

MEASURING LIBRARY SERVICE QUALITY USING LIBQUAL+™ APPROACH AT CHAUDHARY CHARAN SINGH HARYANA AGRICULTURAL UNIVERSITY, HISAR

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Abstract

The basic objective of the paper was to identify the service quality gaps by using LibQUAL+™ tool at Nehru Library, CCS HAU, Hisar and to suggest appropriate strategies for achieving the superior service quality, which could be the only substitute for satisfying and retaining the users. A quality service attracted the potential users and *vice versa*. The level of service quality is a difference between perceived service and the users' expectation. Gap analysis is one of the best procedures to help and lead an organization not only to improve their processes but also to recognize the need of improvement. The present study focused on measuring of service quality with the objectives of finding service quality gaps of library. Total 200 locally modified LibQUAL+™ questionnaires were distributed to undergraduate and postgraduate students including faculty members, out of which, 183 completely filled questionnaires were received back and found satisfactory for analysis. Various service quality issues were discussed and finally, concluded with some of the important suggestions, which might be better for user services and ultimate satisfaction of the users.

Keywords: Library service quality, user satisfaction, LibQUAL+, measurement of quality

Introduction

Service quality and customer satisfaction are two of the most heavily studied concepts by the service industries or managers, and libraries are not an exception to it. Library is a service oriented noble profession of *Knowledge Bhandar*, which comes under the purview of service sector, and as such the customers of library termed as library clientele satisfaction towards quality of library information resources, services and facilities rendered by libraries is of utmost importance for better visibility of library profession (Jange and Huriya, 2009, p.283). Due to technological inventions and similarly its applications implemented in the libraries, it is turned into service oriented organization. User's demands are changed, their information seeking habits are turned to digital form of information and staff and collection of the library are also rapidly changed. University libraries play a vital role to achieve academic, research, extension, cultural and social excellence.

The main objective of an agricultural university library is to meet the academic, agricultural and allied research and extension requirements of the users' community. Since libraries are treated as service providing organizations, it is essential to assess the expectations and perceptions of the library users to determine the library service quality but the process of assessing library service quality should be regular in nature so that the standard may be sustained and 100% user satisfaction may be achieved. Keeping in view the above discussed facts, a study entitled *Measuring library service quality at Chaudhary Charan Singh Haryana Agricultural University, Hisar* was planned and carried out with the help of LibQUAL+™ survey instrument to determine the quality of library services.

Service Quality

Service quality and customer satisfaction, which are dissimilar, are co-equal concepts, and a study of service quality does not necessarily involve an assessment of customer satisfaction or *vice-versa*. Service quality as a strategic planning tool denotes the attributes of what a library should be in the minds of its customers and the expectations the library regards as essential to meet. The typical means of measuring service quality is called gap analysis. Customer satisfaction is a measure of how the customer perceives service delivery and possible shortcomings at a particular time. Measuring customer satisfaction can extremely be important as a management tool and can easily and inexpensively be employed. Service quality has traditionally been viewed in terms of gap analysis between ideal and actual service expectations. Satisfaction, which is defined as the service provided minus the customer's expectations, offers a complementary view. Together, service quality and satisfaction represent the customer's perspective on quality (Hernon and Whitman, 2013, p.31 & 158).

LibQUAL+™

LibQUAL+™ survey evolved from a conceptual model based on the SERVQUAL instrument, which is a popular tool for assessing service quality. Texas A&M University Libraries (TAMU) and Association of Research Libraries (ARL) of America have jointly developed a mechanism from modified ServQUAL model to test the quality of services being provided by various types of library. Thus, LibQUAL+ is a suite of services or mechanism that the libraries use to solicit, track, understand and act upon users' opinion of service quality. This survey instrument measures library users' minimum, perceived and desired levels of service quality across three dimensions, *i.e.*, Affect of Service, Information Control and Library as Place.

