Abstract

The conventional services and usual role of university libraries is changed due to information explosion, increasing demand of users and application of information technology competition surrounded by service sectors and high student enrolments. The university libraries are also facing different challenges such as rapid development information technology, increasing cost of material, direct access via Web and tentative budget allocation. Each of these challenges requires library administration to become more concerned of their users’ expectations. The understanding of users’ expectations and meeting those expectations is the only way for libraries to retain their users. Review of library service quality helps in identifying users’ needs, wants and decreasing the gap between users’ perception and expectations. It is also provides users’ feedback in order to improve the quality of library services.

The primary objective of academic libraries and librarians are to satisfying users’ needs. Everyday year, new students come to the university with different needs and expectations. Furthermore, new technologies, database, and more innovative systems for accessing information, have made the library more complicated and challenging for librarians and users alike. The plenty of new resources available and the difficulty in being started to evaluate these resources also create problems for users. The inability to easily identify the specific use of a library’s services because of the new technologies, and the difficulty to access information sources can contributed to user dissatisfaction among academic library users.

There are various methods, tools and techniques to measure, control and improve the quality of library services. Quality measurement and evaluation assumes great importance in modern libraries, as it brings immense benefits to the library as well as user community. Different methods such as collection of data for measuring the performance and quality of library; The SERVQUAL method, a multiple item scale to measure service quality; The LibQUAL+™, a tool developed on SERVQUAL for measuring the quality of library products and services.

Quality education is impossible without a quality library. The success and sustenance of libraries in future depends upon their capability to be more dynamic and continual to prove their value in academic and research endeavour. The only alternative left to the university libraries is to adopt Quality Management in all the integrated library
activities and services and thereby contribute to the productivity and accomplishments of the customer expectation. The university library system had a variety of reasons for implementing and promoting QM, due to increase demands for quality service from the customers, impact of information technology and rising costs, resulting from inflation were becoming the standard for today’s university systems. Greater efficiency, improved service and optimum utilization of resources are the reasons for undertaking QM in the university library system. The importance of quality has been in the past and this will march into the future and remain as key strategic importance to the librarianship. But the ultimate goal in obtaining height quality products and services remain as an integral part of our library profession’s ethos and no matter what modern management tools do we apply in search of ‘Quality’

In information age where information explosion and user care ate one of the major challenges. It is inevitable for the library to provide richer information diets to their customers for fulfilling their information needs. This reality is very well felt by the developed world and in those countries reference and information services have seen revolutionary changes to meet the new challenges of information age. This study investigated the overall users’ perception and satisfaction with reference to collection, staff, services and infrastructure.

In today’s competitive age, quality is primary requirement of any field. In LIS has also not completed without the managerial concept, technological aspects with the higher qualities, in this regards in Indian LIS Dr. S.R. Ranganathan’s Five Laws in the Context of Quality Management Systems and Role of NAAC in Promoting Quality on Higher Education plays an important role.
The LIS education in India has a unique profile, it is observable that it holds a special position in the development of a society from the fact that rulers took keen interest and are responsible for the origin of this education in the country. Our educational system under great strain and stress. A university library being an integral part of the university is equally affected. University libraries have to cope not only with the increasing number of users, but also with the users from newer fields of study, teaching and research. The interdisciplinary approach is many of these fields have added an additional dimension to the situation. The university libraries are hopefully expected to respond meaningfully to changing needs. it is being frequently said that university libraries are facing a situation of crisis due to a number of factors such as
explosion of literature, price rise, increase in the number of users etc. this calls for efficient management of resources (Men, materials, money and time). It is essential to adopt scientific management. The present situation of crisis provides a tremendous scope for innovation and experimentation. Experience shows that human being bring their best in a state of crisis. The fast changing library environment should be considered as a fertile ground for experimentation with new ideas, leading to a solution of many problems. Here lies the challenge which must be accepted by the professionals.