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Quality of library services in Degree College affiliated CCS University Meerut

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Abstract

The Paper defines library quality, Services quality, quality management related concepts, then measure and compare library quality and services of selected aided Degree College for user oriented. Quality is the is the important element of performance measurement, for examples performance standard performance indicators, performance measures and performance evaluations. Similarly there are factors dimensions of library capability and services quality. The scope of present study is limited to libraries of four aided Degree college's ex- JVC Baraut Baghpat, SGPG College Sarurpur Khurd Meerut Faiz-A-Aam Degree College Meerut SSSS PG College Rasna Meerut.

Keywords: Quality, services, Aided College

Introduction

Library word is made by the word of liber. Liber is Latin language word this meaning is the store of books and other documents, that time the libraries have so many challenges due to availability of many modes and forms of information resources of the users. The existence of libraries and information Centres is dependent on the standard and the level of users need and desires of information. Various services organisations are becoming users. All the users satisfactions has become a critical issue, they are satisfied only when the provided services and material (Content) or types of delivery exceeds their expectations, Accordingly, a service that totally satisfies the users need and expectations is every field on a continual basis is known as quality services.

Definition of the term quality

According to Harvey & Green (1988) ^[1] quality refers to something distinctive] and linked to notions of excellence or high quality that is unattainable by most.

Quality as perfection sees quality as consistent outcome, which can be attained by all Quality as fitness for purpose sees quality from the perspective of fulfilling customer requirements needs, or desires.

Quality as value for money sees quality from the perspective of fulfilling customer requirements needs, of desires.

Quality as value for money sees quality I terms of return on investment. Quality as transformation is a classic notion of quality that sees it in terms of change from one state to another As per ISO 9000 (1998) ^[2] quality means whole of the attribute and features of a service or product that lie on the library's ability to satisfy stated or implied needs.

Definitions of the term quality in the content of academic libraries

When a library is able to fulfil the requirements and expectations of the persons which it wants to serve then it is called the quality or capacity of that library. Here warming resources - capacity developed with resources – and usage of that capacity are the deciding factors of this kind of quality.

Nitecki & Hernon (2000) ^[3] defined the term quality as meeting customer expectations. Quality in the context university libraries is defined as customer satisfaction. A qualitative library service is that which completely meet up the desires and needs of the readers.

Hernon & Altman (1998) ^[2] contended that due to historical focus library quality has been synonymous with collection size an assessment of what is the capability (resources) of the

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library instead of what the library has done. Even then library quality and service quality are very different measures. Although the phrase “access not ownership” has become common but the means to enhance that access did not change radically. Internet, digital publishing, and social media have brought a major shift in resources, attention, and interest from library ‘collection’ to the information superhighway. Now users, who come to library and who visit though and electronic highway experience both the content and context of the service. So quality is a relative term and it depends on the perception of users Herson & Altman (1998) ^[2] contended that perception in reality. Services quality is exactly what the customer says it is. Reviews of user studies indicate that library’s existence in the dependent factor of user’s satisfaction and that satisfaction of users further depends on overall quality of library resources and services.

Concept of library quality and its components

Quality is a comparison between expectations and performance or actual experience. Quality itself is a measure and the extent to which a product or services meets and or exceeds a customers expectations from that product or services. Accordingly, services quality is the measure of how far the delivered products and services meet there expectations. For a through and thoughtful knowledge of services quality, some basic features of services (i.e. intangibility, heterogeneity, heritability and inseparability) which separate them from products must be taken into consideration. SQ is the difference between the real and desired experience with library services.

Observed quality is a user’s decision or perception about a thing’s overall differences or dominance. It is a kind of viewpoint which comes from comparison of expected experiences with actual observation of performance. The value (outcome/benefits/impact) received from delivered products and services in comparison to cost incurred or those products and services is dependent on the perceptions of what is the achieved and what is sacrificed. Because this “judgement is personal, discrete, and dynamic construct so it is an exchange between benefits (quality) and sacrifice (price)”.

According to Herson & Altman (2010), service quality views the services provided by an organization from the point of view of the users. It encourages the organization to meet specific users’ expectation and to increase the number of loyal and delighted user with the services. Taking into consideration this view. SQ has appeared as an approach for user satisfaction, user loyalty, and fame of libraries for more and best services.”

Quality System of Library

Each one gives his or her own definition, but one meaning of quality is customer satisfaction through product or by service. The customer in the academic library is the user/reader/student. Here the customer is not an outsider, but part of the academic community.

As a response of the challenge of quality, India’ University Grants Commission (UGC) has set up NAAC (National Accreditation and Assessment Council). NAAC conducts audits and inceptions on the quality of service provided by educational institutions, including library service. Grants are linked to the outcomes of these assessments. In light of this academic libraries must develop systems, philosophies,

and strategies for managing quality.

