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Empowering Library Users, Establishing Channel of Communication for Service Quality Expectations of Trainers from Government Administrative Training Institute (ATI) Libraries in India

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Abstract:

In the 21st century librarianship, value added services and satisfaction of the library users are key words for any library. To satisfy library users it is necessary to establish dialogue with them and find out their expectations. The proper channel of communications with the user's needs to establish and participate them in library management empowers the users. It helps the library manager to enhance use of the library. The expectations about library service quality of library users from 29 State Administrative Training Institutes from India were studied. Response was encouraging and users were happy to share their expectations on various aspects of physical environment, guidance, staff, resources and services. The expectations of the users are implemented and library infrastructure, resources, staff training, and other activities are put in practice.

Introduction

In the 21st century librarianship, value added services and satisfaction of the library users are key words for any library. Librarianship in the new economic era is not just a collection of documents but in the words of Maurice B. Line, (1996) it is 'managing information resources for the people' and also practically implementing Ranganathan's Five Laws (1999) of librarianship. As such, it is necessary to assess library services from users' perspective. The

basic purpose of assessing services of the library is to improve services and satisfy library users. Libraries are the service providing institutions. Therefore the quality of service delivery is the most important factor among all library operations. For the librarians the expectations of the users serve as a guideline for the integrated library development, planning of library services, and enrichment of existing collection. As such, knowledge about the expectations of the library users has become significant for librarians. Libraries have well-established system for document provision, collection of statistical data and various user-oriented services. In view of importance of service quality, libraries need to have a system for regular interaction with customers. There are many reasons (Calvert, 2001) like customer contact, identify areas for improvement, develop plan for library etc. for which librarians should be interested in service quality. This would help libraries to satisfy the customers, which is ultimate goal of any service providing organization. Continuous improvement in the quality of services offered against the expectations by the customer is the aim of the service quality. To satisfy library users the library professionals need to modify and restudy the concept of quality, which mostly depends upon the customers, and stakeholders of the library.

To know user's expectations it is necessary to establish a communication channel and to have a regular dialogue with the users. Involvement of users in the development plan of library infrastructure and services would certainly enhance the utilization of the library resources. The librarians are concerned with assessing the effectiveness of the service quality in the competitive world and society's investment in them. For the effective service delivery, it is important to know the expectations of the users from the library. For last few decades technological advancements have provided the libraries capacity not only to meet but also to exceed the user's expectations. The technological applications in library, automation of the library functions, and invention of new technology based services offer some benefits to library users. However, after some time, it provokes new expectations from the users. With the growth of technology online catalogue was the tool for fast and efficient retrieval of information. In due course of time, online catalogue became common and the users began to expect some easier, faster and efficient method of searching library resources. Librarians started to search new exciting means to quench the thirst of users with the help of information technology. Now users can search multiple catalogues remotely, from their home or offices. The Internet and Web 2.0 technology has increased possibility of accessing full text databases, e-books, email reference services. Use of information technology in library offers certain advantages like improved efficiency, enhanced performance and more productivity to library staff. Thus the use of information technology has improved user's satisfaction and likewise raised users' expectations.

To identify the gap between the expectations and the actual services the researchers in the LIS field have used various methods. Various researchers used a modified version of SERVQUAL instrument (Netiki,1995), (Nagata et.al. 2004), (Netiki,1996), (Sahu, 2007) for research purpose. Similarly, on the basis of SERVQUAL the ARL / A & M Texas Libraries have developed a tool named as LibQUAL+. Many studies and survey reports (Cook & Thompson, 2001), (Calvert, 2001), (Blixrud, 2001), (Kyrillidou, 2002) are available where LibQUAL+ tool is used. Further, other researchers (Hernon and Altman, 1998) have created,

with the help of their exploratory work, a conceptual framework for understanding and measuring service quality expectations in academic libraries.

