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Measuring Service Quality in Dr. Zakir Husain Library, J.M.I, New Delhi: A Survey

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Abstract

The aim of this study is to measure the perceptions of the Dr. Zakir Husain Library users as they relate to quality service and to determine how far the Dr. Zakir Husain Library has succeeded in delivering such service to its users. The research was carried out among the students of the Jamia Millia Islamia, New Delhi. A questionnaire was used as the data gathering instrument. The instruments for data collection consisted of structured questions. All the closed ended questions were designed to elicit responses on a five point Likert scale to measure both respondent satisfaction and perception of service quality. The results would appear to indicate that the Dr. Zakir Husain Library is not lacking in quality of service. Studies of both theoretical principles and experimental implementations demonstrate. This article includes description of the planning, implementation and maintenance of the quality management system by the library, along with continual improvement efforts to provide quality service to the library clientele. This paper will be helpful to libraries planning to implement a quality management system to improve its quality service and increase customer satisfaction.

Introduction

Quality is customer satisfaction. It is generally used with reference to the end use to product. Quality has been an integral part of human activity since the emergence of human history. Customer satisfaction is the motto of any organization and quality is becoming an essential requirement for the survival of the organization. [1] Quality is the basic philosophy and requirement of library service and all libraries strive to deliver the highest quality of service. A quality service is one that fully meets the expectations and requirements of the users. If a library provides appropriate information to the right user at the right time

and in the required form, then it could be argued to be maintaining quality. Quality library services mean satisfying the query of each and every user accurately, exhaustively and expeditiously. [2]

Total Quality Management

Total Quality Management (TQM) is a management approach that tries to achieve and sustain long term organizational success by encouraging employee feedback and participation, satisfying customer need and expectations respecting societal values and belief and obeying governmental status and regulations product, process, system, people and leadership from the five pillars of TQM. It provides over all concepts that fosters continuous improvement in an organization. The TQM philosophy stresses a systematic integrated, consistent, organization-wide perspective involving everyone and every time. It primarily focuses on total satisfaction of both internal and external customers within a management environment and improved the all systems and processes. TQM is a necessity. It is a journey that never ends and way to survive and succeed. It is the totally integrated effort for going competitive advantage by continuously improving every facet of an organizations activities. [3]

TQM is an effective system for integrating the quality development, maintenance and quality improvement efforts of the various functions of business to enable production and service at the most economical levels to meet full customer satisfactions. [4]

The successes of TQM vary from library to library, as each library is different from the others. TQM is a process which focuses on understanding customer needs & demands and improving customer's service and satisfaction. Libraries should set marketable goals based on quantitative performance indications, and monitor progress towards those goals. The realities of the current library situation indicates that quality improvement is essential not only for facing major changes but also for growth required for the libraries of today and tomorrow. We have explained the scenarios from the experience of execution at a large scale, highly distributed and extensively collaborative project, the Universities Library of India. We have discussed the Quality Management Framework and its components that have helped us in reducing the duplication, errors and improvement in the quality of the end product for a better quality of service and to maximize the benefit of the users.

Service Quality in Library

The concept of quality control emerged around 1920 in the US, simply to control the creation of defective items in industrial process. The concept did not immediately take its roots in US but it did in Japan after World War II as a result of which Japan emerged as world quality leader. TQM is a way of managing to improve the effectiveness, efficiency, flexibility and competitiveness of an organization as a whole and it involves whole organization getting organized and committed to quality in each department, each activity and each person at each level. The concept of service quality in the context of a library can be defined as the difference between users' expectations and perceptions of service performance and the reality of the service. Service quality means being able to view services from the user's point of view and then meeting the customer expectation for service. The concept of service quality was defined as the difference between a library user's expectations and perceptions of service performance to the mid 1970s. Quality becomes a big issue when libraries try to expand their scope and improve their service. Identifying new ways to conceive of quality and to monitor its attainment are current challenges for libraries. In the academic library, quality may be recognized by the customers in terms of prompt delivery or error free services. Recently, some librarians have shifted their perspective of library services to represent a user driven view. The assessment of how well a library succeeds depends on the user as judge of quality. The primary goal of any library therefore should be to maximize user satisfaction and to potentially exceed the expectations of their users. The meaning of TQM is customer satisfaction through product or services. The increasing expectations of users have challenged libraries to improve their quality of services. Limited by increasingly tighter budgetary restrictions, library managers feel more pressure to fully exploit available resources. Therefore, several libraries have adopted quality management practices in recent years. Among the various initiatives implemented include ISO 9000 standards. The customer in the library is user/reader/student. The primary purpose of library is to support the teaching, research and

