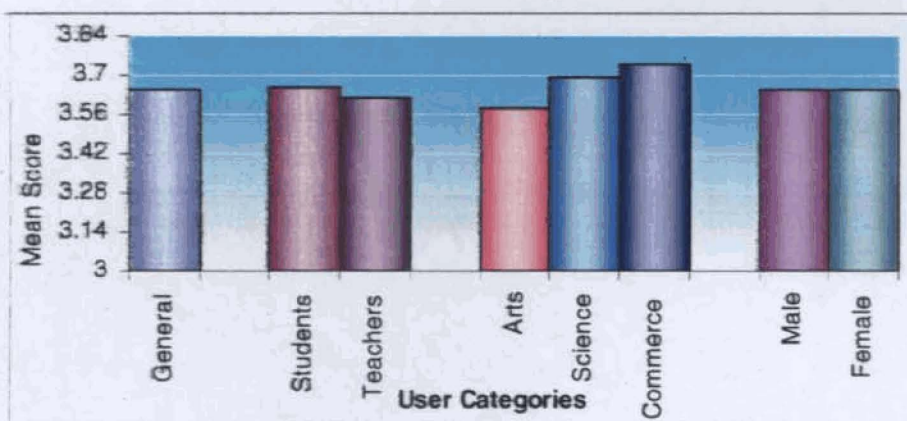
## User Perceptions

It is found that, more than half of the users in general have high perceptions (mean 3.646 with SD 0.964) about the 'speed of issue and return process carried out' in the college libraries in Kerala. The students (mean 3.653 with SD 0.967) and teachers (mean 3.617 with SD 0.952), the users with Arts (mean 3.58 with SD 1.016), Science (mean 3.695 with SD 0.912) and Commerce (mean 3.739 with SD 0.931) subject backgrounds, and the male (mean 3.65 with SD 0.968) and female users (mean 3.645 with SD 0.962) also have more or less similar views as above (See table 6.36).

However, there are some variations in the views of the users with Arts background compared to the others (SD above 1).

The perceptions of the different categories of users with regard to the item 'speed of issue and return process carried out' in the college libraries in Kerala are shown in the figure 6.107.

**Fig. 6.107 User Perceptions about the speed of issue and return process carried out in the college libraries in Kerala**



The figure shows that, in different categories of the users, the teachers, the users with Commerce background, and the male users have comparatively higher perceptions than the others in the category.

However, there are considerable deviations in the views of the users with Arts background (SD above 1).

### Quality

The analysis of the gap between the user expectations and the perceptions about the 'speed of issue and return process carried out' in the college libraries in Kerala shows that, there is low quality (-0.453) to it. The gap scores of the different categories of the users such as the students (-0.42) and teachers (-0.587), the users with Arts (-0.521), Science (-0.399) and Commerce (-0.379) backgrounds, and the male (-0.463) and female users (-0.448) also have shown that the quality of the 'speed of issue and return process carried out' in their college libraries is low.

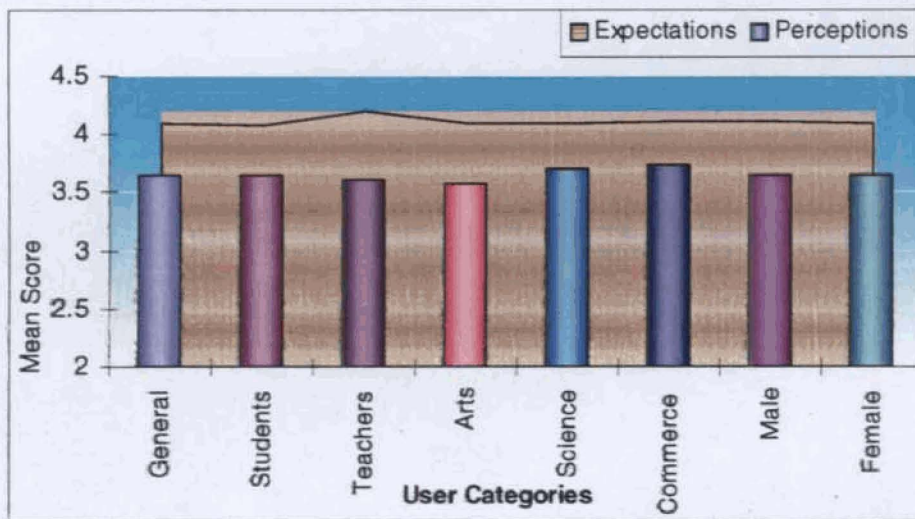
The user expectations, the perceptions and the perceived quality of the 'speed of issue and return process carried out' in the college libraries in Kerala are shown in the table 6.36 as well as in the figure 6.108.

**Table 6.36 Speed of issue and return process carried out in the college libraries in Kerala: Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.653	0.967	4.073	0.947	-0.42
	Teachers	3.617	0.952	4.204	0.885	-0.587
Subject	Arts	3.58	1.016	4.101	0.934	-0.521
	Science	3.695	0.912	4.094	0.936	-0.399
	Commerce	3.739	0.931	4.118	0.893	-0.379
Gender	Male	3.65	0.968	4.113	0.967	-0.463
	Female	3.645	0.962	4.093	0.917	-0.448
Overall		3.646	0.964	4.099	0.932	-0.453

The comparison of the gap score shows that, in different user categories, the perceived quality of the item 'speed of issue and return process carried out in the college libraries in Kerala' is comparatively higher to the students, and the users with Commerce background than the others in the category. But the male and the female users have more or less the same levels of perceived quality about it.

**Fig. 6.108 Speed of issue and return process carried out in the college libraries in Kerala: Quality analysis**



It is observed that, most of the college libraries in Kerala use ledger system to record the issue and return transactions of documents. Very few college libraries use two-card system as well as computer system for recording issue and return transactions. The ledger system of circulation requires much time to record the details of the document to be issued and returned. The user has to sign in the ledger against the entry of issue. It may be due to the fact the Government of Kerala insist the college libraries to keep permanent record of circulation. Now the Government has relaxed this condition and so there is the trend of using two-card system instead of ledger system. Therefore, the use of ledger system may be the major reason for the low speed of issue and return process carried out in the college libraries in Kerala.

### **Item 31: Number of documents issued to the users in the college libraries in Kerala**

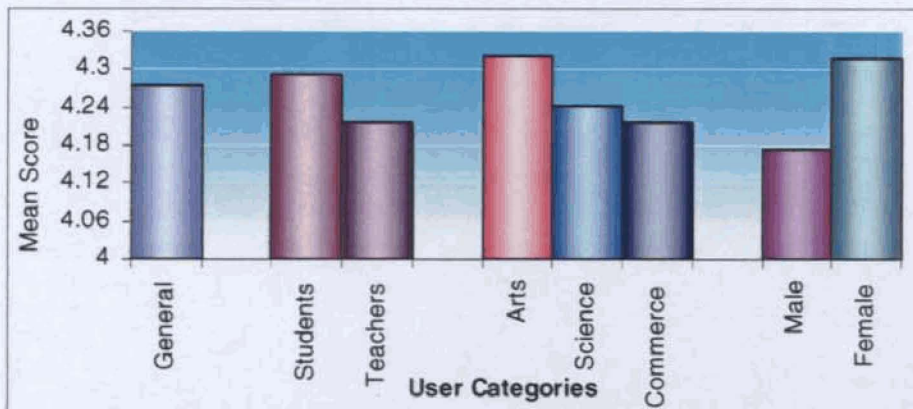
The students and teachers like to read interested documents available in the library. They may like to read literary documents like poetry, drama, novel, etc, as well as documents on various topics and subjects taught in the college. So they are interested to get sufficient number of needed documents for home reading. More over, they prefer to read and refer documents at home. Therefore, they expect that a good college library will issue sufficient number of documents needed for them, and consider it as an important item to be considered while assessing the quality of a college library.

#### **User Expectations**

The overall user expectations about the 'number of documents issued to the users' in the college libraries in Kerala shows that, majority of the users have high expectations (mean 4.275 with SD 0.807) about it. Similarly, the students (mean 4.29 with SD 0.8) and teachers (mean 4.216 with SD 0.834), the users with Arts (mean 4.32 with SD 0.769), Science (mean 4.241 with SD 0.834) and Commerce (mean 4.217 with SD 0.846) backgrounds, and the male (mean 4.172 with SD 0.873) and female users (mean 4.319 with SD 0.774) also have views that sufficient number of documents should be issued to the users in the college libraries (See table 6.37).

The expectations of the different categories of users with regard to the 'number of documents issued to the users' in the college libraries in Kerala is shown in the figure 6.109.

**Fig. 6.109 User Expectations about the number of documents issued to the users in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Arts background, and the female users have comparatively higher expectations than the others in the category.

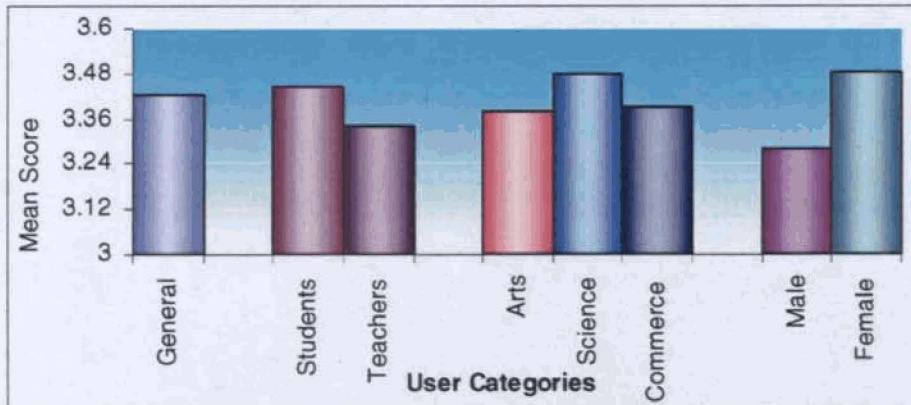
### **User Perceptions**

The analysis shows that, more than half of the users have good perceptions (mean 3.426 with SD 1.085) about the 'number of documents issued to the users' in the college libraries in Kerala. Similar results are obtained in the case of the students (mean 3.447 with SD 1.084) and teachers (mean 3.342 with SD 1.085), the users with Arts (mean 3.38 with SD 1.112), Science (mean 3.478 with SD 1.049) and Commerce (mean 3.389 with SD 1.063) backgrounds, and the male (mean 3.282 with SD 1.122) and female users (mean 3.487 with SD 1.063) (See table 6.37).

However, there are some deviations in the views of the users belonging to all categories (SD above 1).

The perceptions of the different categories of users with regard to the 'number of documents issued to the users' in the college libraries in Kerala is shown in the figure 6.110.

**Fig. 6.110 User Perceptions about the number of documents issued to the users in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Science background, and the female users have comparatively higher perceptions than the others in the category.

### Quality

The analysis of the gap between the user expectations and perceptions about the 'number of documents issued to the users' shows that, there is low quality (-0.849) to the 'number of documents issued to the users in the college libraries in Kerala. The different categories of users such as the students (-0.843) and teachers (-0.874), the users with Arts (-0.94), Science (-0.763) and Commerce (-0.828) backgrounds, and the male (-0.89) and female (-0.832) users also have viewed that the quality of the 'number of documents issued to the users' in their college libraries is low.

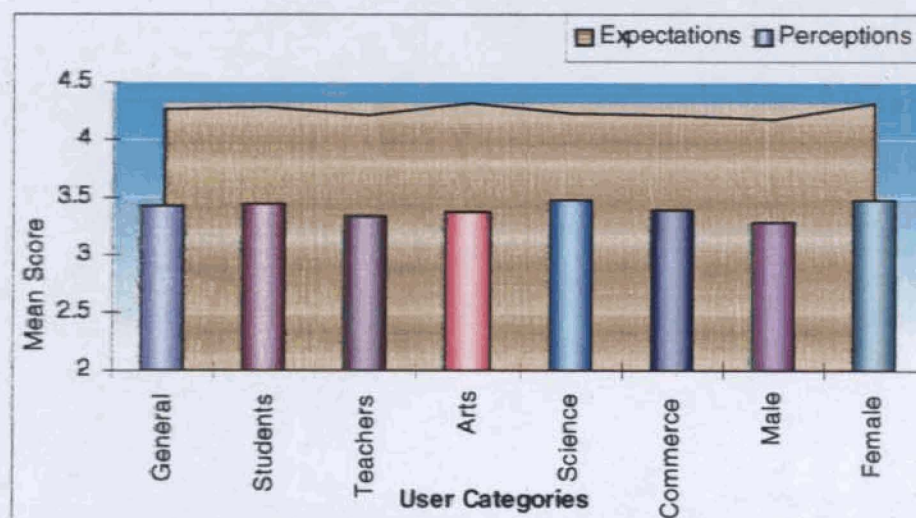
The user expectations and perceptions and the perceived quality of the 'number of documents issued to the users' in the college libraries in Kerala is shown in the table 6.37 as well as in the figure 6.111.

**Table 6.37 Number of documents issued to the users in the college libraries in Kerala: Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.447	1.084	4.29	0.8	-0.843
	Teachers	3.342	1.085	4.216	0.834	-0.874
Subject	Arts	3.38	1.112	4.32	0.769	-0.94
	Science	3.478	1.049	4.241	0.834	-0.763
	Commerce	3.389	1.063	4.217	0.846	-0.828
Gender	Male	3.282	1.122	4.172	0.873	-0.89
	Female	3.487	1.063	4.319	0.774	-0.832
Overall		3.426	1.085	4.275	0.807	-0.849

The comparison of the gap score shows that, in different user categories, the perceived quality of the item 'number of documents issued to the users' in the college libraries in Kerala is comparatively higher to the users with Science background and the female users than the others in the category. But the students and the teachers have more or less the same level of perception about the quality of it.

**Fig. 6.111 Number of documents issued to the users in the college libraries in Kerala: Quality analysis**



It is observed that, the college libraries in the state fix a limit to the number of documents to be issued to the students and teachers for home reading. Such a limit is enforced in order to enable each and every user to get some of their needed documents in time. It may be due to lack of sufficient collection in college libraries. There fore, lack of sufficient collection as well as copies of documents may be the major reasons for the low quality of number of documents issued to the users in the college libraries in Kerala.

### **Item 32: Period of loan of documents allowed to the users in the college libraries in Kerala**

The students and teachers like to keep the documents taken on loan for a period till its use is over. They prefer to get subject books on loan up to the end of the course. Usually, the students and teachers use one book on a topic or subject as the basic document and other documents on the same topic or subject are referred to supplement the information not available in the basic document. If the most important books needed for their academic work are to be returned before its complete use, it may affect their purpose. Therefore, they consider the period of loan as an important item that affect the quality of a college library.

### **User Expectations**

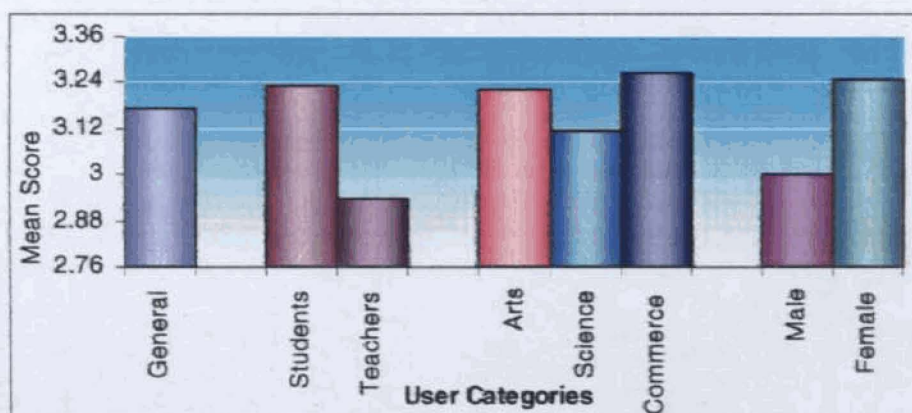
The overall mean score (mean 3.175 with SD 1.247) of the user expectations about the 'period of loan of documents allowed to the users' in the college libraries in Kerala shows that, there is no high expectations to all users under study. The views of the different categories of users such as the students (mean 3.233 with SD 1.229) and teachers (mean 2.939 with SD 1.291), the users with Arts (mean 3.222 with SD 1.226), Science (mean 3.112 with SD 1.256) and Commerce (mean 3.266 with SD 1.3)

backgrounds, and the male (mean 3.001 with SD 1.287) and female users (mean 3.248 with SD 1.222) also shows that there is low expectations to them about the 'period of loan allowed' in the college libraries in Kerala (See table 6.38).

The SD (above 1) shows that, there are great variations in the views of the users belonging to all categories.

The expectations of the different categories of users with regard to the 'period of loan of documents allowed to the users' in the college libraries in Kerala is shown in the figure 6.112.

**Fig. 6.112 User Expectations about the period of loan of documents allowed to the users in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Commerce background, and the female users have comparatively higher expectations than the others in the category.

### User Perceptions

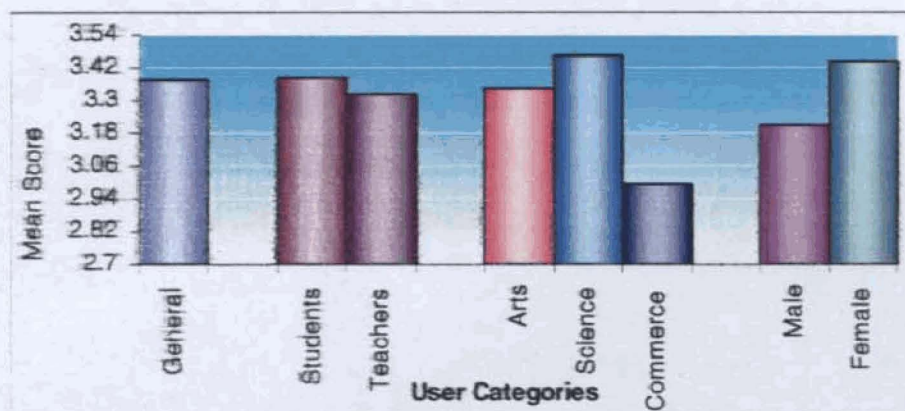
It is found that, more than half of the users have good perceptions (mean 3.372 with SD 1.141) about the 'period of loan of documents allowed to the users' in the college libraries in Kerala. Similar results are obtained in the case of the users in different user categories such as the

students (mean 3.384 with SD 1.153) and teachers (mean 3.322 with 1.093), the users with Arts (mean 3.347 with SD 1.147), Science (mean 3.463 with SD 1.103) and Commerce (mean 2.995 with SD 1.237) backgrounds, and the male (mean 3.213 with SD 1.162) and female users (mean 3.439 with SD 1.126) (See table 6.38).

However, there are considerable deviations in the views of the users belonging to all categories (SD above 1).

The perceptions of the different categories of users with regard to the 'period of loan of documents allowed to the users' in the college libraries in Kerala is shown in the figure 6.113.

**Fig. 6.113 User Perceptions about the period of loan of documents allowed to the users in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Science background, and the female users have comparatively higher perceptions than the others in the category.

### Quality

The analysis of the gap between the user expectations and perceptions about the 'period of loan of documents allowed to the users' in the college libraries in Kerala shows that, their perceptions is above to their expectations (+0.197) (except in the case of the users with Commerce

background (-0.271)). The gap scores of the different categories of users, such as the students (+0.151) and teachers (+0.383), the users with Arts (+0.125), and Science (+0.351) backgrounds, and the male (+0.212) and female users (+0.191), show that there is good quality to the 'number of documents issued to the users' in their college libraries.

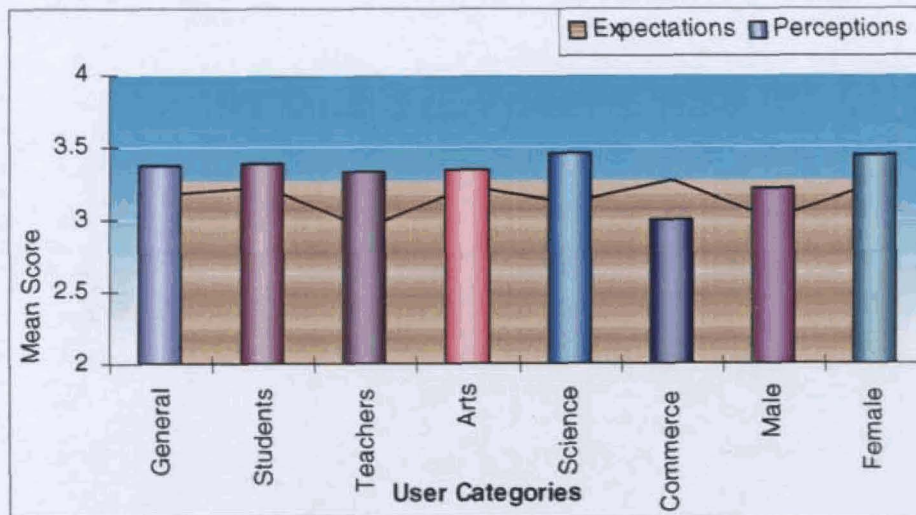
The user expectations and perceptions and the perceived quality of the 'period of loan of documents allowed to the users' in the college libraries in Kerala are shown in the table 6.38 as well as in the figure 6.114.

**Table 6.38 Period of loan of documents allowed to the users in the college libraries in Kerala: Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.384	1.153	3.233	1.229	+0.151
	Teachers	3.322	1.093	2.939	1.291	+0.383
Subject	Arts	3.347	1.147	3.222	1.226	+0.125
	Science	3.463	1.103	3.112	1.256	+0.351
	Commerce	2.995	1.237	3.266	1.3	-0.271
Gender	Male	3.213	1.168	3.001	1.287	+0.212
	Female	3.439	1.126	3.248	1.222	+0.191
Overall		3.372	1.141	3.175	1.247	+0.197

The comparison of the gap score shows that, in different user categories, the perceived quality of the item 'period of loan of documents allowed to the users in the college libraries in Kerala' is comparatively higher to the teachers, the users with Science background than the others in the category. But the male and female users have more or less the same level of perception about the quality of it.