Service Quality Attributes

As per International Standard (ISO,1998) library performance indicator quality means 'totality of features and characteristics of a product or service that bear on the library's ability to satisfy stated or implied needs' As such, satisfaction is the resultant of fulfilled expectations. According to library professionals they can only decide the quality of the library service. The librarians think that they know batter about the service quality than the users. They also think that users cannot judge the quality; users do not know what they want, what would be more useful to them. However, such opinions are irrelevant because the only criteria that counts in evaluating service quality is defined by customers. Only "customers judge quality; all other judgments are essentially irrelevant." (Parasuraman A. et al,1985) The users are the most important stakeholders. Without users the library is just a 'warehouse' of information. The users are the ultimate consumers of the library services. Consequently it is logical that the library users decide the quality of library services. "When library and customer measures of quality are not congruent, the library may be meeting its internal standards of performance but may not be performing well in the eyes of its customers" (Hebert, 1994) and in the customer focused era it is the customers' judgment which is the most important than anyone else. Therefore, it is necessary for librarians to establish a dialogue with the users, seek their opinion, and know expectations about the library so as to prepare service quality development plan for library.

Today, service quality is one of the most important factors in any business as well as in all service sectors. The quality is measured from customers' point of view because customers are the 'greatest asset' for any organization. The foremost principle of quality management is customer focus, which means meeting and exceeding customer requirements or expectations. Therefore, it is almost mandatory for every service organization to establish communication channel and empower users to spell out their expectations about service quality on the basis of which a library development plan could be prepared.

Role of Libraries in Training Institute

Training is an important activity in every field. The corporate, public sector units, government organizations have recognized importance of training for enhanced performance. These organizations have set up training units or institutions as essential part of their strategic planning of Human Resources Development. After independence, all State governments have set up administrative training institutes for the purpose of development of their employees. The sole aim is to enhance the knowledge, skill and attitude (GTT, 1967) of persons to perform their assigned job more efficiently and effectively. The state governments have invested huge amount by providing infrastructure facilities like well equipped classrooms, hostel, boarding, furniture, electronic equipment, library and recreational facilities etc. to these training institutes. Among the important facilities the library facility is the most important facility as it gives academic environment to the organization.

The purpose of library in the training institutes is also unique. The libraries of the training institutes not only serve the students or the researchers but also the trainee participants and the trainer faculty members. These clients or the users have unique informational, recreational and library needs. As such, the nature of services, the collection and the usage pattern differs from that of other libraries like public, research, academic or special libraries. The faculty members, the trainers and the trainee participants are the users of ATI libraries. Since the users are trainee, no library fee is charged. Therefore, the major source for funding is the State Government grants, received by the institution. Every year books are purchased, journals, magazines are subscribed and other library facilities are made available as part of facility support for training activity. The importance of library in any training institute is unquestioned. It provides essential academic environment, supports training activities by making available inputs additional to the training input, makes available latest developments on related topic, and data sources for study, research or assignments. Since training itself is service provision, the facilities like hostel, mess, sports, library etc. must satisfy the customers by providing support quality service.

After the training programme the trainee participants are requested to evaluate the same. The response of trainees about training is a holistic response which includes classroom inputs, infrastructure facilities in the classrooms and hostel, availability of sports facilities, food and beverages, library, and transport facility. In order to achieve desired level of satisfaction the concerned unit must know the expectations of the customers to whom they intend to serve. Thus the services provided by the library to the participants and the faculty directly affect the quality of training provided by the training institution. A library in any institution is one such unit, which directly serves the customers, i.e. faculty and trainee participants of the institution.

Scope of the Study

For the purpose of the present study the universe selected was libraries of the State Administrative Training Institutes (ATIs) situated in different states of India. There are 29 states and seven Union Territories in India out of which are 29 States **(Table 1)** in India have set up training institutes for the purpose of training their officers.

