Library and information services in a higher education institution play a significant role in enhancing the quality of academic and research environment. A well-equipped and well-managed library is the foundation of modern educational structure. Academic libraries are known as the heart of academic institutions. Present day academic libraries are dedicated to provide high quality of services to its users. Almost all such libraries have taken some measures to keep pace with the fast moving new technological development.

Library users in today’s context demand effective and efficient services. It is the duty of the library professionals to meet the expectations of the users by providing the right information at the right time. Advancement of the technology has converted the traditional libraries to hybrid libraries. Development of electronic and digital libraries have changed the traditional libraries to the libraries without wall. As a result, the libraries are transformed to a gateway to the world’s knowledge.

Quality management (QM) of an academic library depends on the skill and expertise of the librarian and the staff of the library. The librarian and the staff of an academic library must understand to design various services according to need of its customer, based on availability of resources. The overall quality of an academic library must be the concern of everyone who works there. The quality of academic libraries is connected with services, product as well as staff and facilities.

A study on the college libraries of Upper Assam area is proposed here with the objective to look into the quality awareness level of library professionals and key activities for QM as initiated by the provincialised college libraries. The study will also focus on different aspects related to the quality indicators on management and services as specified by the NAAC guidelines for the affiliated / constituted colleges of India. Due importance will be given to analyse the users’ perception of quality services by the college libraries of Upper Assam. Best practices that enhance the academic information environment and usability of the provincialised college libraries of Upper Assam will be
explored. An attempt will be made to analyse the present Information Communication Technology environment and benefit derived by the users.

The study is carried out with a sample group of 60 Provincialised College Libraries and 840 library users of Upper Assam. The investigator collected the applicable data personally with the help of pertinent tools. The data have been analysed methodologically and findings were derived after interpretation and analysis of data.

The study begins with a brief sketch of college library, quality management of academic library, scenario of higher education institutions and role of libraries in higher education institutions. It also deals with the significance of the study, objectives of the study, delimitation, a brief profile of the study area, and the operational definitions of terms used in the study.

In the second chapter, review of literature with summary of the review has been mentioned. The third chapter gives a detailed account of methods and approaches used for data collection, population, sampling and tools and techniques used.

The fourth chapter deals with analysis and interpretation of data. In this chapter findings of the study have been statistically analysed and presented in graphical format.

In the fifth chapter, discussion of the findings, educational implications and suggestions have been presented.