other academic programs of its parent organization. A library is a part of a service organization which delivers personally to the customers. TQM is a step towards desired goals. The concept of TQM has come out through the meaning of quality. Therefore it is necessary to understand the meaning of quality. According to Sarkar, Quality of a product or service is the ability of the product or service to meet customer's requirements. Here customer is the real authority who can clearly dictate the quality of a product o service provided. [5]

TQM is a way of managing the various aspects of a business organization to active the best results for stakeholders by ensuring enhanced customer satisfaction and employee motivation at the lowest cost, through continuous improvement and defect prevention, by involving all the employees. It has been defined as the art of managing the whole to active excellence. [6]

The implementation of quality improvements in the library means a change from an inner process oriented view, to a customer oriented interactive approach. It is the intersection between the public tradition and the service of customer in a market-oriented environment that creates a challenge for improvements of library service quality. [7]

Jamia Millia Islamia, New Delhi

Jamia Millia Islamia, an institution originally established at Aligarh in united provinces of India in 1920 became a Central University by an act of the Indian Parliament in 1988, and his central library named as Dr. Zakir Husain Library. The Central Library of the Jamia Millia Islamia, stocking a rich collection of over 3.28 Lakh learning resources in all major discipline taught in the university and spread over an area of 23,038 sq. feet, the library caters to the academic needs of the university students, staff & research scholars. It has two spacious reading rooms of 1800 sq. feet each. The library has fully computerized its most actively used collection, which is now available to users through OPAC with network access across the campus-wide LAN. The Digital Library provides electronic access to thousands of E-journals through 15 major databases. The library has also been functioning as a referral center on Islamic Studies, Urdu language & literature, and receives requests for its bibliographic information from all over the country. A number of scholars visit the library for its reference & consultation

Review of Related Literature

Dash, Jyotirmoy (2008)[8] focused about the significance of total quality management in libraries and view that the circumstance which challenged in libraries of Total Quality Management are very much prevalent here. The survey indicates that the author clears that, if library managers are implementation the necessary changes to satisfy their clients. In the face of these challenges it is now time for libraries to exhibit that they are valuable to the sustained survival and provisions of their organizations.

Thapisa and Gamini (1999)[9] discusses with quality can also be seen as relating to the fitness of a service or product to its intended purpose or use, subject to the expectations of the customer or user. Quality, therefore, must be in conformity with the customer's requirements or needs. This means that the quality of a service can be a definition of the customer's perception of what is good or bad, acceptable or not acceptable service. Therefore, quality is an ongoing process where the user is a key determinant.

Porter and Parker (1993)[10] showed that although nearly two-thirds had introduced quality programs, only 8 percent of firms rated them as totally successful; this leaves a larger number that were claimed to be moderately successful, but the results are still far from impressive. Perhaps too much was expected too soon; perhaps some of the numerous critical success factors were neglected.

Raina, (1995)[11] The concept of total quality management (TQM) is now a management technique used in most disciplines and libraries and information centers are no exception. Its application in service sectors like library and information services (LISs) started in the late 1980s and is an American response aiming at customer satisfaction by way of meeting the requirements and expectations of customers. This concept

has become more relevant in the current technological era, especially due to the emergence of application of information technology in libraries and changes in information consciousness among users.

Khurshid, (1997)[12]A paper published in 1997 discusses the possible application of various TQM tools in cataloguing operations. The paper focused on the methods libraries have adopted to identify user needs and to improve services to meet user needs. The results showed that many of these methods are either based on the TQM philosophy or can be adapted to it.

Landrum, Hollis, et.al (2009)[13] explore the relationship between the relative importance allocated by the systems users to each of five SERVPERF dimension. Survey investigated the service quality perceptions of professional information system users.