**Fig. 6.114 Period of loan of documents allowed to the users in the college libraries in Kerala: Quality analysis**



Every student and teacher understand that, a document cannot be kept on loan till the academic work is over, and so they expect that the college library can loan documents for certain number of days only. It is observed that, the college libraries in the State offer a period of loan of fourteen days to students and thirty days to teachers. In addition to that, there is provision to extend the loan period twice leading to get another thirty days. Moreover, there is provision to re-issue the same document if there is no reservation to it. Unless there is no reservation for a document, the library will not call back any document issued to a user. In effect, a student and teacher can keep a document for as many days they like. So their perceptions is higher to the expectations leading to quality to the period of loan of documents allowed to the users in the college libraries in Kerala. This may be due to the provision of renewal facility as well as re-issue facility addition to the normal period of loan allowed to the users.

### **Item 33: Provision of reference service in the college libraries in Kerala**

The students and teachers require reference service from their libraries. As part of reference service, the users get good collection of

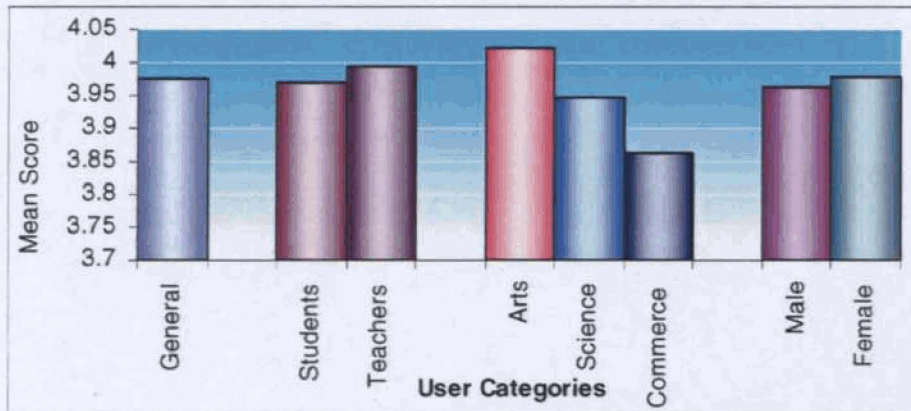
reference sources, reference facilities and reference help from library staff in the form of information bulletins, special files, etc. The reference sources are necessary for getting authoritative and specific information regarding a concept or idea. The students and teachers need it for the successful completion of their academic work. Similarly reference facilities like well organized reference sources, reading tables and chairs, helping staff, etc. are necessary for the effective use of the reference sources in the library. The users require the help of reference staff to understand and use information sources well. In addition to that, the reference staff may help to search and locate information not available in book form. So, reference service is very important for students and teachers and so they consider it as an important item to be included while measuring the quality of the college libraries.

### **User Expectations**

In the case of the 'provision of reference service' in the college libraries in Kerala, majority of the users have the views (mean 3.974 with SD 0.903) that good college libraries should offer reference service to them. Similarly the students (mean 3.969 with SD 0.911) and teachers (mean 3.994 with SD 0.882), the users with Arts (mean 4.022 with SD 0.914), Science (mean 3.947 with SD 0.891) and Commerce (mean 3.862 with SD 0.932) subject backgrounds, and the male (mean 3.962 with SD 0.893) and female users (mean 3.979 with SD 0.91) also have good expectations about the 'provision of reference service' in the college libraries in Kerala (See table 6.39).

The expectations of the different categories of users with regard to the 'provision of reference service' in the college libraries in Kerala are shown in the figure 6.115.

Fig. 6.115 User Expectations about the provision of reference service in the college libraries in Kerala



The figure shows that, in different categories of the users, the teachers, the users with Arts background, and the female users have comparatively higher expectations than the others in the category.

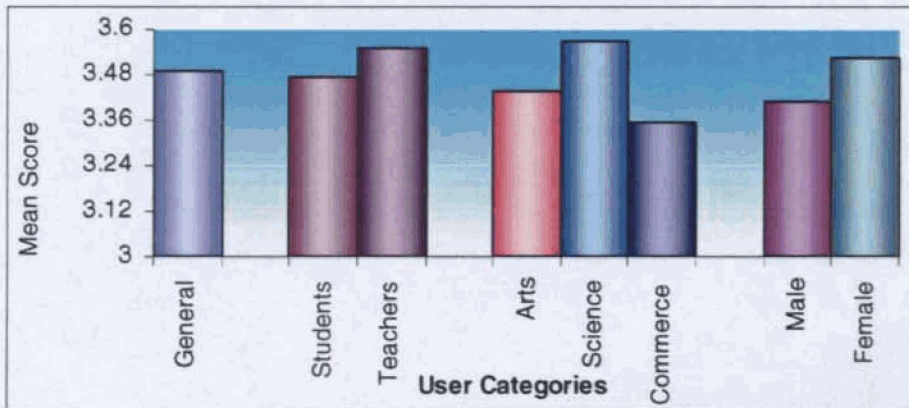
### User Perceptions

The overall perceptions of the users (mean 3.489 with SD 0.992) with regard to the 'provision of reference service' in the college libraries in Kerala shows that, more than half of the users have good perceptions about the 'provision of reference service' in their college libraries. Similar results are obtained in the case the students (mean 3.473 with SD 0.995) and teachers (mean 3.55 with SD 0.977), the users with Arts (mean 3.434 with SD 1.057), Science (mean 3.566 with SD 0.922) and Commerce (mean 3.355 with SD 0.961) backgrounds, and the male (mean 3.411 with SD 1.03) and female users (mean 3.521 with SD 0.974) (See table 6.39).

There are variations in the views of the users with Arts subject background, and the male users (SD above 1) with regard to it.

The perceptions of the different categories of users with regard to the 'provision of reference service' in the college libraries in Kerala are shown in the figure 6.116.

**Fig. 6.116 User Perceptions about the provision of reference service in the college libraries in Kerala**



The figure shows that, in different categories of the users, the teachers, the users with Science background, and the female users have comparatively higher perceptions than the others in the category.

### Quality

The analysis of the gap between the user expectations and perceptions about the 'provision of reference service' in the college libraries in Kerala shows that, their perceptions are low (-0.485) compared to their expectations. The gap scores of different categories of the users such as the students (-0.496) and teachers (-0.444), the users with Arts (-0.588), Science (-0.381) and Commerce (-0.507) backgrounds, and the male (-0.551) and female users (-0.458) also have the view that there is low quality to the 'provision of reference service' in their college libraries.

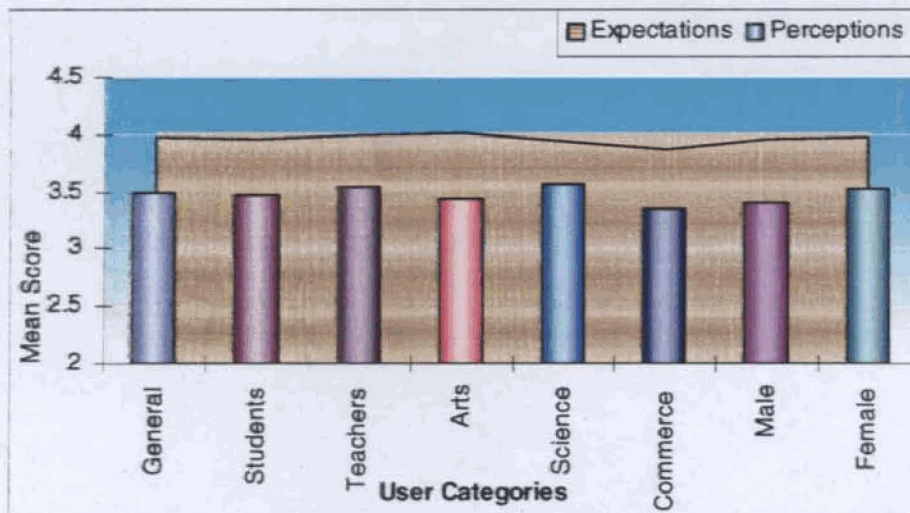
The user expectations and perceptions and the perceived quality of the 'provision of reference service in the college libraries in Kerala' are shown in the table 6.39 as well as in the figure 6.117.

**Table 6.39 Provision of reference service in the college libraries in Kerala: Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.473	0.995	3.969	0.911	-0.496
	Teachers	3.55	0.977	3.994	0.882	-0.444
Subject	Arts	3.434	1.057	4.022	0.914	-0.588
	Science	3.566	0.922	3.947	0.891	-0.381
	Commerce	3.355	0.961	3.862	0.923	-0.507
Gender	Male	3.411	1.03	3.962	0.893	-0.551
	Female	3.521	0.974	3.979	0.91	-0.458
Overall		3.489	0.992	3.974	0.905	-0.485

The comparison of the gap score shows that, in different user categories, the perceived quality of the item 'provision of reference service in the college libraries in Kerala' is comparatively higher to the teachers, the users with Science background and the female users than the others in the category.

**Fig. 6.117 Provision of reference service in the college libraries in Kerala: Quality analysis**



It is observed that, there is no good reference section in most of the college libraries in the State. Though there are some reference collections in all college libraries, they are not kept in an organized manner. Due to lack of adequate number of library staff, there is no qualified and experienced reference staff employed to offer good reference service in the college libraries in Kerala. Therefore, lack of adequate collection of reference sources, reference staff and reference help may be the major reasons for the low quality of the reference service provided in the college libraries in Kerala.

#### **Item 34: Provision of xerox service in the college libraries in Kerala**

Students and teachers do not have sufficient time to read and write needed information available in various sources of information available in college libraries. Their valuable time needed for reading and preparing notes can be saved if there is a service, called xerox service, through which copy of the documents are provided to the needed user. It will greatly help the students and teachers in their academic work. So the users in college libraries consider the provision of xerox service as an important item that leads to the quality of the college library. Therefore, it is measured while assessing the quality of the college libraries.

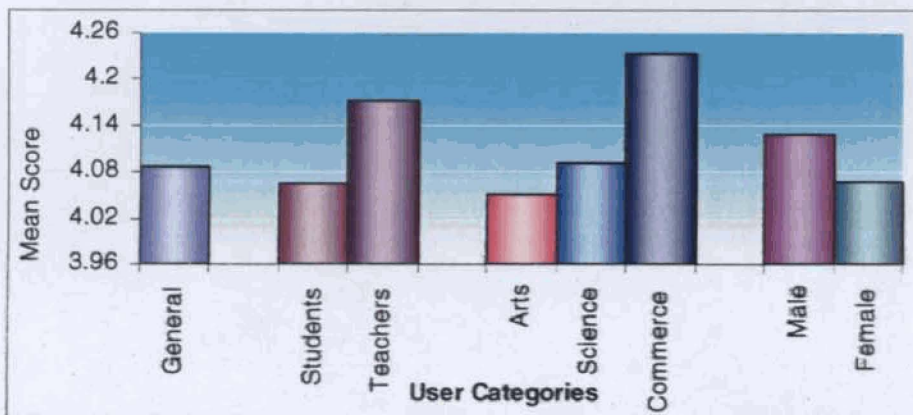
#### **User Expectations**

Majority of the users highly expect (mean 4.085 with SD 0.853) that, good college libraries should provide adequate xerox service to the users. Similar views are expressed by the students (mean 4.064 with SD 0.854) and teachers (mean 4.171 with SD 0.845), the users with Arts (mean 4.051 with SD 0.872), Science (mean 4.092 with SD 0.849) and Commerce (mean 4.232 with SD 0.758) subject backgrounds, and the male (mean 4.13 with

SD 0.847) and female users (mean 4.066 with SD 0.856) in this regard (See table 6.40).

The expectations of the different categories of users with regard to the 'provision of xerox service' in the college libraries in Kerala are shown in the figure 6.118.

**Fig. 6.118 User Expectations about the provision of xerox service in the college libraries in Kerala**



The figure shows that, in different categories of the users, the teachers, the users with Commerce background, and the male users have higher expectations than the others in the category.

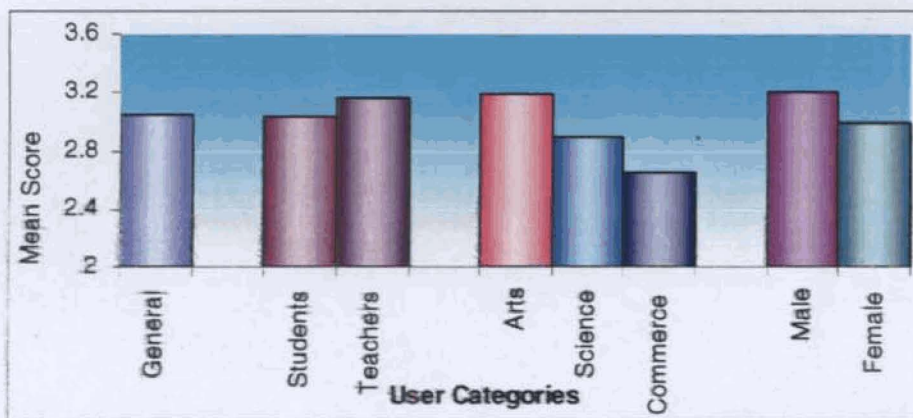
### User Perceptions

In the case of the 'provision of xerox service' in the college libraries in Kerala, about half of the users have the perceptions (mean 3.054 with SD 1.271) that, their college libraries provide xerox service in a good manner. The views of the students (mean 3.029 with SD 1.283) and teachers (mean 3.155 with SD 1.217), the users with Arts (mean 3.188 with SD 1.25), Science (mean 2.893 with SD 0.938) and Commerce (mean 2.65 with SD 1.038) backgrounds, and the male (mean 3.206 with SD 1.289) and female users (mean 2.99 with SD 1.259) are also more or less the same (See table 6.40).

However, there are great variations in the views of all categories of the users, except in the case of the users with Science background (SD above 1).

The perceptions of the different categories of users with regard to the 'provision of xerox service' in the college libraries in Kerala are shown in the figure 6.119.

**Fig. 6.119 User Perceptions about the provision of xerox service in the college libraries in Kerala**



The figure shows that, in different categories of the users, the teachers, the users with Arts background and the male users have comparatively higher perceptions than the others in the category.

### Quality

The analysis of the gap between the user expectations and perceptions about the 'provision of xerox service' in the college libraries in Kerala shows that there is low quality (-1.031) to it. Similar results are obtained in the case of the students (-1.035) and teachers (-1.035), the users with Arts (-0.863), Science (-1.199) and Commerce (-1.582) backgrounds, and the male (-0.924) and female (-1.076) with regard to the 'provision of xerox service' in the college libraries in Kerala.

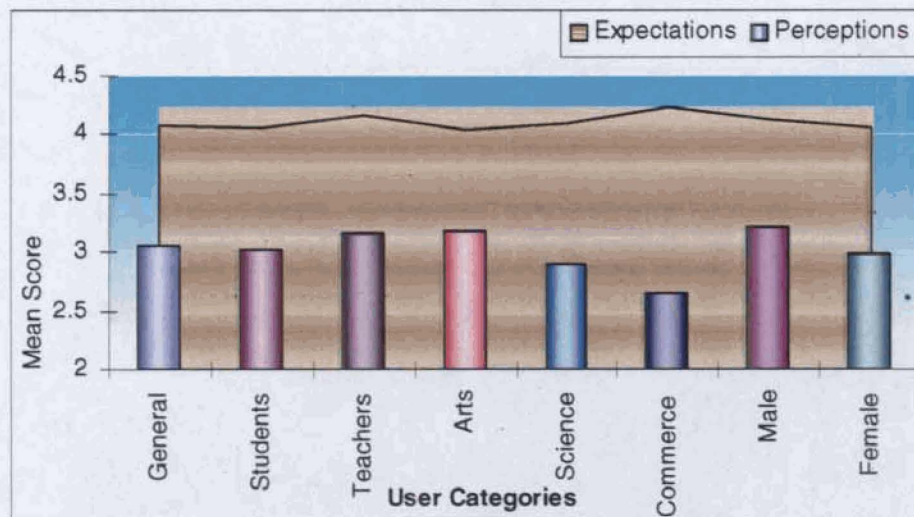
The user expectations and perceptions and the perceived quality of the 'provision of xerox service in the college libraries in Kerala' are shown in the table 6.40 as well as in the figure 6.120.

**Table 6.40 Provision of xerox service in the college libraries in Kerala:  
Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.029	1.283	4.064	0.854	-1.035
	Teachers	3.155	1.217	4.171	0.845	-1.016
Subject	Arts	3.188	1.25	4.051	0.872	-0.863
	Science	2.893	0.938	4.092	0.849	-1.199
	Commerce	2.65	1.038	4.232	0.758	-1.582
Gender	Male	3.206	1.289	4.13	0.847	-0.924
	Female	2.99	1.259	4.066	0.856	-1.076
Overall		3.054	1.271	4.085	0.853	-1.031

The comparison of the gap score shows that, in different user categories, the perceived quality of the item 'provision of xerox service in the college libraries in Kerala' is comparatively higher to the users with Arts background and the male users than the others in the category. But the students and the teachers have more or less the same level of perception about the quality of it.

**Fig. 6.120 Provision of xerox service in the college libraries in Kerala: Quality analysis**



Xerox service is becoming common in the college libraries in Kerala. As it requires heavy investment for the photo-stat machine and its maintenance, the service is offered on nominal charge. In most of the college libraries, the xerox unit is run by the Parent -Teacher Association or the college management. The college libraries do not get any assistance either from the UGC or the State Government for the purchase of such machines. So, xerox service is generally offered in private college libraries than in government college libraries. As the machines used are old or with low capacity the college libraries fail to meet the heavy demand of students and teachers for the service. Lack of fund, lack of adequate staff, non-provision of the service, use of old and low capacity xerox machines, etc may be the important reasons for the low quality of xerox service offered in the college libraries in Kerala.

#### **Item 35: Exhibition of the list of new arrivals in the college libraries in Kerala**

Exhibiting the list of new arrivals is treated as one of the method of informing the users about the arrival of new documents in the library. It

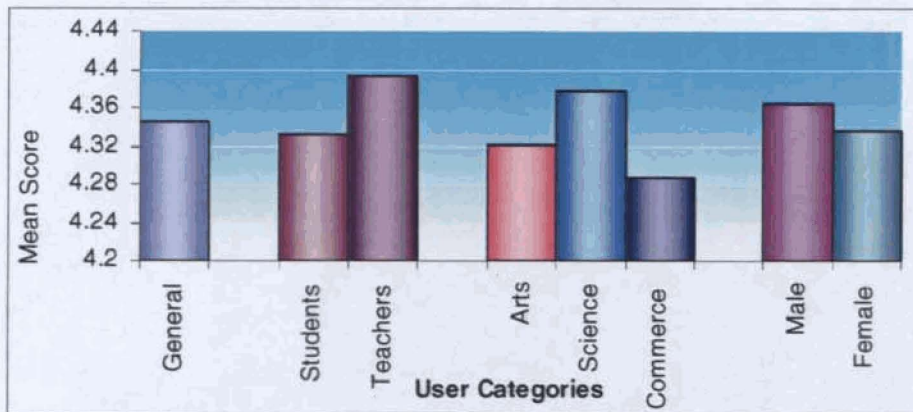
may contain the documents requested by the users. New documents will contain latest information, which can be used for improving their current knowledge in the field. It is highly necessary for postgraduate students and teachers in a college. Therefore, exhibition of the list of new arrivals in the college libraries is treated as one of the important service enabling the users to know the arrival of latest documents in their field of interest. So, it is considered while assessing the quality of the college libraries.

### **User Expectations**

Majority of the users viewed that (mean 4.344 with SD 0.668) good college libraries should 'exhibit the list of new arrivals' to inform the users about the availability of new documents needed for the users. There is no change in the views of the students (mean 4.332 with SD 0.682) and teachers (mean 4.393 with SD 0.605), the users with Arts (mean 4.322 with SD 0.716), Science (mean 4.377 with SD 0.615) and Commerce (mean 4.286 with SD 0.665) backgrounds, and the male (mean 4.364 with SD 0.684) and female users (mean 4.336 with SD 0.661) with regard to the 'exhibition of the list of new arrivals' in the college libraries in Kerala (See table 6.41).

The expectations of the different categories of users with regard to the 'exhibition of the list of new arrivals' in the college libraries in Kerala are shown in the figure 6.121.

**Fig. 6.121 User Expectations about the exhibition of the list of new arrivals in the college libraries in Kerala**



The figure shows that, in different categories of the users, the teachers, the users with Science background, and the male users have higher expectations than the others in the category.

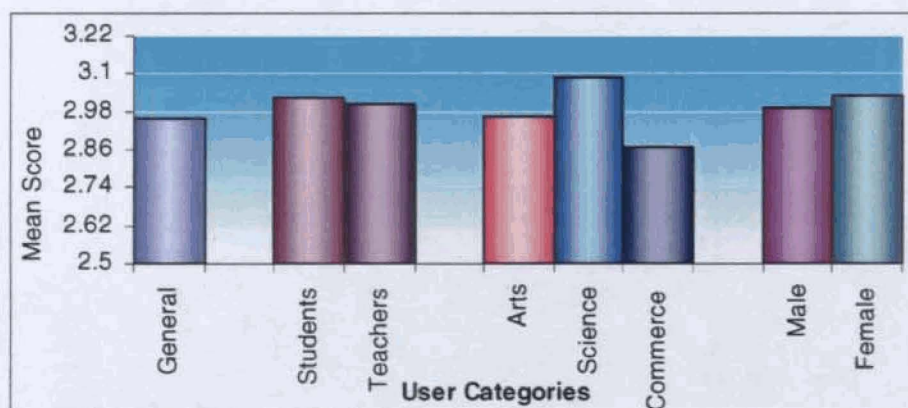
### User Perceptions

The analysis shows that, about half of the users only have good perceptions (mean 2.96 with SD 1.179) about the 'exhibition of the list of new arrivals' in their college libraries. Similar views are found in the case of the students (mean 3.021 with SD 1.179) and teachers (mean 3.002 with SD 1.181), the users with Arts (mean 2.967 with SD 1.216), Science (mean 3.092 with SD 1.139) and Commerce (mean 2.867 with SD 1.168) subject backgrounds, and the male (mean 2.992 with SD 1.226) and female users (mean 3.027 with SD 1.159) (See table 6.41).