Table 1 State Administrative Training Institutes (ATIs) in India

No	State	Name of the Institute
1	Andhra Pradesh	Dr MCR Human Resource Development Institute of Andhra Pradesh
2	Arunachal Pradesh	Administrative Training Institute
3	Assam	Assam Administrative Staff College
4	Bihar	Bihar Institute of Public Administration and Rural Development
5	Chattisgarh	Chattisgarh Academy of Administration
6	Delhi	Directorate of Training Union Territories of Civil Services

7	Goa	Goa Institute of Rural Development and Administration
8	Gujarat	Sardar Patel Institute of Public Administration
9	Haryana	Haryana Institute of Public Administration.
10	Himachal Pradesh	Himachal Pradesh Institute of Public Administration.
11	Jammu & Kashmir	Jammu and Kashmir Institute of Management, Public Administration & Rural Development
12	Jharkhand	Dr. Sri Krishna Institute of Public. Administration
13	Karnataka	Administrative Training Institute
14	Kerala	Institute of Management in Government
15	Madhya Pradesh	R.C.V.P Noronha Academy of Administration
16	Maharashtra	Yashwantrao Chavan Academy of Development Administration
17	Manipur	State Academy of Training
18	Meghalaya	Administrative Training Institute
19	Mizoram	Administrative Training Institute
20	Nagaland	Administrative Training Institute
21	Orissa	Gopabandhu Academy of Administration
22	Punjab	M.G. State Institute of Public Administration.
23	Rajasthan	HCM Rajasthan Institute of Public Administration
24	Sikkim	Accounts & Administrative Training Institute
25	Tamilnadu	Anna Institute of Management
26	Tripura	State Institute of Public Administration. & Rural Development
27	Uttarakhand	Academy of Administration
28	Utter Pradesh	UP Academy of Administration and Management
29	West Bengal	Administrative Training Institute

The study was focused on all ATI libraries Table 1 and its users. The 29 State ATI libraries located in every State were selected for the study with following objectives.

Objectives of the study

The study of Administrative Training Institutes (ATIs) in India with reference to service quality expectations, infrastructure, human resources, financial resources, IT facilities and services with following objectives:

- ➢ To understand the development of service quality concept in LIS sector

- ➢ To develop criteria for assessing service quality of ATI libraries

- ➢ To rank the attributes of service quality according to the ATI library users

- ➢ To develop a service quality audit scale for assessing service quality of ATI libraries

- ➢ To frame a model for development of ATI libraries on the basis of the users' expectations

Target Group

To understand the user expectations from the concerned ATI library a questionnaire was designed and distributed to a total 307 faculty members of all various ATIs. For the purpose of this study working definition of 'faculty' could be as 'the person engaged in design, execution, conduct, coordinate, and deliver training programme.'

From all ATIs faculty members (N = 307) were selected for the response on the following grounds:

The faculty members are the persons engaged directly in the core functions i.e. training activities of the institution.

The faculty members use the library facility for the key purpose of the institution.

The faculty members utilize library services for various training related activities like preparation of reading materials, preparing for lectures, updating knowledge on various topics related to training.

 The faculty members could plan for assignments related to library work for the trainee participants of long duration training programme.

The faculty members ensure use of library by the trainee participants by giving assignments and book review sessions during the training programme.

The library collection and services were designed and planned for the use by the faculty members for training, consultancy and research projects.

The attributes for the service quality were identified and questions / statements were made on the basis of Service Quality Expectation Model (Hernon and Altman 1998) to elicit the responses of faculty members. The attributes of library service quality were categorized into five groups, which contain qualitative statements regarding Resources, Staff, Services, Guidance and Environment

Table 2   Service Quality Dimensions

No	Service Quality Dimensions	No of statements
1	Resources	12
2	Staff	12
3	Services	13
4	Guidance	12
5	Environment	14
	Total	**63**

The respondents were asked to select one of the four options given below each statement reflecting the service quality expectation.

Response Scale

Most Important	Important	Less Important	No Importance

A four point scale was selected for response because it does not give the respondent a chance of being neutral on any statement. The option 'Most Important' indicates that the respondent give maximum importance to that aspect of service quality in the library. The option 'Important' indicates that it has some importance for the respondent. The 'Less Important' implies comparatively low priority or importance to that particular aspect of service quality over others. The response 'No Importance' indicates that for the respondent the service quality aspect was not at all important.