Sherikar and Jange, (2006)[14] showed that none of respondents were fully satisfied with the work culture in their library. However, the majority of professional staff were highly satisfied with the librarian's leadership quality, creating and maintaining cordial relationships amongst library professionals. A key observation was that in services there was a direct interaction between a customer and the library staff and fulfilling their requirements through the service delivery process is both challenge and an opportunity. A university library adopting total quality management in its activities and services needs to emphasize the importance of quality management to services

Shoeb and Ahmed (2009)[15] in their studies on private university library system in Bangladesh and investigated quality assessment of users. A survey was conducted among IUBL users using modified version of SERVQUAL instrument. The study shows the user responses for minimum, expected, and perceived services were calculated by gender and status and find out gap scores between perceived and minimum services and perceived and expected services by different groups were computed, the gap scores of gender and status groups were compared statistically.

Objectives of the Study

The aim of this study was to determine the perceptions of the libraries clients as they relate to quality service and to determine how far the Dr. Zakir Husain Library, J.M.I has succeeded in delivering such service to its clients. The study here reported endeavored to:

- Establish whether the library is meeting the quality expectations of the clients;
- Find out if there are any differences in the perception of quality library service between research scholar undergraduate and graduate students.
- Make recommendations on how to improve the level of quality service.

The research was carried out library among the students, in different faculties. As shown in dimension wise representation of the student population breaks down as different faculties. Thus notching the total student population of the different faculties are varies from each others. The students studying by correspondence and those of affiliated institutions were excluded from this survey.

Methodology

The aim of this study was to determine the perceptions of the Dr. Zakir Husain Library, J.M.I users as they relate to quality service and to determine the importance of service quality aspects according to library users. The result also investigated how far the library has succeeded in delivering quality service to its users. This study used questionnaire-based survey method. This method is also preferred as it was less time consuming and economical for a scattered population. The questionnaires were personally distributed to the students of different universities at their library. The investigator distributed 150 questionnaires in scattered population and received 120 filled in questioners were returned by the users with the overall response rate being 80% collectively in six dimensions of service quality. The collected data were analyzed, classified and tabulated by simple statistical methods, table and percentage.

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Questionnaire Design

The questionnaire for the investigation of quality service perceptions among students was administered to library users. It contained 30 structured, open ended and closed-ended questions. The questionnaire reflected six determinants of quality service. Each section was summed up by an open-ended question, which allowed the respondents to assess the overall impression of given criterion/criteria of quality service. All the closed-ended questions were designed to solicit responses on a five-point Likert scale to measure both respondent satisfaction and perception of service quality. Respondents replying to these items indicated 1 representing "strongly agree", 2 "agree", 3 "disagree", 4 "strongly disagree" and 5 "not sure". The option 1 & 2 indicated "Positive" and option 3 & 4 are "Negative" response and option 5 represent "Not sure". The following aspects of service were being measured.

1. Reliability: This refers to the delivery service as it relates to constancy and accuracy. It includes, giving accurate answers to reference questions, keeping records consistent with actual holdings/status and computer databases up and running and making sure that overdue notices and fine notices are accurate.

2. Responsiveness: It measures the readiness of library personnel in providing service. It includes, suitability in delivering needed information, checking in new journals and newspapers punctually, calling back a patron who has telephoned with a reference question immediately, minimizing computer response time and re-shelving books promptly and minimizing rotate time for inter library loans.

3. Assurance: Assurance measures the knowledge and courtesy of the library staff and their skill to convey confidence. It valuing all requests for information uniformly and conveying the importance of an inquiry to the client, clean and neat appearance of staff, thorough understanding of the collection, knowledge with the workings of equipment and technology, learning the customer's specific requirements, providing individual attention, recognizing the regular customer.

4. Access: Access measures the ability to reach out for something and finding or getting it as and when it is needed. It includes waiting time at circulation desk, availability of computer terminals, Online Public Access Catalogue (OPAC), etc. without waiting too long, library hours meeting expectations, location and centrality of the library and convenience.

5. Communications: Communications measures the ability to keep clients informed in a language they understand and the ability to listen to them, avoiding library jargon, determining the needs of the client through gentle follow-up questions, developing precise, clear instructions at the point of use, teaching the customer library skills, assuring the customer that her/his problem will be handled.