The standard deviation (above 1) indicates that there are variations in the views of the users belonging to all categories.

The perceptions of the different categories of users with regard to the 'exhibition of the list of new arrivals' in the college libraries in Kerala is shown in the figure 6.122.

**Fig. 6.122 User Perceptions about the exhibition of the list of new arrivals in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Science background and the female users have comparatively higher perceptions than the others in the category.

### Quality

The analysis of the gap between the user expectations and perceptions about the 'exhibition of the list of new arrivals' in the college libraries in Kerala shows that their perceptions is very low compared to their expectations. The gap scores of different categories of the users such as the students (-1.311) and teachers (-1.391), the users with Arts (-1.355), Science (-1.285) and Commerce (-1.419) backgrounds, and the male (-1.372) and female users (-1.309) also shows that there is low quality to the 'exhibition of the list of new arrivals' in the college libraries in Kerala.

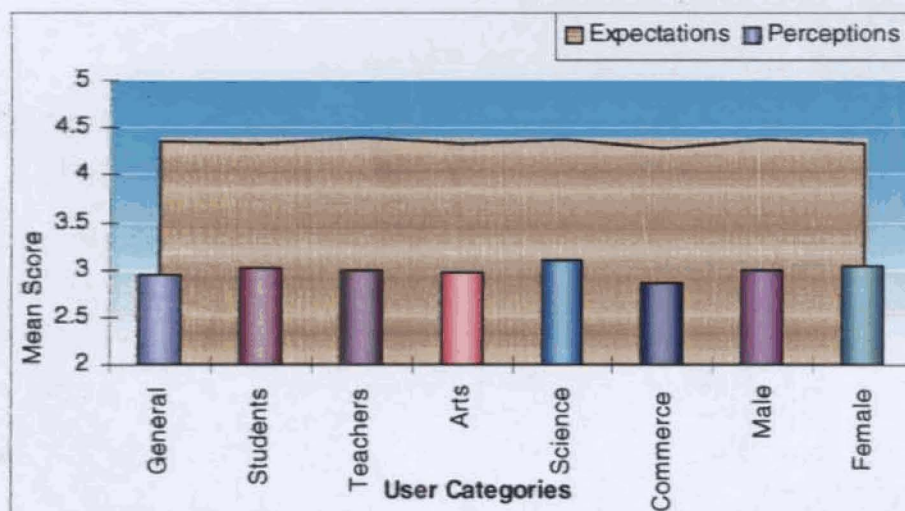
The user expectations and perceptions and the perceived quality of the 'exhibition of the list of new arrivals in the college libraries in Kerala' are shown in the table 6.41 as well as in the figure 6.123.

**Table 6.41 Exhibition of the list of new arrivals in the college libraries in Kerala: Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.021	1.179	4.332	0.682	-1.311
	Teachers	3.002	1.181	4.393	0.605	-1.391
Subject	Arts	2.967	1.216	4.322	0.716	-1.355
	Science	3.092	1.139	4.377	0.615	-1.285
	Commerce	2.867	1.168	4.286	0.665	-1.419
Gender	Male	2.992	1.226	4.364	0.684	-1.372
	Female	3.027	1.159	4.336	0.661	-1.309
Overall		2.96	1.179	4.344	0.668	-1.384

The comparison of the gap score shows that, in different user categories, the perceived quality of the item 'exhibition of the list of new arrivals in the college libraries in Kerala' is comparatively higher to the students, the users with Science background and the female users than the others in the category.

**Fig. 6.123 Exhibition of the list of new arrivals in the college libraries in Kerala: Quality analysis**



It is observed that, majority of the college libraries in the State do not have a system of exhibiting the list of new arrivals in the notice board of the library, instead they display the new arrivals at the entrance of the library. Though the students and teachers expect it very much, majority of the college libraries in the State do not have the practice of exhibiting the list of new arrivals in the library. So, the users perceptions are very low. Therefore, lack of exhibiting the list of new arrivals may be the major reason for the low quality of the exhibition of the list of new arrivals in the college libraries in Kerala.

### **Item 36: Working hours of the college libraries in Kerala**

In general, the class time in college starts at 9.00 AM and ends at 3 PM. Therefore, the college library is expected to work during these working hours. But, the students and teachers will not get sufficient time to use the library before and after the classes. It may affect their academic work very seriously. The working hours of the college library should be convenient to the students and teachers and it will affect the effective use of its resources and services. Therefore, the working hours of the library is treated as one of the important item to be considered while assessing the quality of a library in general as well as college libraries in particular.

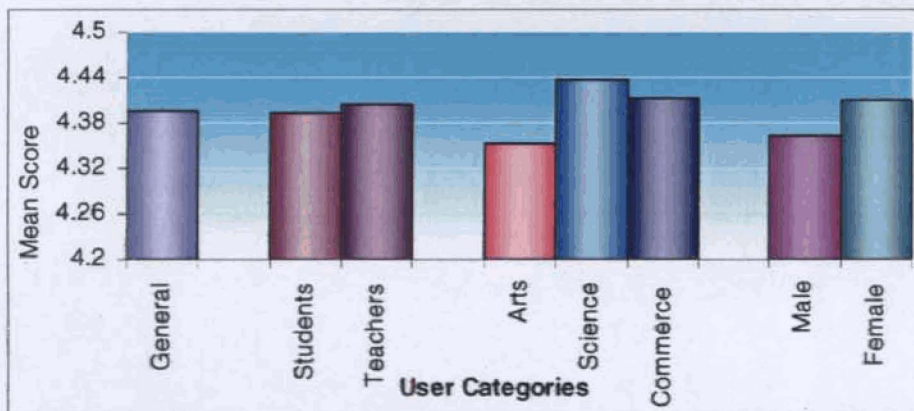
### **User Expectations**

In the case of 'working hours' of the college libraries in Kerala, the users have high expectations (mean 4.396 with SD 0.696). Similarly, there is high expectations to the users in different categories such as the students (mean 4.394 with SD 0.7) and teachers (mean 4.405 with SD 0.683), the users with Arts (mean 4.354 with SD 0.71), Science (mean 4.436 with SD 0.68) and Commerce (mean 4.414 with SD 0.701) backgrounds,

and the male (mean 4.364 with SD 0.73) and female users (mean 4.41 with SD 0.681) in this matter (See table 6.42).

The expectations of the different categories of users with regard to the 'working hours' of the college libraries in Kerala are shown in the figure 6.124.

**Fig. 6.124 User Expectations about the working hours of the college libraries in Kerala**



The figure shows that, in different categories of the users, the teachers, the users with Science background, and the female users have higher expectations than the others in the category.

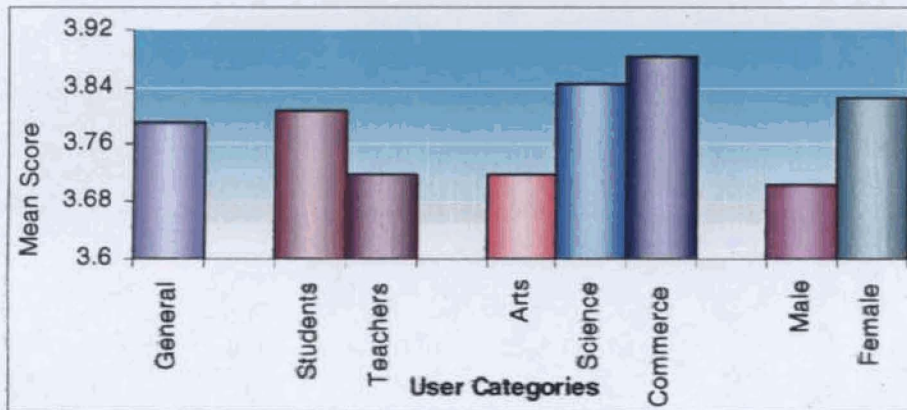
### User Perceptions

More than half of the users have perceived (mean 3.79 with SD 0.951) that the 'working hours' of their college libraries are suited to their purpose. In the case of the different categories of users, such as the students (mean 3.807 with SD 0.941) and teachers (mean 3.719 with SD 0.985), the users with Arts (mean 3.718 with SD 0.981), Science (mean 3.845 with SD 0.927) and Commerce (mean 3.882 with SD 0.882) subject backgrounds, and the male (mean 3.704 with SD 1.026) and female users (mean 3.826 with SD 0.915) also the views are similar (See table 6.42).

There is some deviation in the views of the male users (SD above 1) with regard to it.

The perceptions of the different categories of users with regard to the 'working hours' of the college libraries in Kerala is shown in the figure 6.125.

**Fig. 6.125 User Perceptions about the working hours of the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Commerce background and the female users have comparatively higher perceptions than the others in the category.

### Quality

The analysis of the gap between the user expectations and perceptions about the 'working hours' of the college libraries in Kerala shows that their perceptions is very low compared to their expectations showing low quality (-0.606) to it. The gap scores of different categories of the users such as the students (-0.587) and teachers (-0.686), the users with Arts (-0.636), Science (-0.591) and Commerce (-0.532) backgrounds, and the male (-0.66) and female users (-0.584) also shows that the quality of the 'working hours' of the college libraries in Kerala is low.

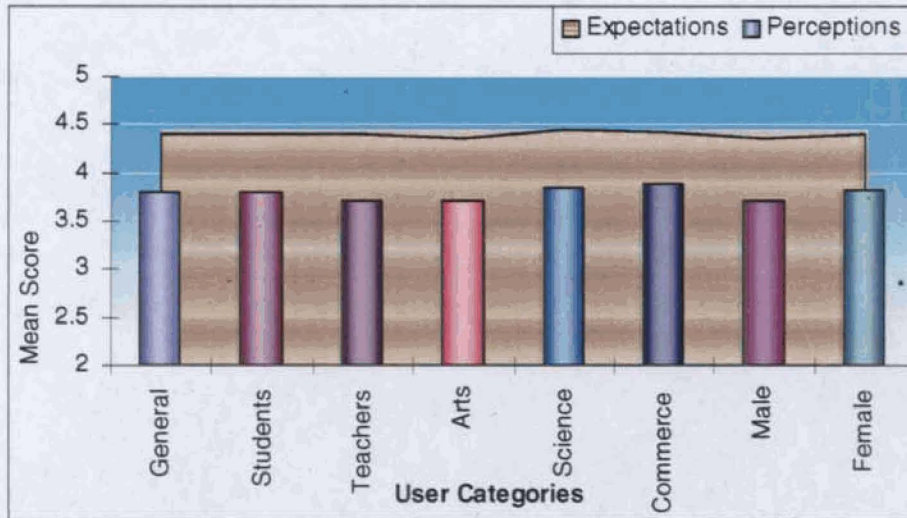
The user expectations and perceptions and the perceived quality of the 'working hours' of the college libraries in Kerala is shown in the table 6.42 as well as in the figure 6.126.

**Table 6.42 Working hours of the college libraries in Kerala:  
Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.807	0.941	4.394	0.7	-0.587
	Teachers	3.719	0.985	4.405	0.683	-0.686
Subject	Arts	3.718	0.981	4.354	0.71	-0.636
	Science	3.845	0.927	4.436	0.68	-0.591
	Commerce	3.882	0.882	4.414	0.701	-0.532
Gender	Male	3.704	0.1.026	4.364	0.73	-0.66
	Female	3.826	0.915	4.41	0.681	-0.584
Overall		3.79	0.951	4.396	0.696	-0.606

The comparison of the gap score shows that, in different user categories, the perceived quality of the item 'working hours of the college libraries in Kerala' is comparatively higher to the students, the users with Commerce background and the female users than the others in the category.

**Fig. 6.126 Working hours of the college libraries in Kerala: Quality analysis**



It is observed that, the college libraries in the state normally opens at least half an hour before and after to the commencement and closing of classes. This timing is strictly followed in colleges where centralized library system is followed. However, the department libraries functions only during class hours. Since the department libraries have one library staff, it will remain closed when the staff is on leave. So, the department libraries in colleges in the State do not have convenient working hours compared to centralized college libraries in the State. As the libraries are closed on all holidays, the students residing in hostels cannot use the library during these days. So, lack of sufficient staff in department libraries in colleges in the State may be the major reason for the low quality of the working hours of the college libraries in Kerala.

#### **Item 37: Conducting of user education in the college libraries in Kerala**

User education is the process of educating the users how to use the library effectively. It enables the users to understand about the library facilities, collection and its organization, staff, services, rules and regulations, tools and techniques for search and retrieval of needed information, technologies used etc. in their library. It reduces user

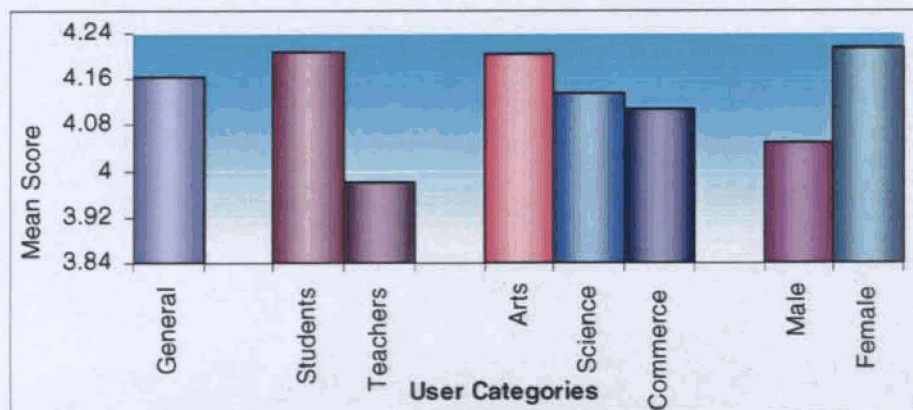
dependence on staff for using the library resources and services. It helps the users to reduce unnecessary wastage of their valuable time while using the library. Otherwise, the user may take much time to familiar with the facilities, collection, services, tools and techniques, etc. available in their library, which may affect the academic work of students and teachers in colleges. So, conducting of user education is considered as one of the important item to be assessed while measuring the quality of the college libraries.

### **User Expectations**

Most of the users highly expect (mean 4.164 with SD 0.842) that good college libraries should educate the users how to use the resources and services effectively. Similar views are found to the students (mean 4.209 with SD 0.812) and teachers (mean 3.982 with SD 0.931), the users with Arts (mean 4.204 with SD 0.833), Science (mean 4.135 with SD 0.841) and Commerce (mean 4.108 with SD 0.883) backgrounds, and the male (mean 4.049 with SD 0.888) and female users (mean 4.213 with SD 0.817) in this regard (See table 6.43).

The expectations of the different categories of users with regard to the 'conducting of user education' in the college libraries in Kerala are shown in the figure 6.127.

**Fig. 6.127 User Expectations about the conducting of user education in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Arts background, and the female users have higher expectations than the others in the category.

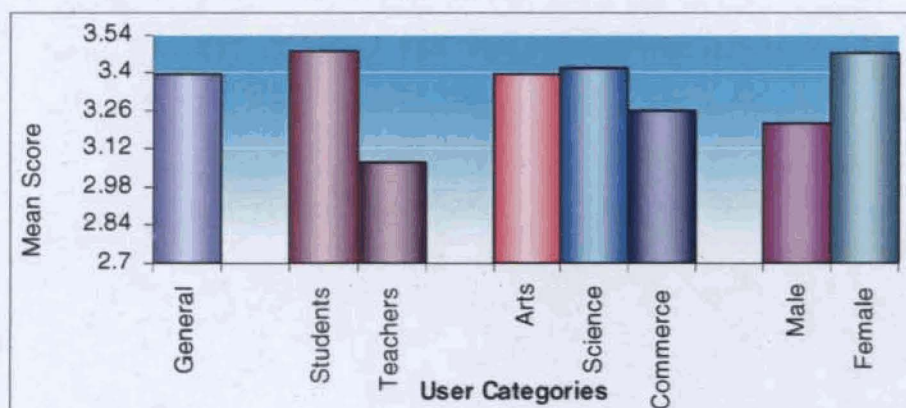
### User Perceptions

The analysis of the user perceptions about the 'conducting of user education' in the college libraries in Kerala shows that, more than half of the users have good perceptions (mean 3.396 with SD 1.089) about the 'user education' conducted in their college libraries. Similar views are there to the students (mean 3.476 with SD 1.071) and teachers (mean 3.069 with SD 1.104) the users with Arts (mean 3.399 with SD 1.107), Science (mean 3.416 with SD 1.073) and Commerce (mean 3.261 with SD 1.079) backgrounds, and the male (mean 3.218 with SD 1.142) and female users (mean 3.47 with SD 1.058) in this matter (See table 6.43).

However, there are some deviations in the views of users belonging to all categories (SD above 1) in this regard.

The perceptions of the different categories of users with regard to the 'conducting of user education' in the college libraries in Kerala is shown in the figure 6.128.

Fig. 6.128 User Perceptions about the conducting of user education in the college libraries in Kerala



The figure shows that, in different categories of the users, the students, the users with Science background and the female users have comparatively higher perceptions than the others in the category.

### Quality

The analysis of the gap between the user expectations and perceptions about the 'conducting of user education' in the college libraries in Kerala shows that there is low quality (-0.768) to it. Similar views are expressed by the students (-0.733) and teachers (-0.913), the users with Arts (-0.805), Science (-0.719) and Commerce (-0.847) backgrounds, and the male (-0.831) and female users (-0.743) in this regard.

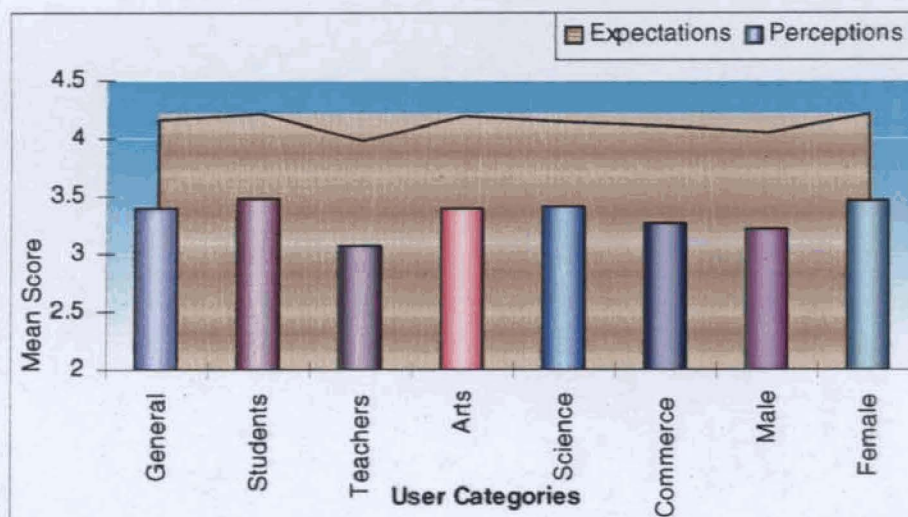
The user expectations and perceptions and the perceived quality of the 'conducting of user education' in the college libraries in Kerala are shown in the table 6.43 as well as in the figure 6.129.

**Table 6.43 Conducting of user education in the college libraries in Kerala: Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.476	1.071	4.209	0.812	-0.733
	Teachers	3.069	1.104	3.982	0.931	-0.913
Subject	Arts	3.399	1.107	4.204	0.833	-0.805
	Science	3.416	1.073	4.135	0.841	-0.719
	Commerce	3.261	1.079	4.108	0.883	-0.847
Gender	Male	3.218	1.142	4.049	0.888	-0.831
	Female	3.47	1.058	4.213	0.817	-0.743
Overall		3.396	1.089	4.164	0.842	-0.768

The comparison of the gap score shows that, in different user categories, the perceived quality of the item 'conducting of user education' in the college libraries in Kerala is comparatively higher to the students, the users with Science background and the female users than the others in the category.

**Fig. 6.129 Conducting of user education in the college libraries in Kerala: Quality analysis**



It is observed that, user education is not commonly conducted in all the college libraries in Kerala, especially in government college libraries in the State. The leading private college libraries in the State conduct user education regularly to first year students. The chief librarian conducts a lecture on the college library, its facilities, collection, services, tools and techniques, rules and regulations, etc. by visiting the first year classrooms. These students are asked to visit the library in groups after class hours. During their visit, the librarian and other library staff show and explain every facility, collection, service, tools and techniques etc to the students. In most of the college libraries where user education program is conducted, the program is not conducted properly. It may be due to the heavy workload of chief librarian. Similarly, there is no system of giving user education to the new teacher users in the college libraries in the State. It may be due to the reluctance on the part of the two parties, the librarian and the teacher. In government college libraries, the regular transfer of chief librarian and other library staff greatly affect the conducting of user education. Therefore, regular transfer, heavy workload, and lack of interest on the part of chief librarian, and improper conducting of the program may be the major reasons for the low quality of conducting user education program in the college libraries in Kerala.