Discussion

After receiving the data from the faculty members it was analyzed using MS Excel. Response to the service quality dimensions given by the faculty members were indicative of their views and priorities allocated by the faculty members of ATIs so as to know their service quality expectations.

Environment

The environment means the physical conditions in which the service is provided. The physical facilities like study room, furniture for seating, software, ventilation, lighting arrangement are considered under the environment. The cleanliness (Nitecki, 1996) of library premises is a vital factor among the tangible elements. Proper dusting of shelves, clean flooring and toilet create a proper service environment. However, for ATI faculty members following environmental factors are the most Important.

Table 3 'Most Important – Environment'

No	Statement	Count & Percentage
1	Study area should be kept quiet.	162 (77 %)
2	In the institute the library should be considered as a place for knowledge and wisdom.	141 (67 %)
3	Library equipments should be kept in good working condition.	137 (65 %)
4	The lighting in the library should be adequate.	134 (64 %)
5	Library should have software suitable to its purpose.	130 (62 %)
6	There should be proper ventilation in the library.	123 (59 %)
7	Toilets attached to the library should be clean.	122 (58 %)

From the above table it is observed that silence in the study area is the most important service quality indicator among the environmental factors for ATI library users. This is because library is a place where one feels like sitting in the middle of wisdom. It is a place of scholarly discussions and generation of new ideas. The faculty members like to spend some quality time reading, writing and contemplating on new ideas keeping their own preoccupations away. Therefore faculty members opined that it is the 'most important' to have pin drop silence in the library. The faculty members would like that library should be recognized as place of wisdom and symbol of intellect (Kyrillidou Martha, 2002). Many readers feel that sitting in the library is like sitting in contemplative environment. The sanctity of such a place should be maintained. The working conditions of equipment, proper lighting in the reading place, suitable software, ventilation and clean toilet are, among other, the most important factors for ATI faculty members. Similarly the importance of 'L' factor (Gummesson, 1991), time taken at issue counter etc are also important for the users.

Guidance

User's satisfaction is the most important for any library manager. Effective communication with the client is vital for the success in achieving user satisfaction. It is also important feature of the service quality. There are many ways through which librarian can guide the users for better utilization of services available in the library. The library catalogues, signage for subjects, library orientation programmes, are some of the techniques for guiding the user for enhanced use of the library. When a user enters the library it is presumed that he / she is well attended and properly guided. Guidance is important for the proper utilization of services.

Table 4 'The Most Important – Guidance'

No	Statements	Count & Percentage
1	The catalogue should be a reliable source of information about the holdings of the library.	116 (55%)
2	Directional signs in the library should be proper and helpful in locating documents.	108 (51%)
3	Library hours should be just as expected.	101 (48%)

The catalogue of any library is an important source of its holdings. The catalogue should display updated and authentic record. Therefore the faculty members opined that catalogue of ATI libraries should be the most important and reliable sources of information about the holdings. The self explanatory directional signs to facilitate the open access, and for locating documents is also most important. Most of the libraries of ATIs are open during the office hours. The trainee participants and the faculty members may not be able to avail the facility of the library during these hours as they are supposed to be in the classroom at that time. Therefore faculty members affirmed that library hours should be extended before and after office hours.

Among the guidance attributes independent use of catalogue, training programme for library users are some of the important qualities for ATI faculty members.

Services

Services are the consumables directly used by the users in the library. The users are directly interacting with the library management through services. For the user the design and delivery of services is the most important factor. According to (Collier, 1990) a service can be defined as a package of explicit and implicit benefits performed with a 'supporting facility and facilitating goods.' Service issues are addressed to know the satisfaction level of the users and improve service delivery.

