

Assessing the Perceived Quality of Government Training Institutions' Libraries from User Perspectives

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Abstract

Service quality measures how well a product or service meets a customer's expectations. A study was conducted on the quality of services maintained by a library of a certain government service training institution in Sri Lanka. Providing a high-quality service is critical to attracting and retaining library users, as this will improve library productivity and enhance the library's reputation.

Keywords: *Quality assessment, Service quality, user-friendly library service, Users' perspective,*

Introduction

Properly understanding customers' perceptions along service quality dimensions is essential for LIS professionals to recognize customer expectations. Service quality assesses the performance of products and services from customers' perspective. A library has both tangible information sources and intangible services. Assessing Service Quality as a management technique is of recent origin and new to Library and Information Science (LIS) professionals.

A study was conducted on the quality of services maintained by a library of a certain government service training institution in Sri Lanka. The background of this study was to identify the evaluation done by the course participants in relation to the library in evaluating the assets and services of the institution.

Objectives

The main aim of this paper was to find out the service quality and user satisfaction of Government training institutes in Sri Lanka. The objectives of this were to evaluate the condition of the services currently being maintained, to identify the user needs and accordingly to develop the quality of the existing services and facilities and to provide new services and facilities.

Materials and Methods

The quality of library service depends on three factors: library resources, the library as a place and Library staff. In this study, all three aspects were covered. At the end of each module of the course, an evaluation of the module and resource person, as well as the institution's resources and services, will be obtained from the participants. A sample was selected from among those who attended the course in one year. The sample consisted of 870 students and 189 students used the library during their course. However, many participants did not use the library. There, the relevant data was collected for this study based on the evaluation forms filled by participants regarding the library of that institution.

Conclusion and Recommendations

The library is not merely a storehouse of materials; it is a dynamic agency to assist scholars and researchers in carrying on their pursuits in the advancement of knowledge by making use of information. The library has a direct connection with the curriculum of the courses of the institute. The library's services and facilities are categorized into five groups: customer care, lending service, reference service, internet facilities and photocopy service. They expressed their opinions

regarding the development of the services and facilities and their quality.

Not enough time to use the library is the reason for this problem. Appreciation of help desk and customer care in their Comment. The suggestions are to convert manual services to online, introduce digital membership cards, extend library opening hours, make library facilities available to readers on weekends and network with the universities that allow access to the library to the public officers. Also, regarding the services that keep the library open, they thought there was insufficient time to use it. Therefore, they raised the issue of extending the opening hours of the library and providing library facilities to the readers on weekends.

Librarians and staff of special libraries have close connections with their users, and they regard them as their clients. Asked about the library staff, it was stated that the staff are very friendly. Also, he mentioned that it took a lot of time to get the proper information that he needed as there is a limited and untrained workforce since the training course is coming in the middle of the training period. However, as a result of the studies, the library is maintained as a more user-friendly library by increasing the quality of services maintained, adding new services and facilities

References

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