**Item 38: Interaction of librarian with the users in the college libraries in Kerala**

It is found necessary for the librarian to interact with the users and discuss matters regarding the library use for the effective management of the library. It will enable the librarian to know the needs and requirements of users very well. It will also enable the librarian to understand the problems of users in using the library resources and services effectively. As a result, the librarian can do the needful for the better satisfaction of

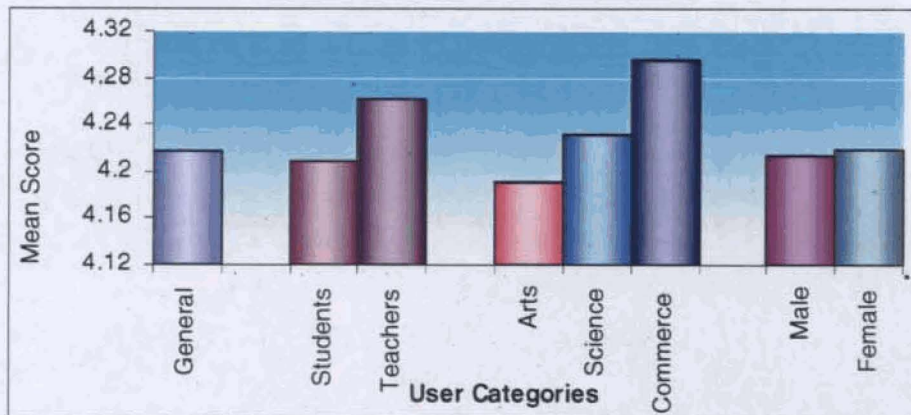
the users. Similarly, it will help the students and teachers to make the college librarian aware about their needs and requirements and their problems in using the library well. It will enable the students and teachers utilize the library resources and services effectively. Therefore, the regular interaction of the librarian with the students and teachers in the college libraries is treated as one of the important item that has to be considered while assessing the quality of a college library.

### **User Expectations**

The users highly expect (mean 4.218 with SD 0.693) that the college librarian should interact with them regularly to discuss the problems of users in using the library resources and services. The students (mean 4.208 with SD 0.693) and teachers (mean 4.261 with SD 0.692), the users with Arts (mean 4.191 with SD 0.735), Science (mean 4.231 with SD 0.649) and Commerce (mean 4.296 with SD 0.69) subject backgrounds, and the male (mean 4.213 with SD 0.744) and female users (mean 4.22 with 0.671) also have high expectations about the 'interaction of librarian with the users' in the college libraries in Kerala (See table 6.39).

The expectations of the different categories of users with regard to the 'interaction of librarian with the users' in the college libraries in Kerala are shown in the figure 6.130.

**Fig. 6.130 User Expectations about the interaction of the librarian with the users in the college libraries in Kerala**



The figure shows that, in different categories of the users, the teachers, the users with Commerce background, and the female users have higher expectations than the others in the category.

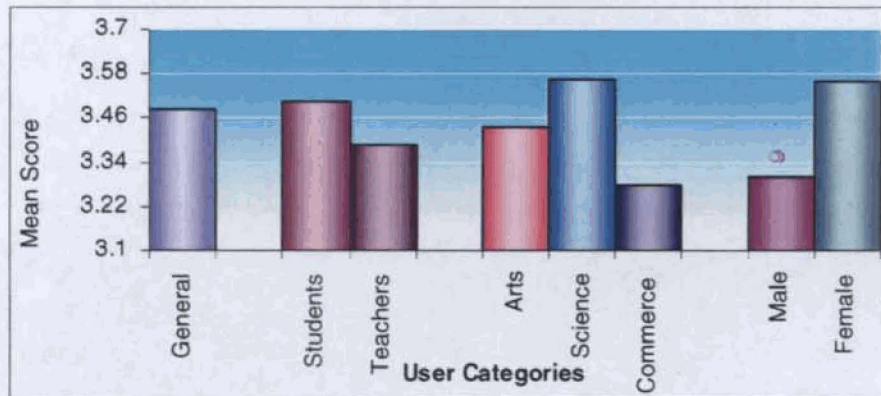
### User Perceptions

The analysis of the user perceptions about the 'interaction of librarian with the users' shows that, more than half of the users have high perceptions (mean 3.483 with SD 1.015) about the 'interaction of librarian with the users' in the college libraries in Kerala. Similar views are found in the case of the students (mean 3.506 with SD 1.008) and teachers (mean 3.389 with SD 1.041), the users with Arts (mean 3.436 with SD 1.085), Science (mean 3.565 with SD 0.937) and Commerce (mean 3.281 with SD 1.002) subject backgrounds, and the male (mean 3.299 with SD 1.108) and female users (mean 3.561 with SD 0.963) with regard to the 'interaction of librarian with the users' in the college libraries in Kerala (See table 6.44).

There are some variations (SD above 1) in the views of users belonging to all categories, except the users with Science background and the female users, with regard to it.

The perceptions of the different categories of users with regard to the 'interaction of librarian with the users' in the college libraries in Kerala are shown in the figure 6.131.

**Fig. 6.131 User Perceptions about the interaction of librarian with the users in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Science background and the female users have comparatively higher perceptions than the others in the category.

### Quality

The analysis of the gap between the user expectations and the perceptions with regard to the 'interaction of librarian with the users' in the college libraries in Kerala shows that their perceptions is very low compared to their expectations showing low quality (-0.735) to it. Similar results are obtained in the case of the students (-0.702) and teachers (-0.872), the users with Arts (-0.755), Science (-0.666) and Commerce (-1.015) backgrounds, and the male (-0.914) and female users (-0.659) in this matter.

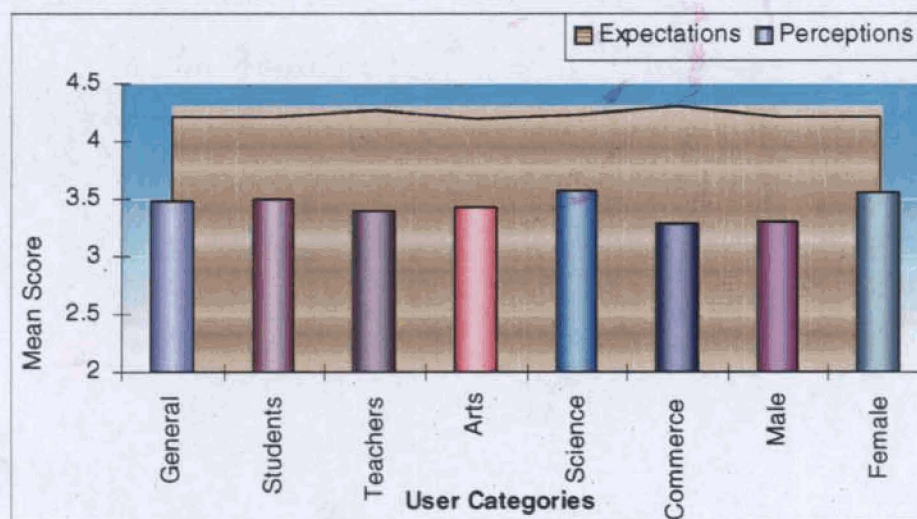
The user expectations and perceptions and the perceived quality of the 'interaction of librarian with the users' in the college libraries in Kerala are shown in the table 6.44 as well as in the figure 6.132.

**Table 6.44 Interaction of librarian with the users in the college libraries in Kerala: Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.506	1.008	4.208	0.693	-0.702
	Teachers	3.389	1.041	4.261	0.692	-0.872
Subject	Arts	3.436	1.085	4.191	0.735	-0.755
	Science	3.565	0.937	4.231	0.649	-0.666
	Commerce	3.281	1.002	4.296	0.69	-1.015
Gender	Male	3.299	1.108	4.213	0.744	-0.914
	Female	3.561	0.963	4.22	0.671	-0.659
Overall		<b>3.483</b>	<b>1.015</b>	<b>4.218</b>	<b>0.693</b>	<b>-0.735</b>

The comparison of the gap score shows that, in different user categories, the perceived quality of the item 'interaction of librarian with the users' in the college libraries in Kerala is comparatively higher to the students, the users with Science background and the female users than the others in the category.

**Fig. 6.132 Interaction of librarian with the users in the college libraries in Kerala: Quality analysis**



It is observed that, the librarian of the college libraries in the State is very busy with the day-to-day management of the library. He/ She has to manage the daily works and staff, fund, etc., do technical works like acquisition, classification and cataloguing, attend college council meetings, etc. In between the librarian may not get sufficient time to meet the users in the library and discuss their needs and problems. There is no other capable staff available in the library to share his works. Not only that, the users is reluctant to meet the chief librarian and discuss their problems and needs. Some librarians think that, there is no need of going to the users and interact with them. Instead, they think that those who have some problem will contact with them and discuss their problems and needs. Therefore, lack of sufficient time and interest on the part of librarian and the reluctance of students and teachers to meet and discuss their problems and needs may be the major reasons for the low quality of the interaction of librarian with the users in the college libraries in Kerala.

**Item 39: Atmosphere for serious reading available in the college libraries in Kerala**

The students and teachers have to read many books and journals as part of their academic work. Though they prefer to read at home and hostels, all the documents needed for their study and reading may not issued. So, the students are forced to read documents, especially the one not issued on loan, at the library. For serious reading, a calm and quiet atmosphere is needed inside the library. Leading libraries provide sound free reading hall for the purpose. The unnecessary noises will disturb the concentration of users and so they cannot read satisfactorily. It is the duty of the librarian to provide reading atmosphere for serious reading inside the library. So the students and teachers consider the calm and quiet atmosphere as one of the important necessity in the college libraries.

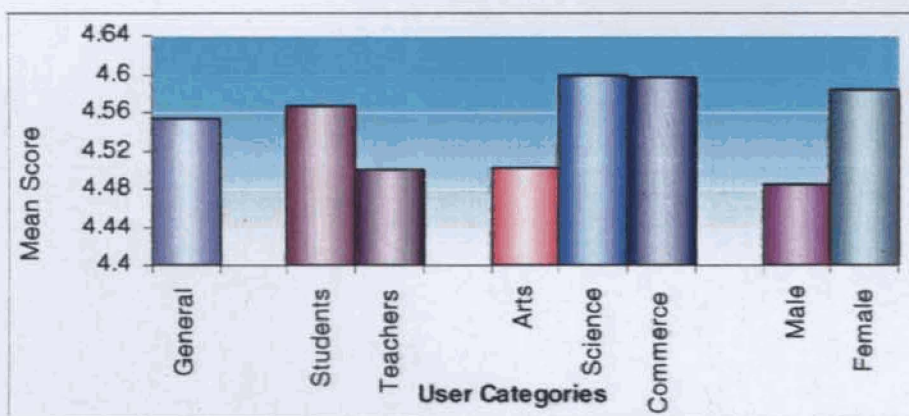
Therefore, it is treated as one of the important item that has to be considered while assessing the quality of a college library.

### User Expectations

The overall user expectations (mean 4.554 with SD 0.646) indicates that, majority of the users have great expectations about the 'atmosphere for serious reading' available in the college libraries. The students (mean 4.567 with SD 0.648) and teachers (mean 4.499 with SD 0.637), the users with Arts (mean 4.502 with SD 0.716), Science (mean 4.598 with SD 0.585) and Commerce (mean 4.596 with SD 0.54) backgrounds, and the male (mean 4.484 with SD 0.715) and female users (mean 4.583 with SD 0.613) also have similar views with regard to the expectations about the 'atmosphere for serious reading' (See table 6.45).

The expectations of the different categories of users with regard to the 'atmosphere for serious reading available' in the college libraries in Kerala are shown in the figure 6.133.

**Fig. 6.133 User Expectations about the atmosphere for serious reading available in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Science background, and the male users have higher expectations than the others in the category.

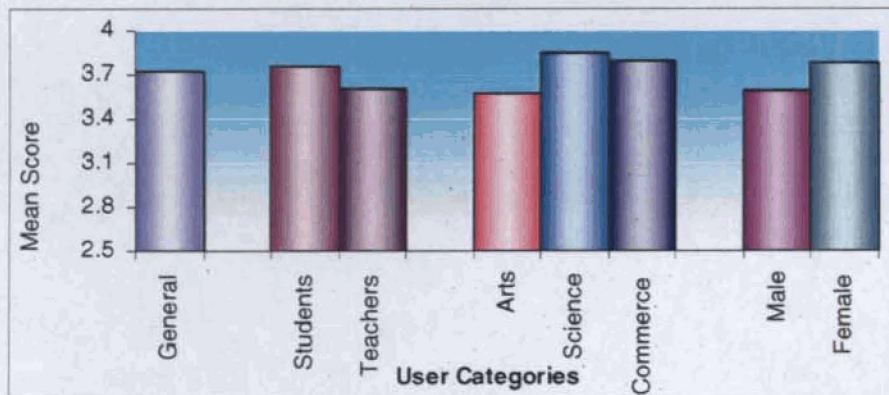
## User Perceptions

In the case of the 'availability of atmosphere for serious reading' in the college libraries in Kerala, more than half of the users have perceived (mean 3.725 with SD 1.05) that good atmosphere is available in their college libraries for serious reading. Similar views are expressed by the students (mean 3.753 with SD 1.044) and teachers (mean 3.611 with SD 1.068) the users with Arts (mean 3.584 with SD 1.138), Science (mean 3.852 with SD 0.947) and Commerce (mean 3.793 with SD 0.998) backgrounds, and the male (mean 3.596 with SD 1.117) and female users (mean 3.779 with SD 1.016) (See table 6.45).

The standard deviation shows that, there are some deviations in the views of the users belonging to all categories, except the users with Science and Commerce backgrounds.

The perceptions of the different categories of users with regard to the 'atmosphere for serious reading available' in the college libraries in Kerala are shown in the figure 6.134.

**Fig. 6.134 User Perceptions about the atmosphere for serious reading available in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Science background and the female users have comparatively higher perceptions than the others in the category.

### Quality

The analysis of the gap between the user expectations and perceptions about the 'atmosphere for serious reading available' shows that the quality of the 'atmosphere for serious reading available' in the college libraries in Kerala is low. The views of the students (-0.814) and teachers (-0.888), the users with Arts (-0.918), Science (-0.746) and Commerce (-0.803) backgrounds, and the male (-0.888) and female users (-0.804) also show that there is low quality to the 'atmosphere for serious reading available' in the college libraries in Kerala.

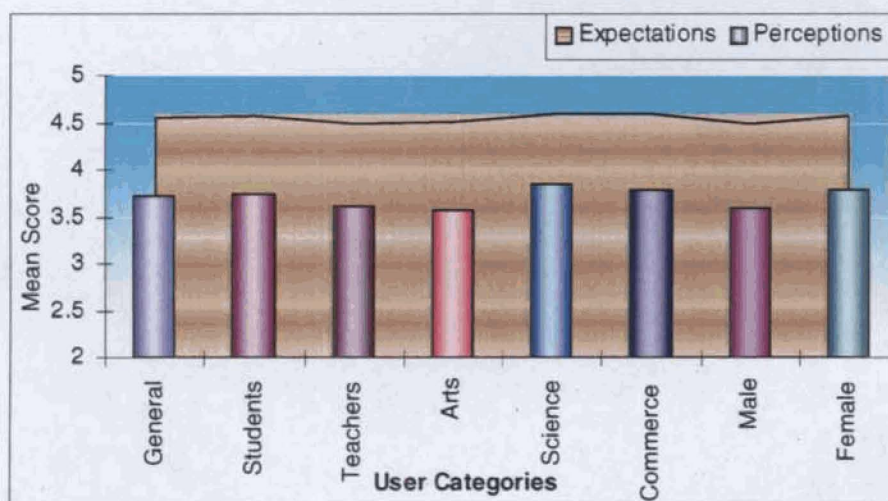
The user expectations and perceptions and the perceived quality of the 'atmosphere for serious reading available' in the college libraries in Kerala are shown in the table 6.45 as well as in the figure 6.135.

**Table 6.45 Atmosphere for serious reading available in the college libraries in Kerala: Quality analysis**

Variables	Perceptions (P)		Expectations (E)		Gap (P - E)	
	Mean	SD	Mean	SD		
Status	Students	3.753	1.044	4.567	0.648	-0.814
	Teachers	3.611	1.068	4.499	0.637	-0.888
Subject	Arts	3.584	1.138	4.502	0.716	-0.918
	Science	3.852	0.947	4.598	0.585	-0.746
	Commerce	3.793	0.998	4.596	0.54	-0.803
Gender	Male	3.596	1.117	4.484	0.715	-0.888
	Female	3.779	1.016	4.583	0.613	-0.804
Overall		3.725	1.05	4.554	0.646	-0.829

The comparison of the gap score shows that, in different user categories, the perceived quality of the item 'atmosphere for serious reading available in the college libraries in Kerala' is comparatively higher to the students, the users with Science background and the female users than the others in the category.

**Fig. 6.135 Atmosphere for serious reading available in the college libraries in Kerala: Quality analysis**



Lack of sufficient space is the common feature of the college libraries in Kerala. As a result, the libraries cannot provide enough space for reading area. Due to limited space area, the libraries are forced to organize the reading area inside or near to the stack area. The stack area will always be noisy, which greatly affect the users at reading area. The users as well as the staff fail to keep silence inside the library. As a result, the students and teachers find very difficulty to do serious reading inside the library. Therefore, lack of sufficient space, behaviour of users and staff, and lack of proper organization of the reading area may be the major reasons for the low quality of the atmosphere for serious reading available in the college libraries in the State.

#### **Item 40: Provision of services on free of cost to the users in the college libraries in Kerala**

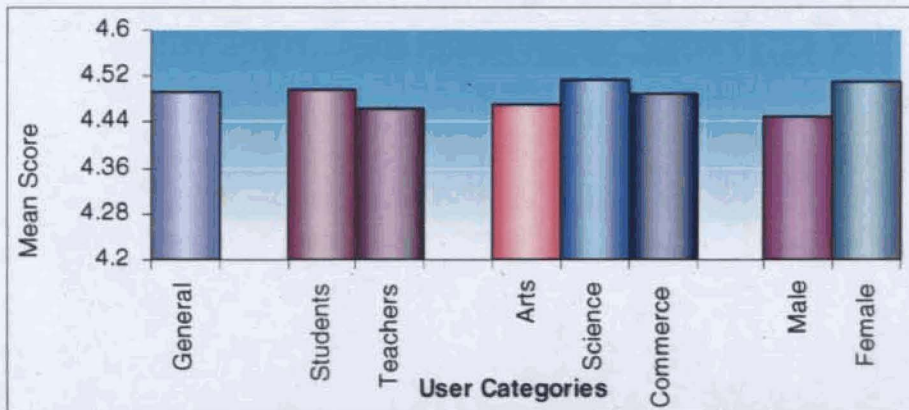
Libraries are commonly known as service organizations aimed to offer document and information services to its users on free of cost. There is no exception to the college libraries. The students and teachers have the experience of using academic library services on free of cost. Since the services are free, students and teachers use the library resources and services heavily. Instead, if the library collects any fee for the use of the resources and services, it may affect the students, particularly those who belong to economically poor families, greatly. The students and teachers believe that a college library should offer its services on free of cost. Now there is an attempt to make the library services fee based to make the college library a self-earning institution. Therefore, provision of service on free of cost is treated as an important item that has to be included while assessing the quality of the college libraries.

#### **User Expectations**

Majority of the users highly expect (mean 4.491 with SD 0.632) that, college libraries should render all its services free of cost. Similar views are expressed by the students (mean 4.497 with SD 0.635) and teachers (mean 4.464 with SD 0.62), the users with Arts (mean 4.469 with SD 0.661), Science (mean 4.512 with SD 0.609) and Commerce (mean 4.488 with SD 0.6) subject backgrounds, and the male (mean 4.448 with SD 0.662) and female users (mean 4.509 with SD 0.619) in this matter (See table 6.46).

The expectations of the different categories of users with regard to the 'provision of services on free of cost' to the users in the college libraries in Kerala are shown in the figure 6.136.

**Fig. 6.136 User Expectations about the provision of services on free of cost to the users in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Science background, and the female users have higher expectations than the others in the category.

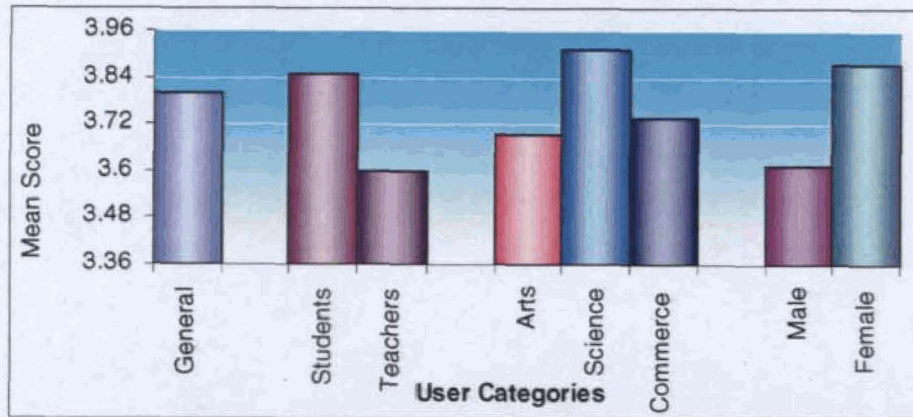
### User Perceptions

The analysis shows that, more than half of the users have good perceptions (mean 3.799 with SD 0.943) about the 'provision of services on free of cost' to the users in the college libraries in Kerala. The students (mean 3.848 with SD 0.921) and teachers (mean 3.601 with SD 1.006), the users with Arts (mean 3.693 with SD 1.036), Science (mean 3.914 with SD 0.833) and Commerce (mean 3.739 with SD 0.91) backgrounds, and the male (mean 3.616 with SD 1.035) and female users (mean 3.876 with SD 0.891) also have viewed that, their college libraries offer library and information services on free of cost (See table 6.46).

There are some deviations (SD above 1) in the views of the teachers, the users with Arts background, and the male users with regard to it.

The perceptions of the different categories of users with regard to the 'provision of services on free of cost' to the users in the college libraries in Kerala is shown in the figure 6.137.

**Fig. 6.137 User Perceptions about the provision of services on free of cost to the users in the college libraries in Kerala**



The figure shows that, in different categories of the users, the students, the users with Science background and the female users have comparatively higher perceptions than the others in the category.

### Quality

The analysis of the gap between the user expectations and perceptions about the 'provision of services on free of cost' shows that there is a low quality to the 'provision of services on free of cost to the users in the college libraries in Kerala. The gap scores of the different categories of users such as the students (-0.649) and teachers (-0.863), the users with Arts (-0.776), Science (-0.598) and Commerce (-0.749) backgrounds, and the male (-0.832) and female users (-0.633) also have perceived that the quality of the 'provision of services on free of cost' to the users in the college libraries in Kerala is low.