The primary purpose of an academic library is to support the teaching, research and other academic programs of its parents organization. An academic library is part of a service organization which delivers products personally to the customer.

Quality Services Managing In Academic Library

The quality of academic libraries is connected with services, product as well as staff, Facilities. High quality staff can transform even the poorest library into an operation offering excellent service. Because libraries are service organizations, the quality in the context of a library is often treated as the quality of service.

In a service organization like an academic library, customer satisfaction means fulfilling expectations. Libraries must find out what readers want and concentrate upon providing it. Designing an appropriate service means asking.

In a library there are basically two types of customer: those who are in a hurry and those who want to kill time. An academic library has to identify these and serve them accordingly.

Concept of Continuous Improvement by Quality Service Library

Quality service library is mainly concerned with continuous improvement in all work, from high level strategic planning and decision-making, to detailed execution of work elements on the shop floor. It stems from the belief that mistakes can be avoided and defects can be prevented. It leads to continuously improving result, in all aspects of work, as a result of continuously improving capabilities, people, processes, and technology and machine capabilities. Continuous improvement must deal not only with improving results, but more importantly with improving capabilities to produce better results in the future. The five major areas of focus for capability improvement are demand generation, supply generation, technology, operation and people capability.

ISO 9000 Quality Services In Academic Library

There are various reasons for implementing a quality system that conforms to an ISO standard. The primary reason is this improvement in process or system and a desire for global deployment of information and service. As more or more institution registered, they are requiring their subcontractors. A family of standards and guidelines for quality in the manufacturing and service industries from the International Organization for Standardization (ISO). ISO 9000 defines the criteria for what should be measured. ISO 9001 covers design and development. ISO 9002 covers production, installation and services, and ISO 9003 covers final testing and inspection. ISO 9000 certification does not guarantee product quality. It ensures that the processes that develop the product are documented and performed in a quality manner.

ISO 9000 Standards

- Voluntary standard that is quickly becoming the norm
- Series of quality standards defined by the International Organization for Standardization
- Certification to an ISO 9000 standard means that the firm has a quality management system in place that ensures consistency of output quality

- Takes 9 to 18 months to get certified
- ISO 9000 does not prescribe particular practices but requires that business implement three-component cycles. Activities affecting quality must be:

Principles and process of quality services libraries

A Preliminary step in Quality Services Library implementation is to assess the organization's current reality. Relevant preconditions have to do with the organization's history, its current needs, precipitation events leading to Quality Services Library and the existing employee quality of working life. If the current reality does not include important preconditions, Quality Services Library implementation should be delayed until the organization is in a state in which Quality Services Library is likely to succeed.

If an organization has a track record of effective responsiveness to the environment, and it has been able to successfully change the way he operates when needed, Quality Services Library will be easier to implement. If an organization has been historically reactive and has no skill at improving its operating systems, there will be both employee scepticism and a lack of skilled change agents. If this condition prevails, a comprehensive program of management and leadership development may be instituted. A management audit is a good assessment tool to identify current levels of organizational functioning and areas in need of change. An organization should be basically healthy before beginning Quality Services Library. If it has significant problems such as a very unstable funding base, weak administrative systems, lack of managerial skill, or poor employee morale, Quality Services Library would not be appropriate

Implementing Quality Management: From Theory to Action," the book is a Quality Services Library Implemented best solution is selected it can be used in academic library. The point has the objective of preparation, obtaining approval, and implementing the method of improvement.

Review of Literature

It has been concluded the Ljubljana University libraries highly quality staff and building so many users using that libraries. All the students and teaching staff fully improved the Knowledge. Nana Turk, Building a culture of quality assurance in the libraries of the University of Ljubljana, New library world (Nana Turk, 2007)^[7].

Rowley, Jennifer has "Making sense of the quality maze: perspectives for public and academic libraries" The libraries any types information deliver to staffs and public very quickly any types of management systems or any governments. The quality performance management and impact assessment regions that affect public and academic libraries in the UK. Different quality on the library and information services that libraries but libraries staff any time delivery for information services. Through the online services and some database using for libraries. Jennifer Rowley, making sense of the quality maze: perspectives for public and academic libraries, Library management (Jennifer Rowley, 2005)^[13].

Wilson, Frankie and Town, Stephen J have attempted to study on "Benchmarking and library quality maturity" has attempted to study on Benchmarking using on last 25 years business and industry known using for benchmarking in academic libraries simony benefits given for customer or reader benchmarking has been applied in academic libraries in the UK since 1995, with successful example documented in the literature he concluded benchmarking should be viewed as a tool organization at a high level of quality systems. It can have ready long terms improvement in academic libraries it applying in benchmarking. Frankie Wilson and Stephen J Town, Benchmarking and library quality maturity (Frankie and Town, 2001)

Need For Study

Library becomes integral part of any educational institutions. The image of the Libraries can enhanced only by improving the routines and services. In this regard, there are many techniques adopted to maximize the use of resources available in Libraries. Periodical survey alone will lead to improve the Library system. The present study aims to identify the level of awareness on Quality Services Library among the working professionals of academic libraries. Hence the topic is chosen for the study.