Literature Review

A number of studies have been conducted on library service quality and customer satisfaction but it could not be possible to trace the related work on the subject, thus, efforts have been made here to review the relevant studies based on LibQUAL+™ tool for measuring the service quality of Nehru Library, Chaudhary Charan Singh Haryana Agricultural University, Hisar.

Thompson *et al.* (2009) reported that the respondents were satisfied with the comfortable location and staff of the library that they properly understand the needs of the users (mean score= 8.27). The results showed that four LibQUAL+™ dimensions were highly correlated. The smallest correlation involved the *service affect* and *library as place* dimensions. The largest correlation was between *personal control* and *information access*. Asemi *et al.* (2010) explored that users of academic libraries of Iran were quite

dissatisfied with their library space or building. The results also showed that users were demanding polite and courteous staff. Libraries were not providing the atmosphere they need for group study and learning and also library space for individual activities was a relatively weak area for these universities as it was shown as service gap in calculated results. Libraries website has the clear and easy structure which provides sufficient information. The level of perceived services in dimension of *Information Control* dimension was higher than other dimensions but in dimension of *Library as Place* it was relatively weak. Oak and Patil (2011) found that the readers were considering the institutional library (mean score= 4.36) as the first preferred source of information. In Osmania University, Rao (2012) showed that there was *Service Adequacy* more on *Affect of Service* dimension and there was a wider gap on all the indicators of *Information Control* dimension. It was clear that the users were not satisfied with the *Information Control* dimension and all of the indicators were rated *Superior* by the respondents with regard to *Service Adequacy* gap of *Library as Place* dimension. While assessing library service quality at Rajiv Gandhi National Law University, Patiala using LibQUAL+ model, Mohindra *et al.* (2015) found that there was a significant difference in perceived and desired service level among most of the library service quality (LSQ) items and all the three LibQUAL dimensions, however, the maximum gap was found in the information control (IC) dimension.

CCS HAU, Hisar

Chaudhary Charan Singh Haryana Agricultural University, popularly known as HAU, is one of the Asia's biggest agricultural universities, located at Hisar in the state of Haryana. It is a leader in agricultural research in India and contributed significantly to *green revolution* and *white revolution* in the 1960s and 70s, respectively. It has a very large campus along with several research centres in the state. Initially, it was a campus of Punjab Agricultural University, Ludhiana. After the formation of Haryana in 1966, it became an autonomous institution on February 2, 1970 through a Presidential Ordinance, later ratified as Haryana and Punjab Agricultural Universities Act 1970 passed by the Lok Sabha on March 29, 1970. The university has 8645 Acres land, out of which, 7219 Acres are at main campus and 1426 Acres at outstations. Since 1970, there have been significant advances in teaching, research and extension by creation of a strong infrastructure at its main campus and at outreach stations. Besides, the university has also provided a number of service centres including campus hospital, community centre, sports complex, guest houses and residences for its staff (Anonymous, 2016a).

Nehru Library

Nehru Library with a blend of functional structure, elegance and exquisiteness possesses a rich collection of more than 3.6 lakh books, journals and other reading material to cater to informational requirements of the students, research scholars, teachers, extension specialists and other staff of the Chaudhary Charan Singh Haryana Agricultural University as well as Lala Lajpat Rai University of Veterinary and Animal Sciences located at Hisar and other parts of Haryana State. This magnificent library has maintained its collections at College of Home Science, Hisar, College of Agriculture, Kaul, Campus School, 19 Krishi Vigyan Kendras and seven Regional Research Stations. Nehru Library is successfully leaping towards executing the onerous job of exploiting the power of information technologies to its advantage applying them to various library activities for retrieval and dissemination of information (Anonymous, 2016b).

