AN EVALUATION OF LEARNING AND RESEARCH CONDUCTED AT THE LIBRARY INFORMATION CENTRE USING SCIENTOMETRICS METHODS

ABSTRACT

In the digital culture, library services have changed rapidly. In addition to having access to multiple sources of information, library customers expect quality material within the shortest amount of time, regardless of the format of the information. Hence, the Library must provide quality service to retain and increase its importance to its users. In addition, it must enhance the Library's role in teaching, learning, and research. The assumptions about library service and quality from students of various colleges were examined. Responses were positive, and users were eager to express their opinions about the surroundings, advice, personnel, resources, and services. Infrastructure, resources, staff training, and other activities at the library are deployed together with user expectations.

Keywords: *Library Service Quality, Information Resources, Library Facilities, User Satisfaction.*

Introduction

Quality services refer to those that meet and exceed users' expectations.. Correctly understanding customer perceptions along service quality dimensions is essential for LIS professionals. This paper briefly explains the concept of service quality, traces its development, and highlights intending to identify the issues meriting attention by library professionals to gear up the library products and services so that user communities get satisfied coming to the Library. Assessing and assuring users' needs is an integral part of quality service. The questionnaire collected independent perspectives and consolidated them to analyze strengths and weaknesses. There is no homogenous group of users; instead, a heterogeneous user group exists, and the Library must fairly respond to their individual needs to face modern-day challenges. This article contributes to the growing body of information on service quality standards in academic libraries.

Communication channels and constant communication with users are essential to understand users' expectations. Users' engagement in the planning process of library infrastructure and services promotes the use of library resources. Technology improvements over the past few years have allowed the library to meet and exceed user expectations. The risk of using email reference services, electronic books, and full-text databases has increased due to Internet 2.0 technologies. The employment of knowledge technology in the library benefits staff members in several ways, including enhanced productivity and increased performance. Utilizing information technology has thereby increased user satisfaction and increased user expectations.

Objectives:

1. To investigate student's frequency and reasons for using the Library
2. To determine students' perception of resources, facilities, and services
3. To determine students' level of satisfaction with library service quality

Methodology

Through quantitative research, it reveals user attitudes and perceptions of quality management, resources, reliability,

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tangibleness, responsiveness, and guidance, and their impact on user stratification.

Quality Management – General Aspects
Environment

Environmental considerations include the reading room, seating furnishings, software, ventilation, and lighting setup. Cleanliness in the library environment is an important aspect of the physical elements (Nitecki, 1996). Cleaning the toilet, floor, and bookshelves will help to create a pleasant environment.

Table 1

Sl.No.	Statement	Response(%)
1	have to maintain the study space calm.	100
2	restrooms attached.	86
3	Library types of equipment should be kept in good working condition	95
4	The lighting in the Library should be adequate	92
5	There should be proper ventilation in the Library	76
6	The Library should have software suitable for its purpose.	82
7	The bathroom facilities next to the library have to be clean.	76

Table No. 1 illustrates that silence in the reading area is an essential quality indicator among the environmental variables for all users. It serves as an area for academic debate and the development of fresh concepts. Members stated that having pin-drop silence in the library is, therefore "most important." The academic staff wants the library to be regarded as a source of knowledge and a representation of intelligence (Kyrillidou Martha, 2002). The most crucial elements for users are the functionality of the equipment, appropriate reading lighting, adequate software, ventilation, and clean toilets

Guidance

There are numerous ways that librarians can assist library patrons. The library catalogs, subject signs, and orientation courses are a few tools for directing patrons toward making better use of the library. It is assumed that a user is well looked after and correctly instructed when they enter the library. For the correct use of services, the direction is essential.
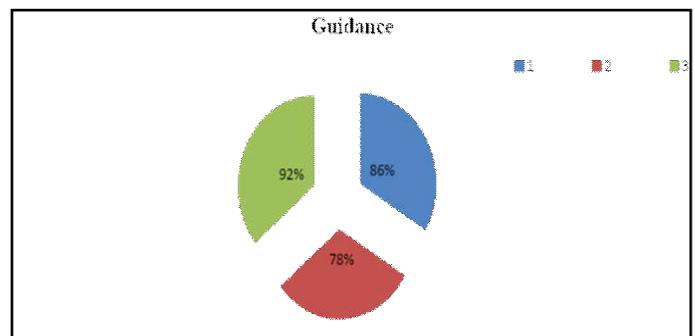
Figure No. 1

Figure No. 1 shows that a library's catalog is a crucial source of information about its collections. The catalog should show current, accurate records. The catalog, in the opinion of the faculty, should therefore be the primary and most trustworthy source of information about the holdings. Most crucial are the self-explanatory directional markers that make it easier to identify papers and promote open access. The majority of libraries are accessible during business hours. Independent use of the catalog and a training plan for library patrons are two crucial aspects users mention as guidance attributes.