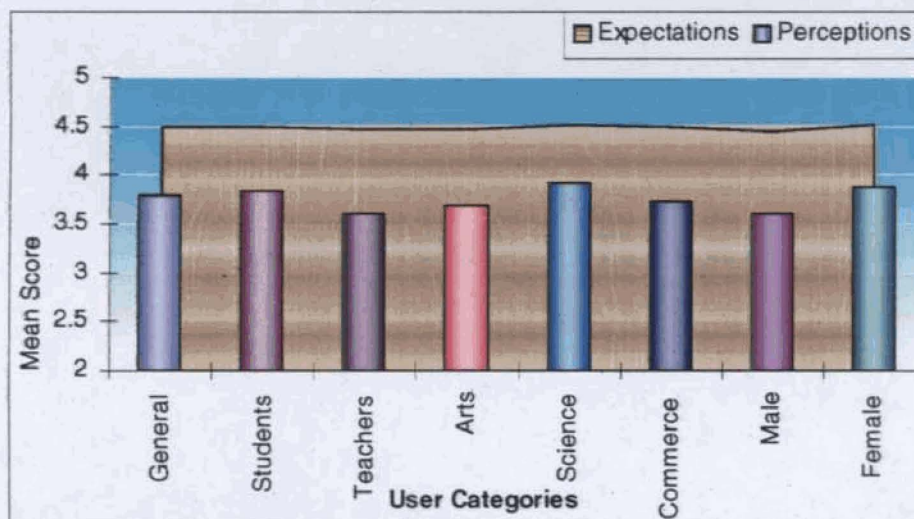
The user expectations and perceptions and the perceived quality of the 'provision of services on free of cost to the users' in the college libraries in Kerala are shown in the table 6.46 as well as in the figure 6.138.

**Table 6.46 Provision of services on free of cost to the users in the college libraries in Kerala: Quality analysis**

Variables		Perceptions (P)		Expectations (E)		Gap (P - E)
		Mean	SD	Mean	SD	
Status	Students	3.848	0.921	4.497	0.635	-0.649
	Teachers	3.601	1.006	4.464	0.62	-0.863
Subject	Arts	3.693	1.036	4.469	0.661	-0.776
	Science	3.914	0.833	4.512	0.609	-0.598
	Commerce	3.739	0.91	4.488	0.6	-0.749
Gender	Male	3.616	1.035	4.448	0.662	-0.832
	Female	3.876	0.891	4.509	0.619	-0.633
Overall		3.799	0.943	4.491	0.632	-0.692

The comparison of the gap score shows that, in different user categories, the perceived quality of the item 'provision of services on free of cost to the users' in the college libraries in Kerala is comparatively higher to the students, the users with Science background and the female users than the others in the category.

**Fig. 6.138 Provision of services on free of cost to the users in the college libraries in Kerala: Quality analysis**



It is observed that the students pay a nominal amount as library fee every year to the college in the State. The degree students pay fifty rupees and postgraduate students pay seventy-five rupees a year as library fee. In addition to that, some colleges collect additional amount for meeting the expense of identity card and borrowers ticket. But no such fee is collected from teachers. The photocopy service, as well as the internet service is offered on nominal cost. It shows that the students and teachers have to pay some amount towards the use of library resources and services. It is found that, there is decrease in the amount sanctioned by UGC and State government to the college libraries in the State. The library fee collected every year is exclusively reserved for the purchase of books and journals. So, the college libraries are forced to collect nominal charges towards costly services. Therefore, reduction in budget, collection of fee on modern services etc. may be the major reasons for the low quality of the provision of services on free of cost to the users in the college libraries in Kerala.

The comparison of the perceived quality of the forty items discussed above shows that, the item 'period of loan of documents allowed to the users' in the college libraries in Kerala (+0.197) has the highest quality and the item 'exhibition of the list of new arrivals' in the college libraries in Kerala has the least perceived quality (-1.327). Table 6.47 shows the item number, the gap score, and the rank position according to the general perception of the users under study.

Table 6.47 Quality gap score of the items used for the study

Item No	Gap Score	Rank	Item No	Gap Score	Rank	Item No	Gap Score	Rank	Item No	Gap Score	Rank
1	-0.28	3	11	-0.895	29	21	-0.721	17	31	-0.849	26
2	-0.662	12	12	-0.629	11	22	-0.327	6	32	+0.197	1
3	-0.957	31	13	-0.175	2	23	-0.697	15	33	-0.485	9
4	-0.945	30	14	-0.319	5	24	-0.881	27	34	-1.031	34
5	-0.79	22	15	-0.766	19	25	-0.981	33	35	-1.384	40
6	-0.81	24	16	-0.287	4	26	-0.891	28	36	-0.606	10
7	-1.078	35	17	-0.777	21	27	-0.796	23	37	-0.768	20
8	-0.968	32	18	-0.719	16	28	-1.089	36	38	-0.735	18
9	-1.176	38	19	-0.463	8	29	-1.233	39	39	-0.829	25
10	-1.15	37	20	-0.662	13	30	-0.453	7	40	-0.692	14

## 6.4 Government and Private College Libraries

The quality of the college libraries in Kerala is further analyzed according to the type of management of the college in order to compare their positions. The views of the users with regard to the expectations and perceptions and the perceived quality of the physical facilities, document collection, staff employed, technical processes carried out and the services rendered in the government and the private college libraries in Kerala are analyzed in general and according to the user categories, such as status (students and teachers), subject backgrounds (Arts, Science and Commerce), and gender (male and female). The results are as follows:

### User Expectations

The overall mean score of the expectations of the users in the government (4.3 with SD 0.744) and the private college libraries (4.319 with SD 0.721) shows that most of the users have high expectations about both the 'quality of the government and private college libraries' in Kerala (See table 6.48).

The expectations of the users in government and private college libraries in Kerala are shown in the figure 6.139.

The figure 6.139 shows that, the users in government and private college libraries have more or less the same level of expectations about the quality of the college libraries in Kerala.

### User Perceptions

The overall perceptions of the users in the government (mean 3.329 with SD 1.057) and the private college libraries (mean 3.574 with SD 0.952) about the 'quality of the college libraries in Kerala' shows that more than half of the users have high perceptions about their college libraries. Some

differences are found in the perceptions of users in government and private college libraries (See table 6.48). However, there are some deviations in the views of the users in the government college libraries compared to that of the private college libraries (SD above 1).

The perceptions of the users in the government and the private college libraries are shown in the figure 6.139.

The figure 6.139 shows that, the users in the private college libraries have comparatively higher perceptions than to that of the users in the government college libraries in the State.

### Quality

The analysis of the gap between the expectations and perceptions of the users in the government and the private college libraries in Kerala with regard to the 'quality of the college libraries in Kerala' shows that there is low quality to the government (-0.971) and the private college libraries (-0.745) in Kerala under study. However, in comparison, the perceived quality of the private college libraries is higher than the government college libraries in the State.

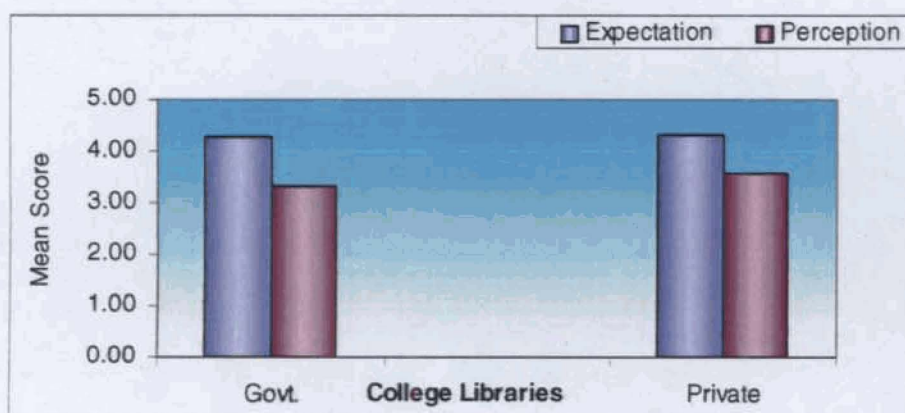
**Table 6.48 Government and Private College Libraries in Kerala:  
Quality analysis**

College Library	Perceptions (P)		Expectations (E)		Gap (P - E)
	Mean	SD	Mean	SD	
Government	3.329	1.057	4.3	0.744	-0.971
Private	3.574	0.952	4.319	0.721	-0.745

The comparison of the gap scores of the government and the private college libraries discloses that the perceived quality of the private college libraries is higher than that of the government college libraries in

college libraries is higher than that of the government college libraries in Kerala. The expectations, perceptions and the difference between the two are shown in the figure 6.139.

**Fig. 6.139. Government and Private College Libraries in Kerala: Quality analysis**



The table 6.48 as well as the figure 6.139 shows that, perceived quality of the private college libraries is comparatively higher than the government college libraries in Kerala.

#### **User Expectations: Dimension wise analysis**

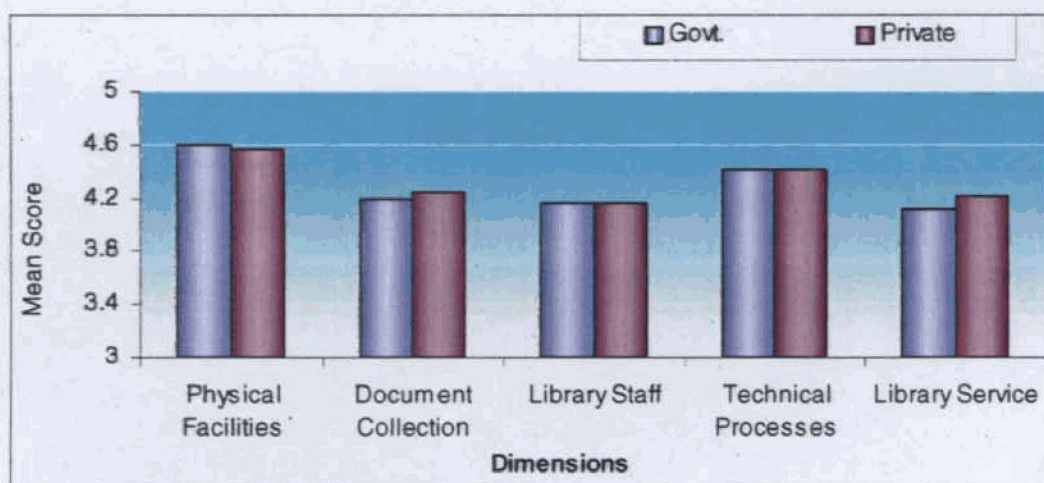
The government and the private college library wise analysis of the dimensions of quality shows that the users in the government and the private college libraries in the State have high expectations about all the dimensions of quality such as physical facilities, document collection, staff, technical processes and the services in college libraries. The expectations of the users in the government and the private college libraries are given in the Table 6.49.

**Table 6.49 User Expectations about the Dimensions of Quality in Government and Private College Libraries in Kerala**

Dimensions	Government College Libraries		Private College Libraries	
	Mean	SD	Mean	SD
Physical Facilities	4.596	0.613	4.567	0.594
Document Collection	4.201	0.787	4.244	0.738
Library Staff	4.167	0.8	4.169	0.815
Technical Processes	4.412	0.708	4.412	0.694
Library Service	4.124	0.813	4.204	0.764

The table shows that the users in the government and the private college libraries have high expectations about all the dimensions of quality of college libraries. The expectations of the users in the government and the private college libraries with respect to the five dimensions are also shown in the figure 6.140.

**Fig. 6.140 User Expectations about the Dimensions of Quality in the Government and Private College Libraries in Kerala**



### User Perceptions: Dimension wise analysis

The perceptions of the users in the government and the private college libraries in Kerala with regard to the dimensions of the quality are given in the table 6.50.

**Table 6.50 User Perceptions about the Dimensions of Quality in Government and Private College Libraries in Kerala**

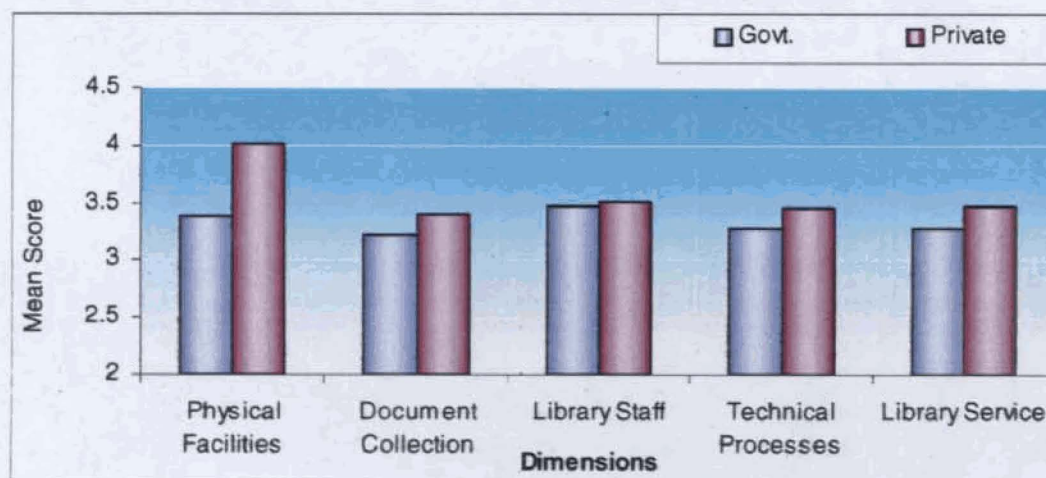
Dimensions	Government College Libraries		Private College Libraries	
	Mean	SD	Mean	SD
Physical Facilities	3.384	1.082	4.022	0.834
Document Collection	3.216	1.067	3.394	1.024
Library Staff	3.482	0.992	3.516	0.931
Technical Processes	3.285	1.064	3.462	0.995
Library Service	3.28	1.083	3.473	0.977

The table shows that there are differences in the views expressed by the users in the government and the private college libraries about the perceptions of the dimensions of the quality of the college libraries in Kerala. It also shows that there are deviations in the views of the users in the government college libraries with regard to the perceptions of the dimensions such as physical facilities, document collection, technical processes and the library service. Some deviations are found to the users in the private college libraries with regard to the dimension 'document collection'.

The government and the private college library wise analysis of the users perceptions about the quality of the dimensions of the college libraries in Kerala shows that there are some differences in their perceptions.

However, in comparison the private college libraries have higher perceptions than the government college libraries in Kerala. It is shown in the figure 6.141.

Fig. 6.141 User Perceptions about the Dimensions of Quality in the Government and Private College Libraries in Kerala



#### Quality: Dimension wise analysis

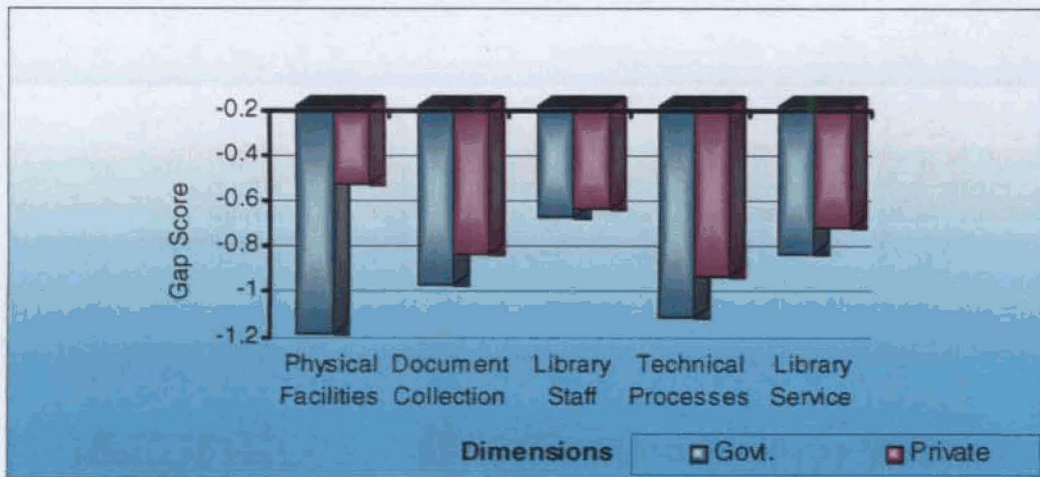
The comparison of the perceptions and expectations of the users in the government and the private college libraries in Kerala with regard to the quality of the dimensions shows that there is low quality to all the dimensions in both the government and the private college libraries in the State. The quality gap between the perceptions and the expectations of the users in the government and the private college libraries are given in table 6.51.

Table 6.51 Dimensions of the Government and Private College Libraries in Kerala: Quality analysis

Dimensions	Government College Libraries			Private College Libraries		
	Perceptions	Expectations	Quality	Perceptions	Expectations	Quality
Physical Facilities	3.384	4.596	-1.212	4.022	4.567	-0.545
Document Collection	3.216	4.201	-0.985	3.394	4.244	-0.850
Library Staff	3.482	4.167	-0.685	3.516	4.169	-0.653
Technical Processes	3.285	4.412	-1.127	3.462	4.412	-0.950
Library Service	3.28	4.124	-0.844	3.473	4.204	-0.731

The table shows that, there are some differences in the perceived quality of the dimensions of the government and the private college libraries. However, in comparison the perceived quality of all the five dimensions of the private college libraries is higher to that of the government college libraries in the State (See figure 6.142).

**Fig. 6.142 Dimensions of the Government and Private College Libraries in Kerala: Quality analysis**



It is observed that the functioning of the private college libraries is comparatively better than the government college libraries in the State. Compared to the government college libraries, the private college libraries in the State have good and neat library building, furniture, lighting and ventilation, textbook and reference book collection, professional and supporting staff, reading and reference facilities and services. Moreover, in the case of private colleges there is no threat of transfer to the principal and the librarian of the college who are directly responsible for the developmental activities of the college library. According to the college librarians the lack of sufficient budget, lack of adequate support of the college authorities, inadequate physical facilities, lack of professional librarian and other library staff, regular transfer of the librarian and other library staff, inadequate library staff etc. are the major reasons for the low quality of the physical facilities, document collection, library staff

employed, technical processes carried out and the services rendered in the college libraries particularly government college libraries in the State.

#### Quality: Item wise analysis

The government and the private college library wise analysis of the forty items of quality shows that there are more or less the same level of expectations and perceptions to the users in the government and the private college libraries in Kerala. However, in comparison the expectations and perceptions of the users in the private college libraries are higher to that of the government college libraries in Kerala. Hence, the perceived quality of the items of the quality of the private college libraries is higher to that of the government college libraries in Kerala. The table 6.52 shows the expectations and the perceptions of the users in the government and the private college libraries and the gap between the perceptions and the expectations.

**Table 6.52 Items of the Quality of Government and Private College Libraries in Kerala: Quality analysis**

Item No.	Items	Government College Library			Private College Library		
		Perceptions	Expectations	Quality	Perceptions	Expectations	Quality
1	Location of the library	4.019	4.492	-0.474	4.127	4.433	-0.307
2	Layout followed	3.329	4.501	-1.172	3.903	4.460	-0.557
3	Reader Space available	3.084	4.639	-1.555	3.931	4.632	-0.701
4	Lighting and Ventilation available	3.226	4.722	-1.496	4.079	4.698	-0.618
5	Cleanliness of library premises	3.571	4.718	-1.147	4.158	4.724	-0.566
6	Comfortability of Furniture	3.078	4.504	-1.426	3.930	4.452	-0.522
7	Textbook collection available	3.180	4.564	-1.384	3.476	4.647	-1.170
8	Journal collection available	3.311	4.443	-1.132	3.528	4.496	-0.969
9	Reference Book collection available	3.280	4.729	-1.449	3.548	4.779	-1.232

10	Study of user needs	2.945	4.433	-1.488	3.359	4.472	-1.113
11	Display of new arrivals	3.110	4.223	-1.113	3.437	4.330	-0.894
12	Accessibility to document collection	3.400	3.904	-0.504	3.154	3.988	-0.834
13	Lending of documents	3.087	3.426	-0.340	3.130	3.292	-0.162
14	Provision of documents in time	3.416	3.887	-0.471	3.521	3.945	-0.425
15	Help to locate documents	3.651	4.510	-0.859	3.674	4.493	-0.819
16	Timely completion of library works	3.610	3.970	-0.360	3.696	3.963	-0.267
17	Provision of Reserved Documents	3.478	4.383	-0.905	3.572	4.381	-0.809
18	Provision of correct information	3.754	4.519	-0.765	3.683	4.481	-0.798
19	Staff response on user queries	3.595	4.095	-0.499	3.618	4.078	-0.459
20	User's confidence on staff	3.530	4.320	-0.791	3.531	4.291	-0.761
21	Staff Knowledge to answer user queries	3.526	4.287	-0.761	3.430	4.251	-0.821
22	Provision of personal attention	3.055	3.473	-0.418	3.215	3.610	-0.394
23	Understanding of specific user needs	3.140	3.944	-0.804	3.227	3.971	-0.744
24	Timely acquisition work	3.154	4.366	-1.212	3.425	4.384	-0.959
25	Timely completion technical processes	3.041	4.285	-1.244	3.307	4.357	-1.050
26	Arrangement of Documents	3.420	4.512	-1.091	3.532	4.493	-0.961
27	Re-shelving of documents	3.427	4.307	-0.880	3.492	4.397	-0.905
28	Timely shelf rectification	3.439	4.664	-1.225	3.422	4.590	-1.168
29	Easiness of using the library catalogue	3.075	4.581	-1.506	3.335	4.560	-1.225
30	Speed of loan process	3.436	4.166	-0.730	3.724	4.106	-0.382
31	No. of Documents on loan	3.347	4.233	-0.886	3.374	4.342	-0.969
32	Loan period allowed	3.433	3.044	+0.388	3.327	3.187	+0.140
33	Provision of reference service	3.378	3.904	-0.526	3.518	3.958	-0.440
34	Provision of xerox service	2.711	3.985	-1.274	3.128	4.163	-1.034
35	Exhibition of the list of new arrivals	2.735	4.340	-1.605	2.931	4.390	-1.460
36	Working hours of the library	3.675	4.423	-0.748	3.801	4.419	-0.618
37	Conducting of user education	3.272	4.078	-0.805	3.400	4.209	-0.809
38	Librarian's interaction with users	3.405	4.179	-0.775	3.417	4.287	-0.870
39	Library atmosphere available	3.282	4.531	-1.248	3.969	4.594	-0.625
40	Services on free of cost	3.560	4.527	-0.967	3.869	4.492	-0.623

A comparison of the gap scores of the items of the quality of the government and the private college libraries in Kerala shows that there are differences in the perceived quality of the items between the government and the private college libraries. It can be noted that, in majority of the cases, the perceived quality of the private college libraries is higher than the government college libraries. However, the quality of the government college libraries is higher than the private college libraries with regard to the items such as accessibility offered to the document collection; knowledge to answer user queries; number of documents issued; period of loan; and the interaction of librarian with the users. But, the quality of the government and the private college libraries in Kerala is same with regard to the items such as provision of correct information; staff response on user queries; user confidence on staff; personal attention; re-shelving; and the user education.