Table 5 'Most Important- Services'

No	Statement	Count & %
1	The library should keep updated list of articles from journals, magazines and newspapers for the use of faculty.	130 (62 %)
2	Library materials should be shelved promptly.	127 (60 %)
3	The latest issues of the journals / magazines should be displayed promptly.	126 (60%)
4	New arrivals should be displayed in the library.	118 (56 %)
5	Books shown against the borrower's record should be always correct.	114 (54 %)
6	The library should support training, research and project work.	109 (52%)

Any service providing unit must keep the list of services they are providing to their customers. As libraries are also service providing units they must keep updated list of journals, magazines, articles indexed from journals and newspapers ready for the users. The faculty members need such lists for their ready references. As such this need is stressed by indicating the Most Important degree to it. Similarly the libraries are for 'use'. The use is ensured when the documents are kept in their proper place. In any ideal service providing library documents are shelved properly so that when user wants them, they are easily located. For the open access libraries shelving of documents is a major concern. Therefore faculty members have given highest importance for the shelving of documents. The display of latest issues of journals, new arrivals in the library, accuracy of borrowers' record and support for training activities are among other the Most Important things for faculty members.

Resources

For any service providing unit the basic requirement is resources. The collection of books, number of journals subscribed, funds available, persons available for providing efficient service are issues covered under 'resources' The library should always endeavor at providing excellent services to its users. For any library the amount available and the amount spent on personnel, collection, equipment and services demonstrate the quality of service. Human and physical resources are important for providing satisfactory services to the users in any library. For the satisfaction of the library users and meeting their expectations it is necessary to optimize available resources. Therefore, it is essential to identify required resources where library has intended to provide quality services. The optimization of those resources also indicate the confidence that parent institution has in library's wise use of those resources to provide good service. For library managers user expectations could be the base for allocation

of resources. According to Hernon and Altman (1998) for an excellent service providing unit 'lack of resources' is not at all an acceptable explanation. Comprehensiveness and uniqueness of collection, availability of update journals, exhaustive subject coverage, access to print and non-print media are some of the decisive factors for excellence of resources.

Table 6 'The Most Important – Resources'

No	Statement	Count & Percentage
1	The library should possess documents, which meets my course requirements.	140 (66.6 %)
2	The library should purchases new materials, which are relevant to my course needs.	140 (66.6 %)
3	The library should possesses documents like Census volumes, Economic Census, NSS Reports, CMIE Reports, Annual Reports and Administrative Reports of various departments etc	139 (66.1%)
4	The library should have collections relevant to the objectives of the institute.	135 (64.2 %)
5	The library should receive newspapers, which covers local, regional and national news.	127 (60.4 %)
6	Library should have a collection development plan and its collection should be updated frequently.	125 (59.5%)
7	The library should posses documents of state / central government publications.	112 (53.3 %)
8	The library should preserve course materials for the use of faculty and course participants.	112 (53.3 %)
9	The library should acquire CDs, VCDs and other materials, which can be borrowed by me.	107 (50.9 %)

The libraries of ATIs have a mandate to support the on going training activities in the institute. It implies addition of documents related to the course as and when required by the faculty members. Therefore faculty members opined it as the 'most important' that collection in the ATI library should meet their course requirement.

The service quality of any library depends on the resources it possesses. Libraries are known by their specific collections. Libraries have become center of intellectual processes because of their collection. Collection in any library is a very vital part that determines its users and

the services. The comprehensiveness (Cook and Heath, 2001) of library collection is indicated by many terms that include extensiveness, uniqueness, range of collection (in case of serial publications) depth and richness. Libraries that are more / better appreciated by reader specialize in specific collection and provide unique services based on their collection.

The ATI libraries have unique requirement of data sources for the training related activities like updated knowledge, factual information, data for assignments and planning. Therefore data sources like Census Reports, CMIE, Economic Census, Agricultural Statistics, Administrative Reports, NSS Reports, should be added to the library regularly. As such, faculty members opined that collection of data sources in the libraries is the most important for them.

The collection development is basically decision about selection of a particular item – a book, serial publication, pamphlet, document, map, database, or other print or non print information conveying information. It is an expansion of book selection which makes the collection itself a focus of attraction. Acquisition of library materials is a key process on which effectiveness of the library depends. A qualitative collection is undoubtedly the basic input for any library, which is the dynamic instrument for training, consultancy, education and research. However, as no library can acquire every document published in the field due to limited resources, selection of relevant documents becomes very essential. As a result, it becomes necessary to develop techniques to ensure that library should acquire a collection, which will meet pressing needs of its users and fulfill their intellectual, informational and recreational needs. Therefore faculty members confirmed that the ATI libraries having a Collection Development Plan are the 'most important' for them.