Objectives

1. To identify the level of awareness on Quality Services Library among the library professionals.
2. To analysis the working environment.
3. To trace the familiarity of accreditation bodies.
4. To know the effectiveness of benchmarking.
5. To find out the effective services of academic libraries in the study area
6. To draw the suggestions for the effectiveness of Quality Services Library.

Hypothesis

1. What are the conditions of quality services and facilities aided college library affiliated of CCS University Meerut in present time.
2. What is the development of aided college library affiliated of CCS University Meerut at today.
3. How many difficulties in front of the aided college library affiliated of CCS University Meerut to provide the quality services and facilities for users.

Research Methodology

The study covers working library professionals in the academic libraries. A structured questionnaire was designed to collect data from the engineering and Arts & Science college librarians, keeping on mind the basic objectives of the study. The data was personally collected from the academic librarians & helping staff.

Data Analysis

To defined library quality and effectiveness from the perception of user of the Aided degree college Affiliated CCS University Meerut.

Table 1: According to Collection

Category of documents	Name of Libraries			
	J.V.C	SSSS PG. C	S.G (PG). C	FAIZ-A-AAM. C
Books	116000	17160	25000	14000
Reference Books	50000	6000	12000	5000
Current Periodicals	50	14	16	8
Journals	8	4	7	2
Audio-Visual Material	125	23	36	Nil
Computers	10	6	8	2
Printers	2	2	2	1
Air conditioner	Nil	Nil	Nil	Nil

Table 2: According to Quality Services

Category of services	Name of Library			
	J.V.C	SSSS PG. C	S.G (PG). C	FAIZ-A-AAM. C
Circulation	Yes	Yes	Yes	Yes
Reference	Yes	Yes	Yes	Yes
Reprography/Xerox	Yes	Yes	Yes	Yes
C.A.S	Yes	Yes	Yes	Nil
S.D.I	Nil	Nil	Nil	Nil
Internet	Yes	Yes	Yes	Yes
Reading Room Capability	Yes	Yes	Yes	Yes
Translation	Nil	Nil	Nil	Nil
Library staff	13	03	04	02
Air conditioner facilities	Nil	Nil	Nil	Nil

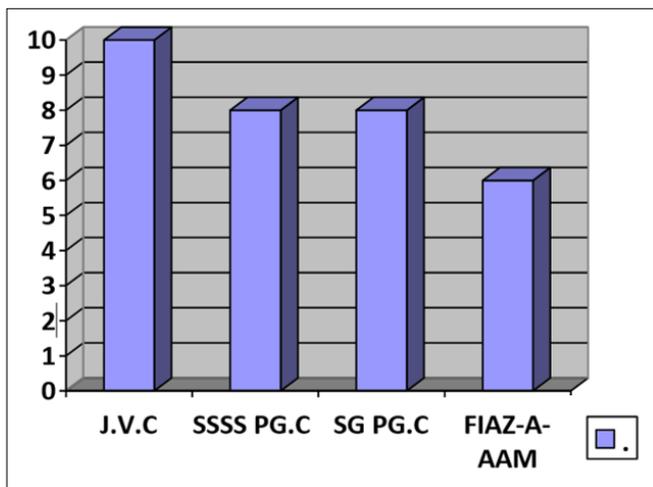


Fig 1: According to Opening hours

Conclusion

Over the past decades technological break thought has influenced the working patterns of Library and information centres. The traditional image of the Library and its professional has also transformed. The changing needs of the users, the information professionals are supposed the equip themselves with the emerging concepts. Quality Services Library leads to identify the productive growth of academic environment. This study concludes that most of the Librarians do agree that this kind of concepts will elevate the existing system. The study understood library capability and service quality through library survey and users survey. The library literature as well as mainstream management research material revealed that quality cannot be assessed in isolation. For this purpose, library study was conducted to collect all sorts of input and output statistics with the help of a explored only after making them understand the qualities of an ideal and good college library.

Tables 1, 2 and 3 the expectations as well as importance level expressed by user to a particular aspect of that library service or resources of Aided College Libraries in Meerut Accordingly, rating order is services, learning resources. Library staff physical facilities convenience, e-services quality, and timeliness. It shows that services, resources. staff and physical facilities of the libraries are more important from user point of view in comparison to convenience, e-service quality and timeliness.

Suggestions

- Librarians should be trained on par with the institutions of national importance.
- They should be sent to attend seminars and conferences on Quality Services Library
- They should be individual building for libraries and additional providing maximum staffs
- High Quality services, Quality Collection.
- College Libraries must have optimum funds for providing Quality services and Facilities to users.

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