Table 5.1: Current Status of Nehru Library, CCS HAU, Hisar

Information Resources	Quantity
Books	2,41,062
Bound journals	1,02,768
Thesis	12,290
CD-ROM (databases)	155
CDs (books)	2,474
CDs (theses)	1,895
E-books	247
Total	3,60,891
Library Membership	
Faculty including LUVAS	759
Other staff including LUVAS	1,921
Students including LUVAS	3,192
Special members including LUVAS	266
Total	6,109

Source: Annual Report, Nehru Library 2015-16, p. 11

Statement of the Problem

The present investigation entitled *Measuring library service quality* was carried out at Chaudhary Charan Singh Haryana Agricultural University, Hisar to examine the user's expectations about service quality of library being provided to them in this challenging era of Information and Communication Technology with the help of LibQUAL+™ quality assessment instrument along with gap analysis and other statistical methods.

Objectives of the Study

The main objective of the study was to know the service quality in library of Chaudhary Charan Singh Haryana agricultural University, Hisar. The study applied LibQUAL +™ method to assess the level of services provided by the library. The following specific objectives were identified:

- To assess users' expectations and perceptions of library service quality on the three LibQUAL+™ dimensions
- To identify the minimum, desired and perceived level of library services
- To identify the gap between the levels of perceptions and expectations of library users towards the different dimensions of service quality of library
- To examine the users satisfaction with library services
- To suggest measures for improving the level of services in Chaudhary Charan Singh Haryana agricultural University, Hisar

Methodology

Based on objectives of the study, the survey method was used for this study using locally modified LibQUAL+™ instrument in print form for the collection of data and measuring the expectations and perceptions among the users of Chaudhary Charan Singh Haryana agricultural University, Hisar. The questionnaire was consisted of three sections, *i.e.*, (i) containing 22 items for three dimensions of library service quality such as (a) Affect of Service (AS)-9 items, (b) Information Control (IC)-8 items and (c) Library as Place (LP)-5 items, (ii) consisting of 8 questions on information literacy and general satisfaction with library service provisions and (iii) covering 10 items on library usage pattern, profile of

users, etc. Standard 9 point Likert's scale was used from 1 for minimum and 9 for maximum rating scale of satisfaction.

Data Processing and Analysis

The collected data were entered in an excel sheet and analyzed with the help of Statistical Package for Social Sciences (IBM-SPSS) version 23. The SPSS files of all LibQUAL+™ responses provided an easy way to gain more insight into the problem and were able to analyze the responses. The analysis of data as per the objectives of the study is presented in the tables given below:

Table 2: Gender profile of the respondents

Gender	Respondents	
	Number	%
Male	109	59.6
Female	74	40.4
Total	183	100

The table 2 presents the gender-based distribution of the respondents. Out of total 183 respondents, 109(59.6%) were male and 74(40.4%) female who gave their positive response towards filling up the questionnaire completely.

Table 3: Academic status of the respondents

Academic Status	Respondents	
	Number	%
UG	94	51.4
PG	45	24.6
Faculty	44	24.0
Total	183	100

The table 3 shows the academic status of the respondents. Out of the total 183 respondents, 94(51.4%) respondents were from undergraduate programmes and 45(24.6%) from postgraduate programmes, while 44(24%) respondents were the faculty members.

Table 4: Age wise status of the respondents

Age	Respondents	
	Number	%
<25	124	67.8
26-30	12	6.6
>30	47	25.7
Total	183	100

Table 4 revealed the age of the respondents. During the survey, out of total 183 respondents, 124(67.8%) were below 25 year and 12(6.6%) were between 26-30 year, whereas, 47 respondents were in the age of 30 or more.

Table 5: Frequency of respondents visits in library

Frequency	Respondents	
	Number	%
Daily	73	39.9
Weekly	60	32.8
Monthly	32	17.5
Quarterly	18	9.8
Never	00	0.0
Total	183	100

The frequency of respondents' visits in library is given in Table 5. Majority (39.9%) of the respondents visited the library daily followed by weekly (32.8%), monthly (17.5%) and quarterly (9.8%).