It is observed that, the perceived quality of the items of the private college libraries is higher than the government college libraries in the State. The librarians have opined that the regular transfer of the Principal and the librarian of the college is the major reason for the low quality of the government college libraries. Most of the government college principals are in the retiring age and so they are not ready to undertake any developmental work either in the college or in the library on the fear that it may bring bottlenecks in their retirement. Similarly, due to regular transfer, the college librarians also hesitate to undertake any developmental activities in the library. Moreover, there is great delay in getting sanction for new plans and programmes in the library.

The above analysis, based on the data collected from the postgraduate students and teachers in the 14 post graduate college libraries in the State, has revealed the real expectations and perceptions of the users with regard to the items and dimensions of quality of the college

libraries in Kerala. It has also disclosed the differences in the views of the users with regard to the expectations, perceptions and the quality between the students and teachers, users with different subject backgrounds, the male and female users, and the government and the private college libraries.

The major findings of the study, as well as the important suggestions for improving the quality of the college libraries in the State, and certain suggestions for further research are discussed in the next chapter.

# SUMMARY OF THE FINDINGS AND SUGGESTIONS

Abdul Majeed K. C. "College library services a quality assessment" Thesis.  
Department of Library and Information Science , University of Calicut, 2005

## CHAPTER VII

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# SUMMARY OF THE FINDINGS AND SUGGESTIONS

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SUMMARY OF FINDINGS

TENABILITY OF HYPOTHESES

SUGGESTION FOR IMPROVING THE QUALITY OF COLLEGE LIBRARIES

SUGGESTIONS OF AREAS FOR FURTHER RESEARCH

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## Chapter VII

### SUMMARY OF THE FINDINGS AND SUGGESTIONS

This chapter discusses the summary of the important findings derived from the analyses of the views of the users relating to the perceptions and expectations of the quality of the college libraries in Kerala in general and also with the categories of users based on status, subject of study and gender, and the type of management of the colleges. It also discusses the tenability of the hypotheses and suggestions.

#### 7.1 Summary of Findings

Findings are generally organized in such a way that each number gives the views of the users in general and the three subdivisions of each number give the views of the users categorized on the basis of three characteristics viz. status, subject of study and gender respectively.

1. The overall perceived quality of the college libraries in Kerala is low. However, in comparison:
  - 1.1 The quality perceived by the students is higher than the teachers.
  - 1.2 The users with Science background have higher perceptions about its quality than the users with Arts and Commerce backgrounds.
  - 1.3 The Female users have higher perceptions about its quality compared to the male users.
2. The perceived quality of the 'Physical Facilities' provided in the college libraries in Kerala is low. However, in comparison:
  - 2.1 The students have higher perceptions about its quality than the teachers.

- 2.2 The users with Commerce background have higher perceptions about its quality than the users with Arts and Science backgrounds.
- 2.3 The quality of the 'Physical Facilities' perceived by the female users is higher than that of the male users.
3. The perceived quality of the 'Document Collection' available in the college libraries in Kerala is low. However, in comparison:
  - 3.1 The students have higher perceptions about its quality than the teachers.
  - 3.2 The quality perceived by the users with Science background is higher than that of the users with other subject backgrounds.
  - 3.3 The female users have higher perceptions about its quality than the male users.
4. The perceived quality of the 'Library Staff' employed in the college libraries in Kerala is low. However, in comparison:
  - 4.1 The students have higher perceptions about its quality than that of the teachers.
  - 4.2 The quality perceived by the users with Science background is higher than the users with Arts and Commerce backgrounds.
  - 4.3 The female users have higher perceptions about its quality than that of the male users.
5. The perceived quality of the 'Technical Processes' carried out in the college libraries in Kerala is low. However, in comparison:
  - 5.1 The quality perceived by the students is higher than the teachers.

- 5.2 The users with Science background have higher perceptions about its quality than the users with other subject backgrounds.
- 5.3 The female users have higher perceptions about its quality compared to that of the male users.
6. The perceived quality of the 'Library Services' provided in the college libraries in Kerala is low. However, in comparison:
  - 6.1 The students have higher perceptions about its quality than the teachers.
  - 6.2 The users with Science background have higher perceptions about its quality than the users with Arts and Commerce backgrounds.
  - 6.3 The quality perceived by the female users is higher perceived quality than the male users.
7. The perceived quality of the 'location' of the college libraries in Kerala is low. However, in comparison:
  - 7.1 The students have higher perceptions about its quality than the teachers.
  - 7.2 The users with Commerce background have higher perceptions about its quality than the users with other subject backgrounds.
  - 7.3 The quality perceived by the male users is higher than the female users.
8. The perceived quality of the 'layout' of the college libraries in Kerala is low. However, in comparison:
  - 8.1 The quality perceived by the students is higher than the teachers.

- 8.2 The users with Commerce background have higher perceptions about its quality than the users with Arts and Science backgrounds.
- 8.3 The quality perceived by the female users is higher than the male users.
9. The perceived quality of the 'reader space' provided in the college libraries in Kerala is low. However, in comparison:
  - 9.1 The quality perceived by the students is higher than the teachers.
  - 9.2 The users with Commerce background have higher perceptions about its quality than the users with Arts and Science backgrounds.
  - 9.3 The male and the female users have more or less the same level of perceptions about the quality of the 'reader space' in the college libraries in Kerala.
10. The perceived quality of the 'lighting and ventilation' in the college libraries in Kerala is low. However, in comparison:
  - 10.1 The students have higher perceptions about its quality than the teachers.
  - 10.2 The users with Commerce background have higher perceptions about its quality than the users with Arts and Science backgrounds.
  - 10.3 The male and female users have more or less the same level of perceived quality about the 'lighting and ventilation' in the college libraries in Kerala.
11. The perceived quality of the 'cleanliness and neatness' of the college libraries in Kerala is low. However, in comparison:

- 11.1 The quality perceived by the students is higher than the teachers.
  - 11.2 The users with Commerce background have higher perceptions about its quality than the users with other subject backgrounds.
  - 11.3 The female users have higher perceptions about its quality than the male users.
12. The perceived quality of the 'comfortability of furniture' in the college libraries in Kerala is low. However, in comparison:
    - 12.1 The students have higher perceptions about its quality than the teachers.
    - 12.2 The users with Commerce background have higher perceptions about its quality than the users with Arts and Science backgrounds.
    - 12.3 The quality perceived by the female users is higher than the male users.
13. The perceived quality of the 'collection of textbooks' in the college libraries in Kerala is low. However, in comparison:
    - 13.1 The quality perceived by the students is higher than the teachers.
    - 13.2 The users with Science background have higher perceptions about its quality than the users with Arts and Commerce backgrounds.
    - 13.3 The quality perceived by the female users is higher than the male users.
14. The perceived quality of the 'collection of journals' in the college libraries in Kerala is low. However, in comparison:

- 14.1 The students have higher perceptions about its quality than the teachers.
  - 14.2 The quality perceived by the users with Science background is higher than the users with Arts and Commerce backgrounds.
  - 14.3 The quality perceived by the female users is higher than the male users.
15. The perceived quality of the 'collection of reference books' in the college libraries in Kerala is low. However, in comparison:
- 15.1 The students have higher perceptions about its quality than the teachers.
  - 15.2 The quality perceived by the users with Science background is higher than the users with Arts and Commerce backgrounds.
  - 15.3 The female users have higher perceptions about its quality than the male users.
16. The perceived quality of the 'study of user needs while acquiring documents' in the college libraries in Kerala is low. However, in comparison:
- 16.1 The students have higher perceptions about its quality than the teachers.
  - 16.2 The users with Arts background have higher perceptions about its quality than the users with other subject backgrounds.
  - 16.3 The quality perceived by the female users is higher than the male users.
17. The perceived quality of the 'display of new documents acquired' in the college libraries in Kerala is low. However, in comparison:

- 17.1 The quality perceived by the students is higher than the teachers.
- 17.2 The users with Commerce background have higher perceptions about its quality than the users with Arts and Science backgrounds.
- 17.3 The quality perceived by the female users is higher than the male users.
18. The perceived quality of the 'accessibility offered' to the document collection in the college libraries in Kerala is low. However, in comparison:
- 18.1 The quality perceived by the students is higher than the teachers.
- 18.2 The users with Science background have higher perceptions about its quality than the users with Arts and Commerce backgrounds.
- 18.3 The quality perceived by the female users is higher than the male users.
19. The perceived quality of the 'issue of all documents' in the college libraries in Kerala is low. However, in comparison:
- 19.1 The teachers have higher perceptions about its quality (+1.17) than the students (-0.248).
- 19.2 The users with Science background have higher perceptions about its quality than the users with Arts and Commerce backgrounds.
- 19.3 The quality perceived by the male users is higher than the female users.

20. The perceived quality of the 'availability of needed documents' in the college libraries in Kerala is low. However, in comparison:
- 20.1 The students have higher perceptions about its quality than the teachers.
  - 20.2 The quality perceived by the users with Science background (-0.278) is higher than the users with other subject backgrounds.
  - 20.3 The female users have higher perceptions about its quality than the male users.
21. The perceived quality of the 'help of staff to locate needed documents' to the users in the college libraries in Kerala is low. However, in comparison:
- 21.1 The students have higher perceptions about its quality than the teachers.
  - 21.2 The users with Science background have higher perceptions about its quality than the users with Arts and Commerce backgrounds.
  - 21.3 The quality perceived by the female users is higher than the male users.
22. The perceived quality of the 'timely completion of the work of staff' in the college libraries in Kerala is low. However, in comparison:
- 22.1 The teachers have higher perceptions about its quality than the students.
  - 22.2 The users with Science background have higher perceptions about its quality than the users with Arts and Commerce backgrounds.

- 22.3 The quality perceived by the female users is higher than the male users.
23. There is low quality to the 'provision of information about the availability of requested documents' in the college libraries in Kerala. However, in comparison:
- 23.1 The students have higher perceptions about its quality than the teachers.
- 23.2 The quality perceived by the users with Science background is higher than the users with Arts and Commerce backgrounds.
- 23.3 The female users have higher perceptions about its quality than the male users.
24. The perceived quality of the 'provision of correct information' in the college libraries in Kerala is low. However, in comparison:
- 24.1 The students have higher perceptions about its quality than the teachers.
- 24.2 The users with Science background have higher perceptions about its quality than the users with Arts and Commerce backgrounds.
- 24.3 The quality perceived by the female users is higher than the male users.
25. The perceived quality of the 'response of staff on user queries' in the college libraries in Kerala is low. However, in comparison:
- 25.1 The quality perceived by the students is higher than the teachers.
- 25.2 The users with Commerce background have higher perceptions about its quality than the users with other subject backgrounds.

- 25.3 The quality perceived by the female users is higher than the male users.
26. The perceived quality of the item 'the users confidence on staff in the college libraries in Kerala' is low. However, in comparison:
- 26.1 The students have higher perceptions about its quality than the teachers.
- 26.2 The users with Science background have higher perceptions about its quality than the users with other subject backgrounds.
- 26.3 The quality perceived by the female users is higher than the male users.
27. The perceived quality of the 'knowledge of library staff to answer user queries' in the college libraries in Kerala is low. However, in comparison:
- 27.1 The students have higher perceptions about its quality than the teachers.
- 27.2 The quality perceived by the users with Science background is higher than the users with other subject backgrounds.
- 27.3 The female users have higher perceptions about its quality than the male users.
28. The perceived quality of the 'provision of personal attention to the users' in the college libraries in Kerala is low. However, in comparison:
- 28.1 The students have higher perceptions about its quality than the teachers.
- 28.2 The quality perceived by the users with Science background is higher than the users with Arts and Commerce backgrounds.

- 28.3 The female users have higher perceptions about its quality than the teachers.
29. The perceived quality of 'understanding the specific needs of users' in the college libraries in Kerala is low. However, in comparison:
- 29.1 The students and the teachers have same level of perceptions about its quality.
- 29.2 The users with Science background have higher perceptions about its quality than the users with other subject backgrounds.
- 29.3 The quality perceived by the female users is higher than the male users.
30. The perceived quality of 'the timely acquisition of new documents' in the college libraries in Kerala is low. However, in comparison:
- 30.1 The students have higher perceptions about its quality than the teachers.
- 30.2 The quality perceived by the users with Science background is higher than the users with Arts and Commerce backgrounds.
- 30.3 The male users have higher perceived quality than the female users.
31. The perceived quality of 'the timely release of new documents for service' in the college libraries in Kerala is low. However, in comparison:
- 31.1 The students have higher perceptions about its quality than the teachers.

- 31.2 The users with Science background have higher perceptions about its quality than the users with other subject backgrounds.
- 31.3 The quality perceived by the female users is higher than the male users.
32. The perceived quality of the 'arrangement of documents' in the college libraries in Kerala is low. However, in comparison:
- 32.1 The quality perceived by the students is higher than the teachers.
- 32.2 The users with Science background have higher perceptions about its quality than the users with Arts and Commerce backgrounds.
- 32.3 The female users have higher perceptions about its quality than the male users.
33. The perceived quality of the 're-shelving of documents' in the college libraries in Kerala is low. However, in comparison:
- 33.1 The students have higher perceptions about its quality than the teachers.
- 33.2 The quality perceived by the users with Science background is higher than the users with Arts, and Commerce backgrounds.
- 33.3 The female users have higher perceptions about its quality than the male users.
34. The perceived quality of 'keeping of documents in correct order' in the college libraries in Kerala is low. However, in comparison:
- 34.1 The quality perceived by the students is higher than the teachers.

- 34.2 The users with Commerce background have higher perceptions about its quality than the users with Arts and Science backgrounds.
- 34.3 The female users have higher perceptions about its quality than the male users.
35. The perceived quality of the 'easiness of using library catalogue' in the college libraries in Kerala is low. However, in comparison:
- 35.1 The students have higher perceptions about its quality than the teachers.
- 35.2 The users with Commerce background have higher perceptions about its quality than the users with other subject backgrounds.
- 35.3 The male and the female users have more or less the same level of perceptions about its quality.
36. The perceived quality of the 'speed of issue and return process carried out' in the college libraries in Kerala is low. However, in comparison:
- 36.1 The quality perceived by the students is higher than the teachers.
- 36.2 The users with Commerce background have higher perceptions about its quality than the users with other subject backgrounds.
- 36.3 The male and the female users have more or less the same level of perceptions about its quality.
37. The perceived quality of the 'number of documents issued to the users' in the college libraries in Kerala is low. However, in comparison:

- 37.1 The students and the teachers have more or less the same level of perceptions about its quality.
- 37.2 The quality perceived by the users with Science background is higher than the users with Arts and Commerce backgrounds.
- 37.3 The female users have higher perceptions about its quality than the male users.
38. The perceived quality of the 'period of loan of documents allowed to the users' in the college libraries in Kerala is high, as the gap between the user perceptions (3.372) and the expectations (3.175) are positive (+0.197). However, in comparison:
- 38.1 The teachers (+0.383) have higher perceptions about its quality than the students (+0.151).
- 38.2 The quality perceived by the users with Science background (+0.351) is higher than the users with Arts (+0.125), and Commerce (-0.271) backgrounds.
- 38.3 The male (+0.212) and the female users (+0.191) have more or less the same level of perceptions about its quality.
39. The perceived quality of the 'provision of reference service' in the college libraries in Kerala is low. However, in comparison:
- 39.1 The teachers have higher perceptions about its quality than the students.
- 39.2 The users with Science background have higher perceptions about its quality than the users with Arts, and Commerce backgrounds.
- 39.3 The quality perceived by the female users is higher than the male users.

40. The perceived quality of the 'provision of xerox service' in the college libraries in Kerala' is low. However, in comparison:
- 40.1 The students and the teachers have more or less the same level of perceptions about its quality.
  - 40.2 The quality perceived by the users with Arts background is higher than the users with Science and Commerce backgrounds.
  - 40.3 The male users have higher perceptions about its quality than the female users.
41. The perceived quality of the 'exhibition of the list of new arrivals' in the college libraries in Kerala' is very low. However, in comparison:
- 41.1 The students have higher perceptions about its quality than the teachers.
  - 41.2 The quality perceived by the users with Science background is higher than the users with other subject backgrounds.
  - 41.3 The female users have higher perceptions about its quality than the male users.
42. The perceived quality of the 'working hours' of the college libraries in Kerala is low. However, in comparison:
- 42.1 The students have higher perceptions about its quality than the teachers.
  - 42.2 The quality perceived by the users with Commerce background is higher than the users with Arts, and Science backgrounds.
  - 42.3 The female users have higher perceptions about its quality than the male users.

43. The perceived quality of the 'conducting of user education' in the college libraries in Kerala' is low. However, in comparison:
- 43.1 The quality perceived by the students is higher than the teachers.
  - 43.2 The users with Science background have higher perceptions about its quality than the users with other subject backgrounds.
  - 43.3 The female users have higher perceptions about its quality than the male users.
44. The perceived quality of the 'interaction of librarian with the users' in the college libraries in Kerala is low. However, in comparison:
- 44.1 The students have higher perceptions about its quality than the teachers.
  - 44.2 The users with Science background have higher perceptions about its quality than the users with Arts and Commerce backgrounds.
  - 44.3 The quality perceived by the female users is higher than the male users.
45. The perceived quality of the 'atmosphere for serious reading available' in the college libraries in Kerala is low. However, in comparison:
- 45.1 The quality perceived by the students is higher than the teachers.
  - 45.2 The users with Science background have higher perceptions about its quality than the users with Arts and Commerce backgrounds.

- 45.3 The female users have higher perceptions about its quality than the male users.
46. The perceived quality of the 'provision of services on free of cost' in the college libraries in Kerala is low. However, in comparison:
- 46.1 The students have higher perceptions about its quality than the teachers.
- 46.2 The quality perceived by the users with Science background is higher than the users with Arts and Commerce backgrounds.
- 46.3 The female users have higher perceptions about its quality than the male users.
47. The perceived quality of the private college libraries is higher than government college libraries in Kerala. However, in comparison:
- 47.1 In the case of the dimensions, such as Physical Facilities, Document Collection, Technical Processes, Library Staff and the Library Service, the perceived quality of the private college libraries are higher than the government college libraries.
- 47.2 The perceived quality of large majority of the items of quality is higher in the private college libraries compared to the government college libraries in the State.
- 47.3 The perceived quality of the items such as 'lending of documents', 'knowledge of library staff to answer user queries', 'number of documents issued', 'period of loan' and the 'interaction of librarian with users', is higher in the government college libraries than the private college libraries.
- 47.4 The perceived quality of the items such as 'provision of correct information'; staff response on user queries'; users confidence on staff'; 'personal attention'; 're-shelving' and the 'user

education', is same to both the government and the private college libraries in the State.

## 7.2 Tenability of Hypotheses

The basic assumption of the study is that the quality of the college libraries in Kerala State in general is very low. The students and the teachers, the users with Arts, Science and Commerce subject backgrounds, and the male and the female users have almost the same assessment about the quality of the college libraries in the State. The quality of the college libraries with regard to the physical facilities, document collection, staff employed, technical processes carried out and the services offered is also low. It is also assumed that the quality of the government college libraries compared to the private college libraries is low. The hypotheses formulated are tested on the basis of the findings of the study.

### Hypothesis I

**"Quality of College Libraries in Kerala in general is very low"**

This hypothesis has been proved by the findings of the study. Finding 1 discloses that the overall perceived quality of the college libraries in Kerala is low. The findings 7 to 46 (except 38) have revealed that the perceived quality of the items, such as location; layout; reader space; lighting; and ventilation; cleanliness; comfortability of furniture; collection of textbooks; collection of journals; collection of reference books; study of user needs; display of new documents; accessibility offered; issue of documents; availability of needed documents; help of staff to locate documents; timely completion of works of staff; provision of information about the availability of requested documents; provision of correct information; response of staff; knowledge of staff to answer user queries;

user's confidence on staff; provision of personal attention; understanding specific needs of users; timely acquisition of documents; timely release of documents for service; arrangement of documents; re-shelving of documents; keeping documents in correct order; easiness of using the library catalogue; speed of issue and return process; number of documents issued; provision of reference service; xerox service; exhibition of the list of new arrivals; working hours; conducting of user education; interaction of librarian with users; atmosphere for serious reading; and services on free of cost, in college libraries in Kerala is also low.

However, the finding 38 indicates that there is good quality in the case of the item 'period of loan' in college libraries in Kerala.

### **Hypothesis II**

**"The students and the teachers hold similar views on the quality of College Libraries in Kerala"**

The hypothesis of the study has been rejected by the first subdivisions of the findings 1, 7 to 28, 30 to 36, 39, and 41 to 46 of the study. Finding 1.1 has revealed that the overall perceived quality of the college libraries in Kerala by students and the teachers is not similar. However, in comparison the students have higher perceived quality than teachers. At the same time, findings 29.1, 37.1 and 40.1 have disclosed that the students and teachers have same level of perceived quality of the items such as 'understanding the specific needs of users', 'number of documents issued to the users', and the 'provision of xerox service' in the college libraries in Kerala.

