



# REVIEW OF RESEARCH

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## QUALITY OF LIBRARY SERVICES

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### ABSTRACT

*Quality can be good or bad. This is the key to a competitive world. This became an important business issue as American competitiveness in the global market declined. The Webster's Dictionary defines it as a "degree of excellence." It is a standard in which a product or service is suitable for a specific use. It can be defined as products and services beyond current needs and customer expectations. Quality Guarantee is a process that guarantees the quality of a product or service that meets certain predefined standards. First, it starts in the manufacturing sector, then in the service industry and finally in the banking and finance sector. Quality is generally related to time, place, environment and people.*

**KEYWORDS:** Library Services, Quality.

### INTRODUCTION

According to Kotler, "Service is an action or benefit that one party can give to another that is essentially intangible and does not affect ownership of anything." Its product may or may not be linked to a physical product. The U.S. National Library of Medicine defines a library service as a "service offered to a library user." It includes context and convergence. The library provides building and equipment for users to use print media and electronic media. This is called a library service. According to Heath, "libraries today are service agents that share the entire community's non-profit and non-profit service with other service providers." Each library provides quality services to meet the needs of the user. The purpose of the quality of library services is to provide the exact resources required by the users at specific times. According to McNicol, "quality = acquired information resources made easily available at the right time at the lowest possible cost". Koogan explained that "quick access to information is a major concern of users who want their library to be up-to-date and responsive to their needs. Knowledgeable staff provides uninterrupted access to information regardless of format, whether the user is in the library or remote location." The only measuring criterion for evaluation is defined by customers, "Only customers judge quality; All other decisions are fundamentally irrelevant."

Librarian and library staff members will provide better services to users through traditional services, computerized services, web-based services and extension services. This section provides information about the various types of good services provided by the College Library to meet the needs of the users. Some of the services accepted by college libraries are:

#### 1. Orientation Program:

Indian college libraries usually provide loan services and other services to gain access to reference resources. As far as Orientation to freshman is concerned, college librarians have



been able to do more than just visit many libraries. Most college students do not know how to use the college library effectively. The key issue is to train them to use the resources and services available in the library and to make them better readers.

## **2. Circulation Services:**

Circulation services rely mainly on the collection of library resources. Users are borrowing / referring resources from the library according to their needs. This service includes issuing, returning and renewing content for a specific period of time. Most libraries today are computerized.

## **3. Interlibrary Loan (ILL):**

An ILL is a request for resources from one library to another. It focuses primarily on resource allocation. ILLs have an important role to play in meeting the needs of the user if resources are not available in any library at that time. The quality of ILL plays an important role in AICTE in India. AICTE is preferred for Developing Library Network (DELNET).

## **4. Reprographic Services:**

This service does not provide users with any documentation, but provides guidance for finding information needs outside the library. The quality of reference services depends primarily on research practitioners and new subject learners. Most users today are using this service to improve their study.

## **5. Translation Services:**

Translation services are translating content from one language to another. Most organizations do not provide these services according to the needs of the user. UGC offers scholarships to students of the College of Arts and Sciences. Students need Hindi translation to get UGC Fellowship early. Translation services help meet the needs of the user at the right time. There are professional translators at the National Institute of Communication and Industrial Research (NISCAIR). This is a great example of this service.

## **6. Literature Search Service:**

Lancaster defines "literature search as any activity in which literature is searched to find bibliographic material on a particular subject". This means obtaining information through print media (indexes and abstracts of bibliographies, journals, books, catalogs) or by electronic means on specific topics / topics. This service helps users find published material on specific topics. This applies to researchers and professors, as they need in-depth information. This service is implemented manually and computerized. The quality of material search services depends largely on past and present content. Today most publishers are publishing text through their websites. This service helps in gaining in-depth knowledge of the subject.