Table 6: Frequency of access to the library web page

Frequency	Respondents	
	Number	%
Daily	20	10.9
Weekly	69	37.7
Monthly	65	35.5
Quarterly	18	9.8
Never	11	6.0
Total	183	100

Table 6 describes the frequency of access to the library web page by the respondents for their academic, research, or other purpose. The perusal of data reveals that 37.5% respondents visited the library web portal/page weekly followed by monthly (35.5%), daily (10.9%) and quarterly (9.8%). Interestingly, it was found that 6% of the respondents never accessed the library web page/portal, because of unavailability of updated and sufficient information and resources, they said.

Table 7: Frequency of usage of non-library gateways for information

Frequency	Respondents	
	Number	%
Daily	71	38.8
Weekly	59	32.2
Monthly	35	19.1
Quarterly	11	6.0
Never	07	3.8
Total	183	100

Table 7 shows the frequency of usage of non-library gateways for information and other resources. Majority of the respondents (38.8%) were using non-library gateways for information resources daily followed by weekly (32.2%), monthly (19.1%) and quarterly (6.0%). Among the respondents, 3.8% respondents never accessed the information or e-resources from the non-library gateways.

Table 8: Minimum level of users' expectations on LibQUAL+™ dimensions (all 22 items)

Minimum Expectations	N	Mean	SD	Rank
Library is a gateway for study, learning and research	183	6.26	1.649	1
Library has print and/or electronic journal collections, I require for my work	183	6.17	1.522	2
Library has comfortable and inviting location	183	6.15	1.679	3
Library staff has competence/knowledge to answer users' questions	183	6.08	1.539	4
Library has space that inspires study and learning	183	6.05	1.689	5
Library has electronic resources, I need for my work	183	5.98	1.641	6
Library has printed materials, I need for my work	183	5.90	1.661	7
Library staff understands the needs of its users	183	5.68	1.518	8
Library staff is always willing to help users	183	5.67	1.608	9
Library staff displays reliability in handling users' service problems	183	5.64	1.449	10
Library has easy-to-use access tools that allow me to find information on my own	183	5.61	1.572	11
Library has quiet space for individual activities	183	5.59	1.7476	12
Web site of library enables me to locate information on my own	183	5.56	1.711	13
Library makes the information easily accessible for independent search	183	5.56	1.602	14
Library staff is caring while dealing with the users	183	5.50	1.582	15
Library staff is consistently courteous	183	5.48	1.358	16
Library staff is always ready to respond to users' questions	183	5.46	1.627	17
Library has modern equipment that lets me have easy access to the needed information	183	5.36	1.840	18
Library has community spaces for group learning and group study	183	5.23	1.840	19
Electronic resources of the library are accessible from my home or office	183	5.19	1.628	20
Library staff pays personal attention to the users	183	5.13	1.488	21
Library staff instill confidence in users	183	5.01	1.654	22

Table 8 reveals the ranking of minimum expectations for 22 LibQUAL+™ items by the respondents. Library is a gateway for study, learning and research (mean score = 6.26), Library has print and/or electronic journal collections, I require for my work (mean score = 6.17), and Library has comfortable and inviting location (mean score = 6.15) which have minimum expectations, as the mean values were higher. Library Staff instill confidence in users, which has very less mean value (5.01).

Table 9: Desired level of users' expectations on LibQUAL+™ dimensions (all 22 items)

Desired Expectations	N	Mean	SD	Rank
Library is a gateway for study, learning and research	183	8.16	.872	1
Library has print and/or electronic journal collections, I require for my work	183	7.99	.969	2
Library has comfortable and inviting location	183	7.97	.980	3
Library has printed materials, I need for my work	183	7.96	.991	4
Library has electronic resources, I need for my work	183	7.94	.967	5
Library staff has competence/knowledge to answer users' questions	183	7.91	1.013	6
Library has space that inspires study and learning	183	7.91	1.078	7
Web site of library enables me to locate information on my own	183	7.75	1.173	8
Library staff understands the needs of its users	183	7.59	1.080	9
Library staff displays reliability in handling users' service problems	183	7.56	1.056	10
Library staff is consistently courteous	183	7.50	1.089	11
Library staff is always ready to respond to users' questions	183	7.48	1.176	12