Findings 7.1, 8.1, 9.1, 10.1, 11.1, 12.1, 13.1, 14.1, 15.1, 16.1, 17.1, 18.1, 20.1, 21.1, 23.1, 24.1, 25.1, 26.1, 27.1, 28.1, 30.1, 31.1, 32.1, 33.1, 34.1, 35.1, 36.1, 41.1, 42.1, 43.1, 44.1, 45.1, and 46.1 have revealed that, the quality of

the items such as location; layout; reader space; lighting and ventilation; cleanliness; comfortability of furniture; collection of textbooks; collection of journals; collection of reference books; study of user needs; display of new documents; accessibility offered; availability of needed documents; help of staff to locate documents; provision of information about the availability of requested documents; provision of correct information; response of staff; user's confidence on staff; knowledge of staff to answer user queries; provision of personal attention; timely acquisition of documents; timely release of documents for service; arrangement of documents; re-shelving of documents; keeping documents in correct order; easiness of using the library catalogue; speed of issue and return process; exhibition of the list of new arrivals; working hours; conducting of user education; interaction of librarian with users; atmosphere for serious reading; and the services on free of cost, perceived by the students are higher to that of teachers.

The findings 19.1, 22.1, 38.1, and 39.1 showed that the quality of the items such as, issue of documents, timely completion of the works of staff, period of loan, and the provision of reference service perceived by the teachers are higher than the students.

### **Hypothesis III**

**"The college library users cutting across the subjects made similar assessment of the quality of the College Libraries in Kerala"**

The findings of the study have rejected the hypothesis. The finding 1.2 has proved that the overall perceived quality of the college libraries in Kerala by the users in Arts, Science and Commerce subjects are not same. It states that the users with Science background have higher perceived

quality than the others in the category with regard to the quality of the college libraries in Kerala.

The findings 16.2, and 40.2 have revealed that the users with Arts background have higher perceived quality than the others in the group with regard to the items such as 'study of user needs' and the 'provision of xerox service' in the college libraries in Kerala.

The findings 13.2, 14.2, 15.2, 18.2, 19.2, 20.2, 21.2, 22.2, 23.2, 24.2, 26.2, 27.2, 28.2, 29.2, 30.2, 31.2, 32.2, 33.2, 37.2, 38.2, 39.2, 41.2, 43.2, 44.2, 45.2, and 46.2 have revealed that the quality of the items such as, collection of textbooks; collection of journals; collection of reference books; accessibility offered; issue of documents; availability of needed documents; help of staff to locate documents; timely completion of the works of staff; provision of information about the availability of requested documents; provision of correct information; users confidence on staff; knowledge of staff to answer user queries; provision of personal attention; understanding the specific needs of users; timely acquisition of documents; timely release of documents for service; arrangement of documents; re-shelving of documents; number of documents issued; period of loan; provision of reference service; exhibition of the list of new arrivals; conducting of user education; interaction of librarian with users; atmosphere for serious reading; and the service on free of cost, perceived by the users with Science background is higher to that of the users with Arts and Commerce subject backgrounds.

The findings 7.2, 8.2, 9.2, 10.2, 11.2, 12.2, 17.2, 25.2, 34.2, 35.2, 36.2, and 42.2 showed that the users with Commerce background have higher perceived quality than the others in the group with regard to the items such as the location; layout; reader space; lighting and ventilation; cleanliness; comfortability of furniture; display of new documents

acquired; response of staff; keeping documents in correct order; easiness of using the library catalogue; speed of issue and return process; and working hours in the college libraries in Kerala.

As such the users with different subject backgrounds have different assessment of the quality of the college libraries in Kerala.

#### Hypothesis IV

**“The college library users in Kerala, irrespective of gender have similar views on the quality of College Libraries in Kerala”**

This hypothesis has been rejected by the third subdivisions of the findings 1, 7 to 8, 11 to 34, 37, and 39 to 46 of the study. Findings 1.3 proved that there are differences in the views of male and female users with regard to the quality of College Libraries in Kerala. It discloses that the quality of the college libraries in Kerala perceived by the female users is higher than the male users. However, the findings 9.3, 10.3, 35.3, 36.3 and 38.3 discloses that, the male and female users have same perceived quality with regard to the items such as reader space; lighting and ventilation; easiness of using the library catalogue; the speed of issue and return process; and the period of loan of documents in the college libraries in Kerala.

Findings 7.3, 19.3, and 40.3 revealed that the male users have higher perceived quality than female users with regard to the location; issue of documents; and the provision of xerox service provided in the college libraries in Kerala.

The findings 8.3, 11.3, 12.3, 13.3, 14.3, 15.3, 16.3, 17.3, 18.3, 20.3, 21.3, 22.3, 23.3, 24.3, 25.3, 26.3, 27.3, 28.3, 29.3, 30.3, 31.3, 32.3, 33.3, 34.3, 37.3, 39.3, 41.3, 42.3, 43.3, 44.3, 45.3, and 46.3 discloses that the quality of the items such as, layout; cleanliness; comfortability of furniture; collection of

text books; collection of journals; collection of reference books; study of user needs; display of new documents; accessibility offered; availability of needed documents; help of staff to locate needed documents; timely completion of works of staff; provision of information about the availability of requested documents; provision of correct information; response of staff; user's confidence on staff; knowledge of staff to answer user queries; provision of personal attention; understanding specific needs of users; timely acquisition of new documents; timely release of documents for service; arrangements of documents; re-shelving of documents; keeping documents in correct order; number of documents issued; provision of reference service; exhibition of the list of new arrivals; working hours; conducting of user education; interaction of librarian with users; atmosphere for serious reading; and the services on free of cost, perceived by the female users is higher to that of the male users.

#### **Hypothesis V**

**"The Quality of College Libraries in Kerala with respect to the Physical Facilities, Document Collection, Staff employed, Technical Processes carried out and the Services rendered is generally low"**

The findings 2 through 6 have confirmed the hypothesis that the perceived quality of the physical facilities, document collection, staff employed, technical processes carried out and the services rendered in the college libraries in Kerala is low.

### Hypothesis VI

**"The students and the teachers have similar views with regard to the Physical Facilities, Document Collection, Staff employed, Technical Processes carried out and the Services rendered in the college libraries in Kerala"**

The findings 2.1, 3.1, 4.1, 5.1, and 6.1 have rejected the hypothesis. They disclosed that there are differences in the views of the students and teachers with regard to the quality of the physical facilities, document collection, staff employed, technical processes carried out and the services rendered in the college libraries in Kerala. The findings have proved that the students have higher perceived quality than the teachers with regard to all the dimensions.

### Hypothesis VII

**"The users with Arts, Science and Commerce subjects backgrounds have similar views with regard to the quality of the Physical Facilities, Document Collection, Staff employed, Technical Processes carried out and the Services rendered in the college libraries in Kerala"**

The findings 2.2, 3.2, 4.2, 5.2, and 6.2 have rejected the hypothesis. There are dissimilarities in the views of the users with different subject backgrounds on the quality of the dimensions such as physical facilities, document collection, staff employed, technical processes carried out and the services rendered in the college libraries in Kerala.

Finding 2.2 establishes that the users with Commerce background have higher perceived quality than the others, where as the findings 3.2, 4.2, 5.2 and 6.2 revealed that the users with Science background have

higher perceived quality than the users with Arts and Commerce backgrounds.

### **Hypothesis VIII**

**“The male and the female users have similar views on the quality of the Physical Facilities, Document Collection, Staff employed, Technical Processes carried out and the Services rendered in the college libraries in Kerala”**

The findings 2.3, 3.3, 4.3, 5.3, and 6.3 have rejected the hypothesis. There are dissimilarities in the views on the quality of the dimensions such as physical facilities, document collection, staff employed, technical processes carried out and the services rendered in the college libraries in Kerala. The findings also revealed that the female users have higher perceived quality of the dimensions, such as physical facilities; document collection; staff employed; technical processes carried out; and the services rendered, than the male users in the category.

### **Hypothesis IX**

**“The Quality of the Government College Libraries is lower than that of the Private College Libraries in Kerala”**

This hypothesis has been partially proved by the findings of the study. The finding 47 is that the overall perceived quality of the private college libraries is higher than the government college libraries in the State. Similarly findings 47.1 and 47.2 show that the perceived quality of the dimensions, such as physical facilities; document collection; staff employed; technical processes carried out; and the services rendered, as well as the majority of the items in private college libraries is higher to that of the government college libraries. However, the finding 47.3 states that the perceived quality of certain items in the government college libraries is

higher than the private college libraries in Kerala. In contrary to the above, finding 47.4 revealed that the perceived quality of the very few items in the government and private college libraries in the State are the same.

### **7.3 Suggestions for improving the quality of college libraries in Kerala**

Quality factor of the library service should be considered very seriously. A number of measures are suggested for considering the quality factor in the academic library services and for the subsequent quality development of the physical facilities, document collection, library professionals and library services.

1. Academic library authority and management should consider the quality of library service very seriously while planning and organizing the college libraries.
2. A national level Quality Assurance Task Force should be set up under the Ministry of Human Resource Development, Government of India to develop a Quality Measurement Tool/ Scale for ensuring the quality library services in the colleges in the country.
3. Taking into consideration, the socio-educational development in the State, the Government of Kerala should take action to appoint an expert committee with professionals from Library, Management, and Information Communication Technology to assess the quality of the library services in the academic institutions of higher learning in the State.
4. A Quality Assessment Team should be developed in every college to assess the quality of the library services. And the team should periodically assess the college library services as part of the preparatory works for the assessment/ re-assessment and accreditation being conducted by the National Assessment and

Accreditation Council (NAAC) of the University Grants Commission (UGC).

5. Ten percent of the college budget as recommended by the Kothari Commission (1964) should be allotted to the development of the college libraries and additional resources may be mobilized through various projects and programmes from national, regional and local agencies such as the University Grants Commission, State Government, Parents Teacher Association, Alumni Association etc.
6. Emerging Information Communication Technology (ICT) should be increasingly applied in the library works and services to improve the quality of the library services rendered.
7. College library environment conducive for the promotion of the serious reading and research should be developed.
8. Scientific and judicious books selection and acquisition procedure should be adopted for the development of quality collection in college libraries in the State.
9. A person with high academic and professional qualification as recommended by the University Grants Commission with adequate exposure to the Information Communication Technology as librarian supported by adequate number of library professionals should be appointed in the colleges.
10. Proper in-service training should be given to the college library staff to expose them to the modern managerial techniques, Information Communication Technology, counseling and guidance, information literacy etc.
11. Library housekeeping operations such as technical works, re-shelving and rectification, lending, etc. should be systematically and properly done in the college libraries.

12. A comprehensive and user-friendly catalogue should be properly maintained. Modern versions of catalogue such as Online Public Access Catalogue (OPAC), Web OPAC etc.
13. Electronic and online resources should be adequately accessed in college libraries to improve the quality and quantity of the information base of libraries.
14. College libraries should be promoted to participate in local, regional and national consortia and networks such as INFLIBNET, DELNET, etc. E-Journal consortia made available through UGC-Info net should be brought down to the college libraries also.
15. The facilities and services available on Internet should be optimum tapped for the improvement of the library and information services offered in college libraries in the State.
16. Adequate and proper user education and information literacy should be provided to all the users in general and to the new comers in particular.
17. Library extension services and publicity such as exhibitions, book talks, discussions, lectures, seminars etc. should be frequently conducted.

#### **7.4 Suggestions of Areas for Further Research**

While conducting the study about the college library services in Kerala, the investigator could understand that, the academic community does not properly and effectively utilize the available college library resources and services. There may be necessary reasons to the students, teachers and library staff for the ineffective use of the college libraries in the State. Lack of quality to the college library collection and services may be one of the major reasons. Though there are large and important collections of documents in college libraries, they are not projected and

known to the outside of the campus. On the other hand, the college librarians face many challenges including the one raised out of modern information and communication technologies. In this context, the investigator could identify certain areas of college libraries in Kerala for further research.

1. Though the present study is an attempt to assess the quality of college libraries in Kerala based on the views of the users, there are no standard quality indicators for assessing the quality of the college libraries. Therefore, studies can be conducted to formulate standard or quality indicators for the college libraries in the State.
2. As there is no standard tool for measuring the quality of college libraries, studies can be conducted to develop a standard measuring tool like LibQUAL for assessing the quality of the college libraries in Kerala.
3. It is reported that benchmarking is one of the important method used in marketing research to know how the quality of service organizations can be improved. Similar studies on benchmarking of libraries can be conducted to know how the quality of a library can be improved.
4. There may be many reasons for the low quality of college libraries in the State. So studies can be conducted to hear the voices of authorities, library staff and users to elicit the correct reasons for the low quality of college libraries in Kerala and take corrective measures to rectify them.
5. One of the major reasons for the low quality of college libraries is the inadequacy of information resources. A detailed study can be conducted to explore how the information resource base of college

libraries in a Local area, City, District, Region or State can be improved in this age of computers and networking.

### 7.5 Conclusion

It is hoped that, the present study has provided enough data pertaining to the quality of college libraries in the State. Though studies are conducting in libraries and information centers to assess the quality of their resources and services, they are quantitative in nature and they measure the level of users satisfaction, nothing more. Even though Ranganathan had informed the need for considering the users while taking decisions on any matters that affect the users in libraries seriously, the library professionals have totally neglected it. As the library and information services are consumed by the users, they have the right and capability to judge the quality of the physical facilities provided, collection developed, staff employed, services rendered, information technologies used, etc. in their libraries. But unfortunately in our country, the library and information professionals are not serious about studying the user's expectations and perceptions while assessing the library service quality, though many user-based studies are conducted and still going on in advanced countries.

The Association of Research Libraries (New York) is regularly conducting user-based assessment of the quality of library and information services provided in member libraries, with the help of LibQUAL+, a tool for measuring the service quality of academic and research libraries, developed on gap theory as well as SERVQUAL. In India as well as in other developing countries, the concept of quality as well as its measurement in libraries and information centers are in an infant stage, and so it is hoped that the present study may give enough confidence and inspiration to the library and information professionals to measure the quality of their library resources and services by studying the expectations and perceptions of their users.

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## APPENDICES

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- I LIST OF POSTGRADUATE COLLEGES IN KERALA
  - II THE SERVQUAL INSTRUMENT
  - III QUESTIONNAIRE TO COLLEGE LIBRARIANS
  - IV USER QUESTIONNAIRE
-

## Appendix I

### LIST OF POSTGRADUATE COLLEGES IN KERALA

#### KANNUR UNIVERSITY

1. Government College, Kazaragode - 671123
2. Nehru Arts and Science College, Kanjangad, Kazaragode - 671328
3. Payyannur College, Kannur - 670327
4. Co-operative Arts and Science College, Madai, Kannur - 670358
5. Sir Syed College, Taliparamba, Kannur - 670142
6. Sree Narayana College, Kannur - 670007
7. Mahatma Gandhi College, Iritty, Kannur - 670703
8. PRNSS College, Mattannur, Kannur - 670704
9. Nirmalagiri College, Kuthuparamba, Kannur - 670701
10. Government Brannen College, Thalassery, Kannur - 670106

#### CALICUT UNIVERSITY

11. Government College, Madappally, Vadakara, Kozhikode - 673102
12. MES College, Vadakara, Villiapally - 673542
13. C.K.G Memorial Government College, Perambra, Kozhikode
14. S.A.R.B.T.M. Government College, Koyilandy, Kozhikode - 673307
15. Government College, Kodencherry, Kozhikode - 673580
16. Sree Narayana Guru College, Chelannur, Kozhikode - 673616
17. Zamorin's Guruvayurappan College, Kozhikode - 673014
18. Providence Women's College, Kozhikode - 673009
19. Malabar Christian College, Kozhikode - 673001
20. St. Joseph's College, Devagiri, Kozhikode - 673008

21. Government Arts and Science College, Meenchanda, Kozhikode - 673018
22. Farook College, Kozhikode - 673632
23. Muhammed Abdurahiman Memorial Orphanage College, Mukkam 673602.
24. Pazhassiraja College, Pulpally, Wayanad - 673579
25. W.M.O. Arts and Science College, Muttill, Kalpetta, Wayanad - 673122
26. N.M.S.M. Government College, Kalpetta, Wayanad - 673112
27. St. Mary's College, Sulthan Bathery, Wayanad -673592
28. Marthoma College, Chungathara, Malappuram - 679334
29. Dr. Gafoor Memorial M.E.S Mampad College, Malappuram - 676542
30. M.E.A Sullamusallam Science College, Arecode, Malappuram - 673639
31. E.M.E.A College of Arts and Science, Kondotty, Malappuram - 673638
32. Unity Women's College, Manjery, Malappuram - 676122
33. N.S.S College, Manjery, Malappuram - 676122
34. Government College, Malappuram - 676509
35. P.S.M.O College, Thirurangadi - 676306
36. M.E.S Keveeyam College, Valancherry, Malappuram - 676552
37. Majlis Arts and Science College, Puramannur, Valancherry - 676552
38. Thunchan Memorial Government College, Tirur, Malappuram - 676502
39. M.E.S Ponnani College, Malappuram - 679586
40. Pookoya Thangal Memorial Government College, Perinthalmanna 679322
41. M.E.S Kalladi College, Mannarkkad, Palakkad- 678583

42. Sree Neelakanda Government Sanskrit College, Pattambi, Palakkad - 679306
43. Sreekrishnapuram V.T. Bhattathiripad College, Mannampatta, Palakkad - 679517
44. M.P.M.M.S.N Trust College, Shorannur, Palakkad - 679122
45. N.S.S College, Ottappalam, Palakkad - 3
46. Government Victoria College, Palakkad - 678001
47. Mercy College, Palakkad - 678006
48. Government College, Chittoor, Palakkad - 678104
49. S.N College, Alathur, Palakkad - 678682
50. N.S.S College, Nemmara, Palakkad - 678508
51. Mar Dionysius College, Pazhanji, Thrissur - 680542
52. Sree Vivekananda College, Kunnamkulam, Thrissur- 680523
53. Sree Vyasa N.S.S. College, Vadakkanchery, Thrissur - 680623
54. Ansar Women's College, Perumpilavu - 680519
55. Little Flower College, Guruvayur, Thrissur - 680103
56. Sri Krishna College, Guruvayur, Thrissur - 680102
57. St. Thomas College, Thrissur - 680001
58. Sri C. Achutha Menon Government College, Kuttanellur, Thrissur - 680001
59. Sree Kerala Varma College, Thrissur - 680011
60. Vimala College, Thrissur - 680009
61. St. Maries College, Thrissur - 680020
62. Sree Narayana College, Nattika, Thrissur - 680566

63. St. Aloysius College, Elthuruth, Thrissur - 680611
64. St. Joseph's College, Irinjalakkuda, Thrissur - 680121
65. Christ College, Irinjalakkuda, Thrissur - 680125
66. Sacred Heart College for Women, Chalakkudi, Thrissur - 680307
67. KKTU Government College, Pulloot, Thrissur - 680663
68. Karmal College, Mala, Thrissur - 680732
69. MES Asmabi College, Vemballur, Thrissur - 680671
70. Little Flower College, Guruvayur, Thrissur - 680103

#### **MAHATMA GANDHI UNIVERSITY**

71. Morning Star Home Science College, Angamaly, Ernakulam - 683573
72. SNM College, Maliyankara, Ernakulam - 683516
73. Al Ameen College, Edathala, Aluwa, Ernakulam - 683564
74. St. Saviers College for Women, Aluwa, Ernakulam - 683101
75. MES College, Vazhakkulam, Aluwa, Ernakulam - 683107
76. UC College, Aluwa, Ernakulam - 683102
77. St. Paul's College, Kalamassery, Ernakulam - 683503
78. Sree Sankara College, Kalady, Ernakulam - 683574
79. SSV College, Perumbavur, Ernakulam - 683556
80. Jaybharat Arts and Science College, Perumbavur, Ernakulam
81. Indira Gandhi College of Arts and Science, Kothamangalam, Ernakulam
82. Bharat Mata College, Thrikkakkara, Ernakulam - 682021
83. Mar Athanasius College, Kothamangalam, Ernakulam - 686666
84. Government College, Manimalakkunnu, Ernakulam - 686679
85. HM Arts and Science College, Moovattupuzha, Ernakulam

86. Ilahiya College of Arts and Science, Moovattupuzha, Ernakulam - 686674
87. Nirmala College, Moovattupuzha, Ernakulam - 686661
88. Swamy Saraswatheekananda College, Ernakulam
89. St. Albert's College, Ernakulam - 682018
90. Rajagiri College of Social Sciences, Kalamassery, Ernakulam - 683104
91. St. Therasa's College, Ernakulam - 682011
92. Maharaja's College, Ernakulam - 682011
93. Siena College of Professional Studies, Ernakulam 682006
94. Cochin College, Ernakulam - 682002
95. Sacred Heart College, Tevara, Ernakulam - 682013
96. Aquinas College, Edakochi, Ernakulam - 682006
97. St. Peter's College, Kolanchery, Ernakulam - 682311
98. Baselious Poulouse II Catholicose College, Piravam, Ernakulam - 686664
99. Govt. Sanskrit College, Thripunithura 682301
100. St' Xavier's College, Vaikom 686607
101. Baselios Poulouse Second College, Ernakulam 686667
102. Chinmaya Vidhyapeed, Ernakulam
103. Seth Ram Bahadur Singh Gujarathi College, Ernakulam 682002
104. Government College, Kattappana, Idukky - 685508
105. Pavanathma College, Murikkachery, Idukky - 685604
106. Al Azhar College of Arts and Science, Todupuzha, Idukky
107. Newran College, Todupuzha, Idukky - 685585
108. MES College, Nedumkandam, Idukky - 685553