The essential purpose of training is to provide update information to the trainee officers. During the training programmes trainee officers require update and reliable statistical information. Some assignments are given during training programmes concerned with basic statistical data like population of the area, male-female ratio and expenditure on schemes etc. For satisfying such query, libraries should possess the sources like reports of various committees, annual reports and departmental publications etc. It is observed from the data that faculty members confirmed that they feel the collection of government publications is the most important in ATI libraries.

Staff

Attitude and role (Hernon and Whitman, 2009) of staff members are key factors any service organization that values its customers. The library users' assessment of library performance depends on factors such as timeliness, helpfulness, courtesy, positive attitude, customer orientation interpersonal relations and reliability. Those factors are related to behavioral aspect of staff. The persons working in the organization are implementing agencies of the service design. The line worker is also a face of the management who handles golden moments in the library and also faces problems related to the users. The 'staff' is an important dimension of service and it was also used by Spreng, et. al. (1990) in their research.

Table 7 'The Most Important - Staff'

No	Statement	Count & Percentage
1	The library staff should be well conversant with the equipment they use in the library.	147 (70 %)
2	General behavior of the library staff should be polite and should have positive attitude.	136 (65 %)
3	The librarian should consider opinions and suggestions of the users.	123 % (59)
4	The library staff should offer a personalized service to locate a document when users want.	122 (58 %)
5	The library staff should be approachable, welcoming and courteous.	120 (60 %)
6	The library should have knowledgeable staff to assist user.	111 (53%)
7	Library staff should give accurate and timely answers to queries put to them.	106 (50 %)

Equipment is purchased in the library for the effective service delivery. Many times it is reported that the machine is not functioning and problem is reported to experts. This causes complaints by the customers, frustration or annoyance of the library users. The staff should be able to use computer, scanner, barcode etc. effectively for smooth and effective working of the library. The data revealed that faculty members feel that use of equipment by the library staff is the most important.

The line staff is important because it interacts with the library users. The staff who confronts the user makes the impression about the organization. Therefore polite behaviour and positive attitude is essential qualification of the service providing staff. It was observed from the data that ATI faculty members have confirmed this belief and said that it is the 'most important' for them.

To invite suggestions for improvement from the customer is essential part of the service. This gives the feedback about the new services offered, infrastructure and over all services. Most of the faculty members have opined that consideration of users' suggestions and complaints is the 'most important' for them.

Conclusion

It is observed that the majority of the ATI faculty members give first priority to the physical **'Environment'** aspect of the library service quality. The 'environment' includes tangible

elements of service quality like availability of computers, OPAC terminals, cleanliness, adequate light, proper ventilation, functional furniture, suitable library hours, library software and place for reading. The importance given by the faculty members indicates that the physical environment where the service is delivered in the library is the most important and plays a vital role in the entire ATI.

The second priority given by faculty members of ATIs is to the **'Services'.** The document lending, reference service, referral service, current awareness service, newspaper clippings are some of the important services. The users also expect that the record of holdings of any member should be accurate. The catalogue should be up-to-date. It should be a reliable source of holdings of the library.