Library staff is caring while dealing with the users	183	7.48	1.021	13
Library has quiet space for individual activities	183	7.48	1.190	14
Library staff is always willing to help users	183	7.43	1.136	15
Library makes the information easily accessible for independent search	183	7.40	1.129	16
Library has easy-to-use access tools that allow me to find information on my own	183	7.36	1.190	17
Library has modern equipment that lets me have easy access to the needed information	183	7.31	1.221	18
Electronic resources of the library are accessible from my home or office	183	7.25	1.204	19
Library staff pays personal attention to the users	183	7.15	1.146	20
Library has community spaces for group learning and group study	183	7.08	1.365	21
Library staff instil confidence in users	183	7.02	1.253	22

Table 9 highlights the desired level of users' perception on LibQUAL+ items. Library is a gateway for study, learning and research (mean score = 8.16), Library has print and/or electronic journal collections, I require for my work (mean score = 7.99), Library has comfortable and inviting location (mean score = 7.97), and Library has printed materials, I need for my work (mean score = 7.96) are perceived as most desired items for the respondents, whereas, Library Staff instil confidence in users is the least desired item, as the mean value is low (7.02).

Table 10: Perceived level of users' perceptions on LibQUAL+™ dimensions (all 22 items)

Perceived Level (Service Performance)	N	Mean	SD	Rank
Library is a gateway for study, learning and research	183	7.34	1.107	1
Library has printed materials, I need for my work	183	7.17	1.164	2
Library has electronic resources, I need for my work	183	7.10	1.085	3
Library has print and/or electronic journal collections, I require for my work	183	7.09	1.096	4
Library has space that inspires study and learning	183	7.02	1.216	5
Web site of library enables me to locate information on my own	183	6.95	1.446	6
Library has comfortable and inviting location	183	6.92	1.216	7
Library makes the information easily accessible for independent search	183	6.42	1.173	8
Library has easy-to-use access tools that allow me to find information on my own	183	6.27	1.236	9
Library staff displays reliability in handling users' service problems	183	6.09	1.484	10
Library staff has competence/knowledge to answer users' questions	183	6.07	1.519	11
Library has modern equipment that lets me have easy access to the needed information	183	6.03	1.388	12
Library staff is always willing to help users	183	5.86	1.526	13
Library staff is always ready to respond to users' questions	183	5.79	1.614	14
Library staff is caring while dealing with the users	183	5.77	1.419	15
Library staff understands the needs of its users	183	5.77	1.450	16
Library has quiet space for individual activities	183	5.68	1.579	17
Library staff is consistently courteous	183	5.61	1.474	18
Library staff pays personal attention to the users	183	5.43	1.517	19
Library staff instill confidence in users	183	5.09	1.608	20
Library has community spaces for group learning and group study	183	4.84	1.521	21
Electronic resources of the library are accessible from my home or office	183	4.46	2.016	22

Table 10 demonstrates the perceived level of services by the users' on all the three dimensions of LibQUAL+. Library is a gateway for study, learning and research (mean score = 7.34), Library has print and/or electronic journal collections, I require for my work (mean score = 7.17), Library has electronic resources, I need for my work (mean score = 7.10), and Library has print and/or electronic journal collections, I require for my work (mean score = 7.09), which were received as the most important items by the respondents. Electronic resources of the library, which were accessible from home or office (mean score = 4.46), were the least important item received by the respondents.