Services

Through services, patrons communicate with the library management directly. The main goal of every library is to serve its patrons effectively.

Table 2

Sl. No.	Statements	Percentage of Response
1	The most recent list of periodicals, newspapers, and journals should be available in the library.	66
2	Library resources should be promptly shelved.	75
3	The newest volumes of books, magazines, and journals should be on display.	80
4	The Library should promote and support training, research, and project work.	55

According to Table No. 2, libraries must retain a current list of journals, magazines, and items that have been indexed from journals and newspapers available for users. These lists are required for the faculty members' ready access. Shelving books is a big issue for open-access libraries. The most crucial aspect for the user is how services are designed and delivered.

Resources

Table 3

SL.No.	Statement	Response (%)
1	The Library should possess a document that meets the course requirements.	87
2	The Library should purchase new materials relevant to the course needs.	95
3	The Library should acquire CDs and other e-resources to support the curriculum	65
4	The Library should receive newspapers, magazines, and general knowledge books.	97

Any library's services quality is based on its resources, as shown in Table 3. Libraries are renowned for their distinctive holdings. Because of their collection, libraries have emerged as the epicenter of intellectual activity. Any library's collection is crucial in determining its patrons and 12 services. Unquestionably, a qualitative collection is the fundamental component of every library and the active tool for research, training, consulting, and education. However, due to limited resources, libraries can only purchase a small number of documents published in the subject; thus, choosing pertinent publications becomes crucial. As a result, strategies must be developed to ensure that the Library purchases a collection that will satisfy its patrons' urgent demands and intellectual, informational, and recreational needs.

Reliability

More than ever, library services in the science and research sector must be reliable. This element takes on particular relevance against the background of electronic media and Web 2.0 technologies. Lucky hits, disappearing URLs, crashing servers, and inaccessible domains must help the quality of information services.

Table 4

Sl.No.	Statement	Response (%)
1	Users get accurate, appropriate, and timely service to meet their information needs.	83
2	Service is both available and delivered in modes appropriate to user needs	75
3	Authority and Quality Standard of Printed Materials	91
4	Updation and Currency of web pages	96

Physical Environment

It has been noted that the majority of faculty and user groups gave priority to the physical 'Environment' part of the library service quality. The "environment" refers to the actual conditions of the service, such as the presence of computers, OPAC terminals, cleanliness, sufficient lighting, suitable ventilation, functional furniture, appropriate library hours, library software, and a reading area.

Table 5

Sl.No.	Statement	Response (%)
1	The library personnel should be knowledgeable about the library's resources and tools.	90%
2	The general attitude of library employees should be pleasant and enthusiastic.	76%
3	The librarian should take into consideration user feedback and opinions.	68%
4	Personalised assistance should be provided when users need to locate an appropriate document.	83%
5	The library staff should be welcoming, accommodating, and respectful.	79%
6	When asked a question, library personnel should respond promptly with factual information.	92%

Range of services

Services such as document delivery, literature search service, and alerting service was also consistently positively assessed. More than 75 % of customers considered this range of services to be good or very good. The reference service, referral service, current awareness service, and newspaper clippings are some of the important services users encourage.

Suggestions

Guidance for the use of Library Resources

A librarian's duties includes providing better instructions for using library resources. Self-explanatory boards, labeling, a display of newly displayed papers, and human assistance would make it easier for the user to find the documents and speed up and effectively utilize the resources that are accessible.

Book Club

The Book Club program, providing library patrons a forum to talk about and share their reading with others, was greatly valued by the patrons.

Conclusion

The Library environment should encourage reading and research. From the user's point of view, the most suitable collection includes as many topics as feasible for better service. Better administrative practices, the promotion of a commitment and sincere attitude, and computerized operations and services are only a few ways to improve library services. More than 80% of users said the selection of journals was thorough and current. A positive reaction was given to the subject-specific databases that the library provided. More than 90% of respondents considered the Library's website a trustworthy information source.

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