Figure 1: Expectations about service quality
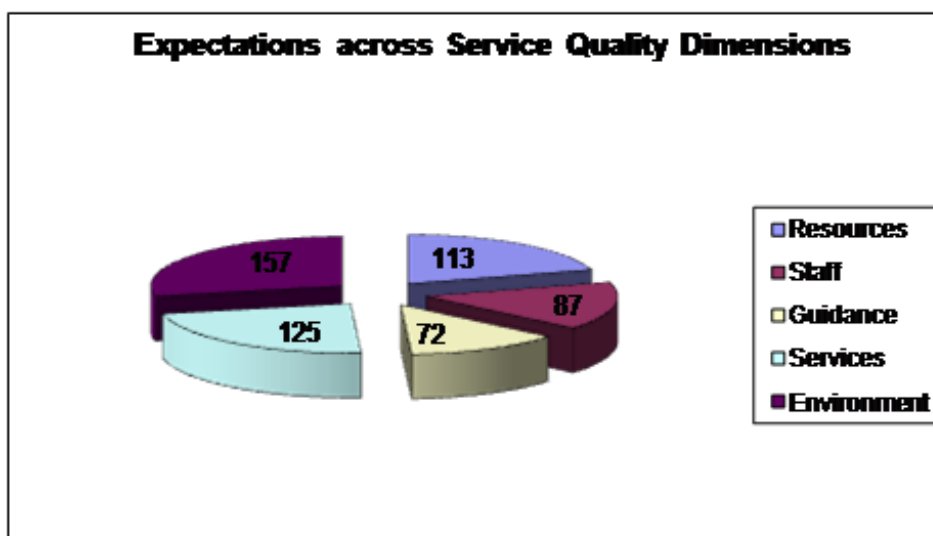
The third in the rank is the **'Resources'** dimension of the service quality. The resources in the library are a comprehensive collection of documents. In-depth collection in any particular subject, un-interpreted series of journals, range of collection of CDs, newspapers of local, national and international coverage, and variety of latest journals are expected in the comprehensive collection.

The library service quality dimension, **'Staff'**, is ranked fourth by the faculty members of ATIs. The employees are the most important factor affecting the service quality. The attitude, behavior, etiquettes, decorum and dress code of the staff is also important.

'Guidance' is the fifth service quality dimension. It includes proper signage, help, display of rules, location map, help menu for OPAC, user orientation programmes, information literacy are main apprehension covered under guidance.

Expectations Implemented - Empowered Library Users !!!

After establishing dialogue with the users for about their expectations from library, it was obligatory to act upon their suggestions which were realistic. During and after the study some

of the recommendations took practical shape and were implemented as a result of fulfilling service quality expectations as envisaged by the ATI library users. These outcomes of the study are little but certainly indicative of the empowerment of the users.

Repository of Government Publications

The libraries of ATIs are expected to support the training programmes by facilitating various statistical information sources, committee reports, annual reports, performance evaluation reports, etc, as inputs for training programmes conducted in the Institute. Therefore it was recommended that all ATIs should collect all related documents. Government of Maharashtra declared state ATI – YASHADA library as Repository of Government Publications and it was made mandatory for all government departments to send all their publications to YASHADA library for reference and preservations.

Exhibition of Government Publications

Impact of research is resulted in organizing exhibition at various places. Library of Yashwantrao Chavan Academy of Development Administration, (YASHADA) Pune had organized an Exhibition and Sale of Government Publications for last two years i,e, 2011 and 2012 in the month of January in the campus of the Academy. It displayed publications and activities of various Government Departments under one roof for the first time. Lectures of eminent personalities on different aspects of reading culture were organized on all three days. During the exhibition 32 departments participated and more than 2600 persons visited the exhibition leading to the turnover of more than Rs. 3,50,000/- each year.

Infrastructure Development

Infrastructure is an important aspect covered under environment service quality aspect. The ATI library users gave the most importance to infrastructure which includes exclusive calm, quiet and well furnished study area, display of periodicals, internet browsing facility, comfortable seating arrangement, proper lighting and ventilation, studious atmosphere etc.

Guidance for use of Library Resources

Guidance for batter use of library resources is part of librarians job. Self explanatory boards, labels, display of new documents added and personal help would the user to locate the documents and facilitate utilization of available resources.

Staff

Staff plays important role in service delivery. Welcoming, positive and helping staff is prerequisite for quality service delivery. Continuous training enhances positive attitude, knowledge about library collection and skill to tackle problems effectively.

Other Expectations

Proper shelving, rich in resources, accuracy of the borrowers' record is some other important expectations.

Book Club

The activity of Book Club which provides a platform for library users to discuss and share their reading with others was much appreciated by the library users.

To conclude, such type of activities in every center is necessary to establish communication and to have a regular dialogue with the users. Certainly it will enhance utilization of library resources.

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