Table 11: Adequacy gap scores (perceived – minimum level of users' perceptions on LibQUAL+™ dimensions (all 22 items))

Adequacy Gap (P-M)	N	Mean	SD	Rank
Web site of library enables me to locate information on my own	183	1.39	1.582	1
Library has printed materials, I need for my work	183	1.27	1.502	2
Library has electronic resources, I need for my work	183	1.12	1.440	3
Library is a gateway for study, learning and research	183	1.08	1.253	4
Library has space that inspires study and learning	183	.96	1.260	5
Library has print and/or electronic journal collections, I require for my work	183	.92	1.346	6
Library makes the information easily accessible for independent search	183	.85	1.260	7
Library has comfortable and inviting location	183	.78	1.305	8
Library has modern equipment that lets me have easy access to the needed information	183	.67	1.491	9
Library has easy-to-use access tools that allow me to find information on my own	183	.66	1.273	10
Library staff displays reliability in handling users' service problems	183	.44	1.420	11
Library staff is always ready to respond to users' questions	183	.33	1.580	12
Library staff pays personal attention to the users	183	.30	1.566	13
Library staff is caring while dealing with the users	183	.27	1.476	14
Library staff is always willing to help users	183	.20	1.439	15
Library staff is consistently courteous	183	.14	1.437	16
Library has quiet space for individual activities	183	.09	1.578	17
Library staff instill confidence in users	183	.08	1.659	18
Library staff understands the needs of its users	183	.08	1.441	19
Library staff has competence/knowledge to answer users' questions	183	-.01	1.711	20
Library has community spaces for group learning and group study	183	-.39	1.747	21
Electronic resources of the library are accessible from my home or office	183	-.73	2.115	22

Table 11 shows the adequacy gap scores among the 22 items of LibQUAL+. It was observed that the library services were perceived adequately by the respondents as most of the LibQUAL+ items had positive scores. Web site of library enables me to locate information on my own (mean score = 1.39), Library has printed materials, I need for my work (mean score = 1.27), Library has electronic resources, I need for my work (mean score = 1.12), and Library is a gateway for study, learning and research (mean score = 1.08) had achieved some positive responses whereas Electronic resources of the library are accessible from my home or office, which had mean score of -0.73, meaning that the respondents were not satisfied with the items.

Table 12: Superiority gap scores (perceived – desired level of users' perceptions on LibQUAL+™ dimensions (all 22 items))

Superiority Gap (P-D)	N	Mean	SD	Rank
Library has quiet space for individual activities	115	.09	1.578	1
Library has printed materials, I need for my work	115	-.79	.916	2
Web site of library enables me to locate information on my own	115	-.80	.976	3
Library is a gateway for study, learning and research	115	-.82	.899	4
Library has electronic resources, I need for my work	115	-.84	.897	5
Library has space that inspires study and learning	115	-.89	.983	6
Library has print and/or electronic journal collections, I require for my work	115	-.91	.953	7
Library makes the information easily accessible for independent search	115	-.99	.883	8
Library has comfortable and inviting location	115	-1.05	1.039	9
Library has easy-to-use access tools that allow me to find information on my own	115	-1.09	.916	10
Library has modern equipment that lets me have easy access to the needed information	115	-1.28	1.137	11
Library staff displays reliability in handling users' service problems	115	-1.48	1.334	12
Library staff is always willing to help users	115	-1.56	1.256	13
Library staff is always ready to respond to users' questions	115	-1.68	1.406	14
Library staff is caring while dealing with the users	115	-1.70	1.245	15
Library staff pays personal attention to the users	115	-1.72	1.397	16
Library staff understands the needs of its users	115	-1.83	1.323	17
Library staff has competence/knowledge to answer users' questions	115	-1.84	1.534	18
Library staff is consistently courteous	115	-1.89	1.506	19
Library staff instill confidence in users	115	-1.93	1.488	20
Library has community spaces for group learning and group study	115	-2.24	1.300	21
Electronic resources of the library are accessible from my home or office	115	-2.78	1.827	22

Table 12 describes the superiority gap, which refers the service quality of library provisions. Negative scores were obtained across all the LibQUAL+ items except one (Library has quiet space for individual activities with mean score value 0.09), showing that there was a shortfall of service quality provided by the library to its members. Electronic resources of the library are accessible from my home or office had the most negative mean score (-2.78).

