Chapter 6

Suggestions and Future research

“The function of a harp player is to play the harp. The function of good harp player is to play it well.”- Aristotle

6.1 Suggestions

1. It is suggested that all universities’ library professional or their representatives should work together to get their views and recommendations on current issues, problems with their solutions.

2. It is suggested that there should be a committee of library professionals of research into service quality in the field of LIS studies, which will find out reliable outcome by users in different places and types of Libraries. This committee will inspect and will give urgent remedial action on the gaps between expectations and perceptions regarding collection, staff, and equipment of the users.

3. New ICT based services should be introduced by the libraries.

4. The staff of reference section should be trained to maintained high level of users’ satisfaction.

5. While designing online or electronic services for university library usage it considers the features of users’ friendliness and helpfulness.

6. The Dept. of LIS and libraries should be introduced the concept of customer care training.

7. Newly admitted students who are mostly in need of assistance in the use of different library resources and services and they should be target by Library instruction programme which should be conducted more frequently.

8. Users’ satisfaction survey should be conducted in University Libraries on large-scale with different aspects.

9. Dept. of LIS should pay special attention on training the future library professionals by giving the library science students the practical or case studies, assignments of long and short range questions and electronic reference services

10. Finding of the study should be considered by the relevant individual university libraries in general for improvement of their quality services.
The library service quality can be improved by:

- Giving users more individual attention.
- Making electronic resource accessible from home.
- Having longer library service hours especially before and during examination.
- Providing more copies of textbooks.
- Providing better computer facilities and faster internet speed.
- Providing more community space for group learning and group study.

11. Collection development with IT infrastructure

Library is the heart academic institution since ages. It is serving the users by building good collection to meet the aim and goals of its parent institution. The collection pattern in the academic libraries has changed according to the needs of society and the library system has always griped the changes with positive note.

Libraries website clearly indicates that widely subscribe databases among the university libraries, with this enrich & along with procuring e- resources the information resources libraries should take the initiative to have better IT infrastructure.

12. Implementation of knowledge management

Successful implementation of knowledge management in university libraries requires a vision from top to bottom administration level staff and strong leadership. It can also persuade the organisation’s knowledge sharing, library professionals cannot survive if they behind in development of knowledge management. The knowledge management helps LIS professionals in improving the services while rendering to their users.

Library emphasis strong reliance not only on printed collection but also on electronic and print- even hybrid collection to face the challenges of the existences.

Library should offer traditional services as well as it adds new services as printing, downloading, surfing, scanning, referral, etc, these fascinating services are introduced.

We are doing everything in the library for the best services to the library users. In addition to this, we should keep our mind for such limitations like budget, staff,
collection and available sources etc. But each and every limitation we are trying to provide the best services to our users.

13. Promoting new ideas like with the help of Web applications - 2.0, 3.0 & Social networking sites

The library student community should be aware about social networking platform. Promoting the social networking sites during the library orientation programmes and reference interview are good idea. This could also be put on the official website, notice boards, etc.

For LIS coursework, curriculum should be added or on the base on practical work and give them task such as preparation of library portal, library social website, library Facebook account, blog, web 2.0 implementation specially dept. Of LIS institution and should be willing to participate in the ongoing process of social networking attempts.

14. Marketing Library Services

It is very much important for promotion library services and resources. The basic purpose is to increase the usage of library resources and awareness. It includes mapping users’ priorities, expectations and value added services. Library professional can revolutionize usage and achieve goals using marketing strategies & techniques.

15. Staff Development Programme

Short term courses/ workshops should be frequently arranged for staff development programme for supporting staff in which include basic computer training, soft skill for better performance and arrange motivational lectures.

16. Soft skills

Today’s growths with higher standards, soft skills are key component to employment. It refers to social graces, personal habits, personality traits, facility with languages, friendliness and optimism that mark each employee. Soft skills lead to the ability to start and maintain a good relationship with anyone in contact.

17. Electronic source should be provided to the users.
18. Regular user survey should be conducted to evaluate to improve the service. When survey results may be regarding the library staff with good or bad or mix of these two, the library now possesses much more information than it had before. So use it to advantage and run with it.

19. A complaint or suggestion register / box should be kept in library and frequent updates regarding actions must be informed to the library users.

6.2 The finding report in this study offer several suggestions for future research

First, research is needed to identify more dimensions to find out the service quality construct e.g. technology.

Second, to check the importance of service quality dimensions multiple statistical techniques need to be used to explore more about the consistency.

Third, a few of the services and contexts could be taken up in this study. In future, researchers could take more service categories with large database.

The most important conclusion of this study is the ‘Library Service Quality Gap Score’. This scale is a standard scoring system and can be used to measure any library service quality. There are several university libraries all over India and it could be find out what are the expectations of library staffs for the betterment of library services.

This study has done for a particular department of the universities; in future, the study should be done for single university with all the departments.

In future, study should be with comparison between the universities’ service qualities by using different managerial techniques such as SWOT analysis, TQM etc.

6.3 Conclusion: Service providers, no matter their profession, need to know that the definition of quality is a subjective matter. It is a fact that the users will always read aloud what they want, when and how? The service provider, though certainly not a spectator in this transactional relationship is always influenced to large extent by the demands of the users, the user can always change the direction, form and character of any service depending on their needs. The provider’s responsibility to the user is to adapt such needs. The service therefore should always be tailor-made to accommodate the needs and wants of the customer.