## **7. Assistance in the Use of Library:**

Library staff members help access library tools such as Online Public Access Catalog (OPAC), print media resources (directories, annuals, encyclopaedias, etc.) and electronic media resources (e-books, e-journals, online databases, searches). Engine tools etc.). The quality of assistance in library use depends largely on the following:

- Creating awareness about the sources of information in the library
- To give demos to users on OPAC, internet and e-resources
- To create the layout of the library (i.e. stack-room guide, reference room guide, back-volume guide and new-arrival guide etc.)
- Never meet librarians by library users
- Preparation of library rules and regulations
- Creating a booklet about library resources and tools

**Security Service:**

In general, most library users expect security services from the library for personal and study items. Library staff members provide security services through CCTV, RFID etc. Security services help users avoid mental fears or stress and improve the quality of library services.

**Reference Service:**

Reference services help readers make use of library resources. Dr. S.R. Ranganathan defines the reference service as "the process of establishing a personal connection between the reader and his documents." This service provides relevant information to the users at the right time. The father of library science has classified it into Ready Reference Services and Long Range Reference Services. Ready reference service is a reference service completed in the shortest possible time - if possible. This service takes a maximum of 30 minutes. Long Range Reference Service is a reference service that takes more than 30 minutes to answer users' questions. The quality of the reference service provides relevant information according to the needs of the user. This helps to save users time. These services rely mainly on research scholars. Most research scholars rely on these services for their analytical studies.

**Digital Reference Service:**

The digital reference service is just putting a reference desk on the web. Carter Jens and Memot described the "digital reference service as a mechanism by which people can submit their queries and receive answers from library staff members via some electronic means (e-mail, chat, web form, etc.)." Digital Library Service:

A digital library is basically an electronic format for storing information and disseminating it widely in the user community. The Digital Library Foundation defines, "A digital library is an organization that provides resources with specific staff, selecting, designing, providing intellectual access, interpreting, distributing, maintaining integrity and ensuring timeliness of the collection of digital work. , They are easily and financially available for use by defined communities or sets of communities."

**Techniques for improving the quality of library services:**

Today, many users appreciate online service channels. The traditional offline medium of library services has shifted to online parts like internet based and inter-library loan services. However, the development of digital technology brings both opportunities and challenges for educational libraries. According to Rovito's (2010) observations, existing educational libraries can be compared to Google and other network capabilities, such as professional service providers. In this changing situation, libraries and information services have to adapt to the new paradigm. In the optimization process, across all service and facility units, a good quality guarantee system plays a necessary and important role in creating a library to satisfy the users. But failing to provide adequate training to professionals and not deploying them effectively can reduce its effectiveness.

Quality has to do with time, place, environment and people. A library is a place for a variety of information resources, such as books, journals, videos, discs, and magazines. The quality of the library should be evaluated in order to move forward in highly competitive conditions. As libraries and information centers become service units or areas of educational institutions, research on quality of services and perceptions of users should be done at regular intervals to evaluate and improve services for their users.

Libraries have adopted quality management practices. For extended periods, libraries considered themselves the custodians of information but the main role of the library is to act as a direct representative for disseminating knowledge. In today's rapidly changing world, libraries need to adopt a service quality or quality management approach in order to survive in this environment and keep their users comfortable. In the past, it was planned to build a first class library using extra money, collecting a large number of books and using a large space, but now it is necessary to adhere to the principles of service quality in day to day quality management in libraries.

**CONCLUSION:**

Libraries serve as an integral part of higher education. Quality service is the purpose of the library. The reputation of a library can be enhanced by improving quality products (resources) and services for its users. The quality of the educational library can be checked by the number of satisfied members. Good use of adequate infrastructure, books, journals and other e-resources helps libraries achieve their goals and enables them to provide quality information at the doorsteps of users. Quality also brings information provided through improved management control and standards monitoring. Performance indicators ensure that the educational library and its information service units are constantly aware of changes in user needs and the strengths and weaknesses of the service offered. The quality of higher education depends largely on the available reference resources and other up-to-date information services. There is an urgent need to evaluate the quality of college library services offered in traditional, computerized, digital or online setups and to improve and integrate library reference resources to the utmost satisfaction of all users, especially to meet their needs. Students in the College of Arts, Sciences and Engineering, Libraries train students' minds as mental training centres; It must be flexible to accept any positive change.

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