Table 13: Correlation between overall user's satisfaction and LibQUAL+™ dimensions

		Affect of Service Superiority (AS SUP)	Information Control Superiority (IC SUP)	Library as Place Superiority (LP SUP)	Overall Superiority (SUP)
Overall User Satisfaction (SUP)	Pearson Correlation	0.821**	0.772**	0.765**	1
	Sig. (2- tailed)	0.000	0.000	0.000	
	N	183	183	183	183
**Significant at 1% level of significance (2-tailed)					

Table 13 shows that all the LibQUAL+ dimensions, *i.e.*, Affect of Service (AS), Information Control (IC) and Library as Place (LP) at superiority level were positively correlated, hence, related with the user satisfaction. Among all the three dimensions of

LibQUAL+, 'Affect of Service' (AS) dimension, which represented the library staff and their qualification and behavior, had the highest correlation ($r= 0.821$) with user satisfaction at 1% level of significance.

Table 14: Regression Analysis

Model	R	R ²	Adjusted R ²	Std. Error of the Estimate		
1	.344 ^b	.118	.114	.92546		
2	.398 ^c	.158	.149	.90697		
b. Predictors: (Constant), ICSUP, c. ASSUP						
Coefficients						
Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.	
	B	Std. Error	Beta			
1	(Constant)	8.096	.143		56.514	.000
	ICSUP	.524	.106	.344	4.933	.000
2	(Constant)	8.303	.157		52.775	.000
	ICSUP	.375	.116	.246	3.224	.002
	ASSUP	.221	.076	.222	2.908	.004

Table 14 described the impact of independent variables, *i.e.*, LibQUAL+ dimensions (AS, IC and LP) on dependent variable. The overall user satisfaction was determined *via* statistical method of multiple regression analysis. It was observed that 'Information Control' dimension on superiority level had the highest standardized beta-coefficient value (0.344), signifying that it predicted overall user satisfaction with library services.

Major Findings

Based on the data analysis, some of the major findings may be drawn as follows:

- 39.9% of the respondents visited the library daily followed by 32.8% weekly, 17.5% monthly and 9.8% quarterly.
- 37.5% respondents used the library webpage weekly, while 35.5% respondents used library monthly.
- Majority of the respondents (38.8%) used non-library gateways daily followed by 32.2% weekly, 19.1% monthly and 6% quarterly.
- The most desired LibQUAL+ items were *Library is a gateway for study, learning and research* (mean score = 8.160), followed by *Library has print and/or electronic journal collections, I require for my work* (mean score = 7.99), and *Library has comfortable and inviting location* (mean score = 7.97) and so on.
- On perceived level, *Library is a gateway for study, learning and research* (mean score = 7.34) followed by *Library has printed materials, I need for my work* (mean score = 7.17) and *Library has electronic resources, I need for my work* (mean score = 7.10) were the most preferred items.
- Superiority gap was found in *Library has community spaces for group learning and group study* (mean score = 2.24) and *Electronic resources of the library are accessible from my home or office* (mean score = -2.78).

- *Information Control* dimension had highest standardized beta-coefficient value, (0.344), signifying that respondents were quite satisfied with services rendered by the library.

Conclusion and Suggestions

From the present study, it is concluded that the respondents were overall satisfied but the superiority gap was observed in all the 22 items of three dimensions of LibQUAL+™. These days every aspect of library is important towards users' services, viz. staff, collection and services, therefore, the library authority should give emphasis on the improvement of all library areas viz., staff, collection and services, so that the needs of users may be satisfied. Regular studies on quality measurement should also be conducted so that the lacuna may be identified in the service aspects. Staff development and users' orientation programmes should be done at regular interval.

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