109. St. Joseph's College, Moolamattam, Idukky - 685591
110. Mar Baselious College, Adimali, Idukky 685561
111. Marian College, Kuttikanam, Peerumedu 685531
112. Mar Augusthinose College, Ramapuram, Kottayam - 686576
113. P.G. Radhakrishnan Memorial S.N. College, Kumarakam, Kottayam
114. St. Stephen's College, Uzhavoor, Kottayam - 686634
115. Devaswam Board College, Talayolapparambu, Kottayam - 68605
116. Devamatha College, Kuruvilangad, Kottayam - 686633
117. Ettumanurappan College, Kottayam - 686631
118. Bishop Vayelil Memorial Holly Cross College, Chembukal, Kottayam -  
686584
119. Malik Dinar Arts and Science College, Moovattupuzha 686671
120. Kuryakose Elias College, Mannannam, Kottayam - 686561
121. Bishop Kurialacherry College for Women, Amalagiry, Kottayam -  
686036
122. St. George College, Aruvithura, Kottayam - 686122
123. BCM College, Kottayam - 686001
124. Baselus College, Kottayam - 686001
125. Government College, Kottayam - 686013
126. CMS College, Kottayam - 686001
127. St. Mary's College, Manarkkad, Kottayam - 686031
128. Kuriakose Grigorious College, Pambadi, Kottayam - 686502
129. NSS Hindu College, Changanachery, Kottayam - 686102
130. Assumption College, Changanachery, Kottayam - 686101

131. SB College, Changanachery, Kottayam - 686101
132. Sree Vidyathiraja NSS College, Vazhoor, Kottayam - 686505
133. MES College, Erumely, Kottayam - 686509
134. St. Dominic College, Kanjirappally, Kottayam - 686512
135. Henry Baker College, Melukavu, Kottayam - 686652
136. St. Thomas College, Pala, Kottayam - 686574
137. Alfonsa College, Pala, Kottayam - 686574
138. D.B. Pamba College, Parumala, Kottayam - 689626
139. Mar Thorna College, Thiruvalla, Kottayam - 689103
140. St. Thomas College, Ranni, Kottayam - 689673
141. Yeldo Mar Baselios College, Kothamangalam 686691
142. St. Thomas College, Kozhencherry, Pathanamthitta - 689641
143. St' Mary's College for Women, Thiruvalla 689101
144. Bishop Abraham Memorial College, Thuruthicaud, Pathanamthitta -  
689597
145. Catholocate College, Pathanamthitta - 689645
146. Sahodaran Ayyappan Smaraka SNDP College, Konni, Pathanamthitta -  
689649
147. St. Alosious College, Edathua, Alappuzha - 689573

#### UNIVERSITY OF KERALA

148. N.S.S College, Pandalam, Pathanamthitta - 689501
149. St. Cyrils College, Adoor, Pathanamthitta - 691529
150. N.S.S College, Cherthala, Alappuzha - 688556
151. St. Joseph's College for Women, Alappuzha - 688001

152. T.K. Madhava Memorial College, Nangiarkulangara, Alappuzha - 690513
153. Christian College, Chengannur, Pathanamthitta - 689122
154. Sree Narayana College, Chengannur, Pathanamthitta - 689508
155. Bishop Moore College, Mavelikkara, Alappuzha - 690110
156. Milad-E-Sherief Memorial College, Kayamkulam, Alappuzha
157. Sanadhana Dharma College, Alappuzha - 688003
158. St. Michael's College, Cherthala, Alappuzha - 688539
159. Sree Narayana College, Cherthala, Alappuzha - 688582
160. Devaswam Board College, Sasthamcotta, Alappuzha - 690521
161. St. Gregorious College, Kottarakara, Kollam
162. T.K.M College of Arts and Science, Kollam - 691005
163. Sree Narayana College, Kollam - 691001
164. Sree Narayana College for Women, Kollam - 691001
165. Fathima Matha National College, Kollam - 691001
166. Sree Narayana College, Chathannur - 691579
167. St. John's College, Anchal, Kollam - 691306
168. St. Stephen's College, Pathanapuram, Kollam - 689695
169. Sree Narayana College, Punalur, Kollam - 691305
170. Sree Narayana College, Shivagiri, Trivandrum - 695145
171. Government College, Attingal, Trivandrum
172. N.S.S College Nilamel, Kollam - 691535
173. Iqbal College, Peringammala, Trivandrum - 695563
174. Government College, Nedumangad, Trivandrum

175. Sree Narayana College, Chempazhanthi, Trivandrum - 695587
176. Mar Ivanios College, Trivandrum - 695015
177. All Saints College, Trivandrum - 695007
178. HHMSPB NSS College for Women, Trivandrum - 695040
179. Mahathma Gandhi College, Trivandrum - 695004
180. University College, Trivandrum - 695034
181. Government Arts College, Trivandrum - 695014
182. Government College for Women, Trivandrum - 695014
183. Christian College, Kattakada, Trivandrum - 695572
184. V.T.M. NSS College, Dhanuvachapuram, Trivandrum - 695503
185. Government Sanskrit College, Trivandrum - 695034
186. Loyola College of Social Sciences, Trivandrum - 695017

*Source: Mathrubhumi Thozhil Vartha 13(33), June 2005, p13-15.*

## Appendix II

### THE SERVQUAL INSTRUMENT\*

**Directions:** the survey deals with your opinions of ..... services. Please show the extent to which you think firms offering ..... services should possess the features described by each statement. Do this by picking one of the seven numbers next to each statement. If you strongly agree that these firms should possess a feature, circle the number 7. If you strongly disagree that these firms should possess a feature, circle 1. If your feelings are not strong, circle one of the numbers in the middle. There are no right or wrong answers ..... All we are interested in is a number that best shows your expectations about firms offering ..... services.

- E1. They should have up-to-date equipment.
- E2. Their physical facilities should be visually appealing.
- E3. Their employees should be well dressed.
- E4. The appearance of the physical facilities of these firms should be in keeping with the type of services provided.
- E5. When these firms promise to do some thing by a certain time, they should do so.
- E6. When customers have problems, these firms should be sympathetic and reassuring.
- E7. These firms should be dependable.
- E8. They should provide their services at the time they promised to do.
- E9. They should keep their records accurately.
- E10. They shouldn't be expected to tell customers exactly when services would be performed.
- E11. It is not realistic for customers to expect prompt service from employees of these firms.

- E12. Their employees don't always have to be willing to help customers.
- E13. It is okay if they are too busy to respond to customer requests promptly.
- E14. Customers should be able to trust employees of these firms.
- E15. Customers should be able to feel safe in their transaction with these firms' employees.
- E16. Their employees should be polite.
- E17. Their employees should get adequate support from these firms to do their jobs well.
- E18. These firms should not be expected to give customers individual attention.
- E19. Employees of these firms cannot be expected to give customers personal attention.
- E20. It is unrealistic to expect employees to know what the needs of their customers are.
- E21. Employees of these firms know what the best interests of their customers are.
- E22. They shouldn't be expected to have operating hours convenient to all their customers.

**Directions:** The following set of statements relate to your feelings about XYZ. For each statement, please show the extent to which you believe XYZ has the features described by the statement. Once again, circling a 7 means that you strongly agree that XYZ has that feature, and circling a 1 means that you strongly disagree. You may circle any of the numbers in the middle that show how strong your feelings are. There are no right or wrong answers, all we are interested in it is a number that best shows your perceptions about XYZ.

- P1. XYZ has up-to-date equipment.
- P2. XYZ's physical facilities are visually appealing.
- P3. XYZ's employees are well dressed and appear neat.
- P4. The appearance of the physical facilities of XYZ is in keeping with the type of services provided.
- P5. When XYZ promises to do some thing by a certain time, it does so.
- P6. When you have problems, XYZ is sympathetic and reassuring.
- P7. XYZ is dependable.
- P8. XYZ provides its service at the time it promises to do so.
- P9. XYZ keeps its records accurately.
- P10. XYZ does not tell customers exactly when services will be performed.
- P11. You do not receive prompt service from XYZ's employees.
- P12. Employees of XYZ are not always willing to help customers.
- P13. Employees of XYZ are too busy to respond to customer requests promptly.
- P14. You can trust employees of XYZ.
- P15. You feel safe in your transactions with XYZ's employees.
- P16. Employees of XYZ are polite.
- P17. Employees get adequate support from XYZ to do their jobs well.

P18. XYZ does not give you individual attention.

P19. Employees of XYZ do not give you personal attention.

P20. Employees of XYZ do not know what your needs are.

P21. XYZ does not have your best interests at heart.

P22. XYZ does not have operating hours convenient to all their customers.

*\*a* A seven-point scale ranging from 'Strongly Agree' (7) to 'Strongly Disagree' (1), with no verbal labels for the intermediate scale points (i.e. 2 through 6), accompanied each statement. Also, the statements were in random order in the questionnaire. A complete listing of the 34-item instrument used in the second stage of data collection can be obtained from the first author.

*\*b* Ratings on these statements were reverse-scored prior to data analysis.

**Appendix III**  
**QUESTIONNAIRE**

This questionnaire is intended to collect data regarding the organization and functioning of college libraries in connection with a research project undertaken by me under the guidance of Dr. M. Bavakutty, former Professor and Head of the Department of Library and Information Science, University of Calicut. I seek your cooperation and help in obtaining the necessary information. I request you to fill up this questionnaire with sufficient care and accuracy.

Thanking you,

Abdul Majeed K. C.  
Lecturer, Department of  
Library and Information Science  
Farook College, Calicut 673632

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(Please Tick (√) your answer and write wherever necessary)

**A. General Information**

- 1 Name and address of the College :
- 2 Year of Establishment :
- 3 Type of Management : Govt./ Aided/ Unaided
- 4 Category : Men's/ Women's/ Mixed College
- 5 Location of the College : Corporation/ Municipality/ Panchayath
- 6 Courses offered and Number of students admitted (2002-2004):  
BA ..... BSc ..... BCom ..... MA ..... MSc ..... MCom .....
- Other Courses if any (please specify): .....
- 7 Number of Teachers : .....
- 8 Number of Departments  
recognized as Research Centers : Science/ Non-Science
- 9 Grade of the College Library : .....
- 10 Number of Users: Degree Students ..... PG Students .....
- Teachers ..... Non-Teachers .....

**B. Physical Facilities**

11 Does the Library have a separate building?

12 Facilities provided?	Adequate	Inadequate
Reader Space	<input type="checkbox"/>	<input type="checkbox"/>
Reading table and chair	<input type="checkbox"/>	<input type="checkbox"/>
Proper Lighting	<input type="checkbox"/>	<input type="checkbox"/>
Ventilation	<input type="checkbox"/>	<input type="checkbox"/>
Drinking water	<input type="checkbox"/>	<input type="checkbox"/>
Lavatory	<input type="checkbox"/>	<input type="checkbox"/>
Property Counter	<input type="checkbox"/>	<input type="checkbox"/>
Others (please specify) .....	<input type="checkbox"/>	<input type="checkbox"/>

**C. Collection**

13 Total Collection: Books ..... Bound Periodicals .....  
 Non-Book Materials ..... Others (please specify) .....

14 Number of books newly added to the collection:  
 2002-2003..... 2003-2004 .....

15 Number of Reference Books: Science ..... Non-Science .....

16 Number of Journals Subscribed: General ..... Subject .....  
 Indian ..... Foreign .....

17 Number of Journals received as gift: General ..... Subject .....  
 Indian .....Foreign .....

18 Number of Journals Bound: General .....Subject .....  
 Indian .....Foreign .....

19 Do you study the user needs while acquiring documents for your library?

Yes	No
-----	----

**D. Staff**

20 Please state 1. number, 2. qualification, and 3. experience of different category of staff employed in your library.

Category	Number	Qualification	Experience
Professional			
Semi-professional			
Non-Professional			

*(Use additional sheets if necessary)*

**E. Technical Processes**

21 Classification Scheme used: CC/ DDC/ UDC/ Other

22 Catalogue Code used: CCC/ AACR/ Other

23 Physical form of the Catalogue used:  
Handwritten/ Typed/ Card form/ OPAC

24 Accessibility offered: Open/ Closed/ Mixed

25 Charging System used: Day-book/ Ledger/ Card/ Computer

26 Is there any delay in making documents ready for service? Yes/ No

27 Do you carry out shelf rectification regularly? Yes/ No

28 Do you maintain Department Libraries? Yes/ No

29 Who manage Department Libraries?  
Professional/ Semi-professional/ Non-professional

30 How the books are arranged in Department Libraries?  
Accession number order/ Classified order/ Topic wise/ No order

**F. Services**

31 Working Hours: From ..... To .....

32 Please specify the services offered in your library

- Issue of Documents
- Reference service
- Exhibition of new arrivals or list
- Xerox Service
- ILL Service
- Documentation Service
- Internet Service

33 Number of documents allowed on loan to:

	Books	Journals	Non-book materials
Degree Students	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Post Graduate Students	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teachers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-Teachers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

34 Period of Loan	Books	Journals	Non-book materials
Degree Students	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Post Graduate Students	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teachers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-Teachers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 35 Do you organize User Education to Students? Yes/ No
- 36 Do you provide Library Manual to Students? Yes/ No
- 37 Do you keep regular interaction with users? Yes/ No
- 38 Do you offer good atmosphere for serious readers? Yes/ No

**G. Information Technology**

- 39 Do you use computers in your library? Yes/ No
- 40 If 'Yes', how many systems are available? .....
- 41 How many systems are provided to users? .....
- 42 Do you have internet connectivity? Yes/ No
- 43 If 'Yes', for what purpose it is used?

.....  
.....

44 Please state your problems in organizing the library in a systematic manner.  
.....  
.....

45 Give suggestions, if any, to improve the use of your library resources and services.  
.....  
.....

Thank You

**Appendix IV**  
**USER QUESTIONNAIRE**

This questionnaire is intended to collect data regarding the quality of college libraries in Kerala in connection with a research project undertaken by me under the guidance of Dr. M. Bavakutty, Prof. and Head, Department of Library and Information Science, University of Calicut. I seek your cooperation and help in obtaining the necessary information. I request you to fill up this questionnaire with sufficient care and accuracy.

Thanking you,

**Abdul Majeed. K.C.**  
Lecturer, Department of Library  
and Information Science  
Farook College, Calicut 673632

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**PART A**  
**GENERAL INFORMATION**

1. Name of the User :
2. Name of the College :
3. Category : Student/ Research Scholar/Teacher
4. Department : Arts/ Science/ Commerce
5. Sex : Male/ Female

**PART B**  
**Expectations About A Good Library**

Following are the statements describing the features of a good library. I would like to know your views on a good library. Please tick mark (✓) your response on each of the statement in the column given.

SD represents **Strongly Disagree**  
D represents **Disagree**  
N represents **Neither Agree nor Disagree**  
A represents **Agree**  
SA represents **Strongly Agree.**

**A. Physical Facilities**

- |  |    |   |   |   |    |
|--|----|---|---|---|----|
| 1. A good library is easily accessible.                        | SD | D | N | A | SA |
| 2. A good layout is necessary for a good library.              | SD | D | N | A | SA |
| 3. Sufficient space for readers is required in a good library. | SD | D | N | A | SA |
| 4. A good library needs good lighting and ventilation.         | SD | D | N | A | SA |

5. A good library is clean, tidy and hygienic.  
SD D N A SA
6. A good library needs comfortable furniture.  
SD D N A SA
- B. Library Collection**
7. Adequate collection of books are available in a good library.  
SD D N A SA
8. Adequate collection of journals are available in a good library.  
SD D N A SA
9. Adequate collection of reference books are available in a good library.  
SD D N A SA
10. A good library study the users' requirements while acquiring new books.  
SD D N A SA
11. A good library displays Books, Journals and other documents attractively.  
SD D N A SA
12. A good library offers open access to its collection.  
SD D N A SA
13. All documents in a good library are lent out for home reading.  
SD D N A SA
14. A good library provides required documents to readers the very first time.  
SD D N A SA
- C. Library Staff**
15. Staff in a good library helps the user when he fails to locate a document needed.  
SD D N A SA
16. The staff in a good library does their work within a certain time.  
SD D N A SA
17. The staff in a good library informs the reader about the availability of a document requested.  
SD D N A SA
18. The staff in a good library gives correct information to users on request.  
SD D N A SA
19. The staff in a good library immediately responds to user's queries.  
SD D N A SA
20. The behaviour of a staff in a good library develops confidence in users.  
SD D N A SA
21. The staff in a good library has sufficient knowledge to answer the users' questions.  
SD D N A SA
22. The staff in a good library gives personal attention to the users.  
SD D N A SA

23. The staff in a good library understands the specific needs of users.  
SD D N A SA

#### D. Library Works and Techniques

24. A good library acquires new documents in time.  
SD D N A SA
25. A good library processes and make available the new documents to the users very fast.  
SD D N A SA
26. A good library arranges the documents in an easily retrievable order.  
SD D N A SA
27. A good library replaces/reshelves the returned documents on the shelves immediately.  
SD D N A SA
28. A good library keeps the documents always in the correct order.  
SD D N A SA
29. A good library has a proper catalogue.  
SD D N A SA
30. A good library does the issue and return process quickly.  
SD D N A SA

#### E. Services

31. A good library issues sufficient number of documents a user needs.  
SD D N A SA
32. A good library issues documents for as many days a user needs.  
SD D N A SA
33. A good library gives maximum personal help to the users.  
SD D N A SA
34. A good library provides Xerox service to the users.  
SD D N A SA
35. A good library regularly exhibits the list of new documents acquired.  
SD D N A SA
36. A good library has convenient working hours.  
SD D N A SA
37. The librarian in a good library educates the users how to use the library well.  
SD D N A SA
38. The librarian in a good library regularly interacts with the users.  
SD D N A SA
39. A good library provides good atmosphere for serious reading inside the library.  
SD D N A SA
40. A good library provides services on free of cost.  
SD D N A SA

**PART C**  
**EXPERIENCES ABOUT YOUR LIBRARY**

Following are the statements describing various features of your library. I would like to know your views on these features. Please tick mark (✓) your response on each of the statement in the column given.

SD represents **Strongly Disagree**  
D represents **Disagree**  
N represents **Neither Agree nor Disagree**  
A represents **Agree**  
SA represents **Strongly Agree**

**A. Physical Facilities**

- |  |    |   |   |   |    |
|--|----|---|---|---|----|
| 1. My library is in an easily accessible location. | SD | D | N | A | SA |
| 2. My library has a good layout.                   | SD | D | N | A | SA |
| 3. My library has adequate space for readers.      | SD | D | N | A | SA |
| 4. My library has good lighting and ventilation.   | SD | D | N | A | SA |
| 5. My library is clean tidy and hygienic.          | SD | D | N | A | SA |
| 6. My library has comfortable furniture.           | SD | D | N | A | SA |

**B. Library Collection**

- |  |    |   |   |   |    |
|--|----|---|---|---|----|
| 7. My library has adequate collection of books required.           | SD | D | N | A | SA |
| 8. My library has adequate collection of journals required.        | SD | D | N | A | SA |
| 9. My library has adequate collection of reference books required. | SD | D | N | A | SA |
| 10. My library considers user needs while acquiring new documents. | SD | D | N | A | SA |
| 11. My library displays documents in an attractive manner.         | SD | D | N | A | SA |
| 12. My library offers open access to all documents.                | SD | D | N | A | SA |
| 13. My library lends out all documents for home reading.           | SD | D | N | A | SA |
| 14. My library provides required documents the very first time.    | SD | D | N | A | SA |

**C. Library Staff**

- |  |    |   |   |   |    |
|--|----|---|---|---|----|
| 15. My library staff helps me when I fail to locate a needed document. | SD | D | N | A | SA |
|--|----|---|---|---|----|

16. My library staff does their work in time.  
SD D N A SA
17. My library staff informs me about the availability of the document requested.  
SD D N A SA
18. My library staff gives me correct information on request.  
SD D N A SA
19. My library staff immediately responds to my queries.  
SD D N A SA
20. The behavior of my library staff gives me confidence.  
SD D N A SA
21. My library staff has sufficient knowledge to answer my queries.  
SD D N A SA
22. My library staff gives me due personal attention.  
SD D N A SA
23. My library staff understands my specific needs well.  
SD D N A SA
- D. Library Works and Techniques**
24. My library acquires new documents in time.  
SD D N A SA
25. Newly acquired documents in my library are processed and made available to me very fast.  
SD D N A SA
26. My library arranges the documents in an easily retrievable order.  
SD D N A SA
27. My library replaces/reshelves returned documents on the shelves immediately.  
SD D N A SA
28. My library keeps the documents always in correct order.  
SD D N A SA
29. My library has a proper catalogue.  
SD D N A SA
30. My library does the issue and return process quickly.  
SD D N A SA
- E. Services**
31. My library issues sufficient number of documents I need.  
SD D N A SA
32. My library issues documents for as many days I need.  
SD D N A SA
33. My library gives me maximum personal help.  
SD D N A SA
34. My library provides me xerox service.  
SD D N A SA
35. My library regularly exhibits list of new documents acquired.  
SD D N A SA

33 Number of documents allowed on loan to:

	Books	Journals	Non-book materials
Degree Students	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Post Graduate Students	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teachers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-Teachers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

34 Period of Loan	Books	Journals	Non-book materials
Degree Students	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Post Graduate Students	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Teachers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-Teachers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 35 Do you organize User Education to Students? Yes/ No
- 36 Do you provide Library Manual to Students? Yes/ No
- 37 Do you keep regular interaction with users? Yes/ No
- 38 Do you offer good atmosphere for serious readers? Yes/ No

**G. Information Technology**

- 39 Do you use computers in your library? Yes/ No
- 40 If 'Yes', how many systems are available? .....
- 41 How many systems are provided to users? .....
- 42 Do you have internet connectivity? Yes/ No
- 43 If 'Yes', for what purpose it is used?

.....

.....

- 44 Please state your problems in organizing the library in a systematic manner.
- .....
- .....

- 45 Give suggestions, if any, to improve the use of your library resources and services.
- .....
- .....

Thank You