6. Tangible: The tangible aspect measures the appearance of physical facilities, equipment, personnel, and communication materials, modern and technologically relevant equipments, appealing reading hall facilities, etc.

Results and Discussion

The study has been worked out by using a questionnaire as a tool for collecting data from different types of users in Dr Zakir Husain Library, JMI. The questionnaire has been distributed so that all groups of users are represented to the sample so selected. The findings of the present study are based purely on the response returned by the users. The questionnaire was administered respondents pursued personally to get their response. However, when comparing the perception part with importance stated by students, it reveals that the university library has not been successful in its plans for offering quality services. For instance, majority of respondents stated that they have been receiving an average quality service, and observed that 93 (77%) male and 27 (23%) female respondents are selected from different areas of studies in university. The designation wise distributions convey that, 12 (10%) of respondents come under the Research Scholars and 75 (63%) of respondents come under the classes of Post Graduation and 33 (27%) of respondents are Undergraduate Student. The investigator measured all dimension of service quality with some questions collectively, which are varies from service quality dimension.

Table 1. **Reliability**

The table 1 indicates that constancy and accuracy among 59.50% respondents of the total population asserts positive response and satisfied with reliability aspect of service quality. Whereas 32% population are aware of reliability service dimension but given their negative responses towards these factors. In addition to this 8.50% population revealed that there are unsure of the qualitative factors of reliability covered under service quality in Dr Zakir Husain Library, JMI.

	Q1.1	Q1.2	Q 1.3	Q1.4	Q1.5	Total	Percentage
Positive	39	66	90	87	75	357	59.50%
Negative	81	48	15	18	30	192	32%
Not Sure	0	6	15	15	15	51	8.50%

Table 2. **Responsiveness**

Table 2 depicts that the majority of them claimed to have the responses factors of quality in library. However, present study reveals that 52.91% respondents were given positive responses and satisfied with service quality, another 28.33% respondents were negative response towards responsiveness factor of quality dimension, another 18.75 % of the users were not aware about the responsiveness dimension.

	Q2.1	Q2.2	Q2.3	Q2.4	Q3.5	Q2.6	Total	Percentage
Positive	42	57	57	57	84	84	381	52.91%
Negative	72	54	24	15	21	18	204	28.33%
Not Sure	6	9	39	48	15	18	135	18.75%

Table 3. **Assurance**

Table 3 alarming to note that 56.50 % users of library surveyed have shown their satisfaction level of assurance quality dimension of library while only 26% have expressed their dissatisfaction level for assurance dimension and given negative answer, 15% replied can't say, which indicates that either they were not aware of the assurance of quality of library or they never utilized the services assurance of quality of library.

	Q3.1	Q3.2	Q3.3	Q3.4	Q3.5	Total	Percentage
Positive	57	66	69	54	63	339	56.50%
Negative	30	24	9	54	42	159	26.50%
Not Sure	21	0	42	12	15	90	15%

Table 4. **Access**

Table 4 shows the services includes providing opportunities to learn about assistive technology and equipment, circulation services, interlibrary loan, course reserves, stack services, library safety, providing books in alternative formats to people with vision impairments and delivering books to readers who cannot visit a local library. The study of the present study reveals that 61% of the respondents have 'positive' view regarding the access factor of quality in the library and 37% posses 'negative' view of access factor of quality, whereas, 1.50% of the respondents opine that they are 'not aware' of it.

	Q4.1	Q4.2	Q4.3	Q4.4	Q4.5	Total	Percentage
Positive	90	63	68	66	69	366	61%
Negative	30	57	39	54	45	225	37.20%
Not Sure	0	0	3	0	6	9	1.50%

Table 5**. Communication**

Table 5 revealed from the study and observed that proper and effective communication systems should be put in place, so that users can be informed about the availability of the services they may require. Information seeking therefore is a function not only of awareness of the possible existence of documents but also their availability and accessibility. The study indicates the communication dimension the highest number of user appalling toward there positively approaches. 52% believed in the positively for communication for library quality factors. 32% gave a negative response for communication dimension and only 16% are not sure.

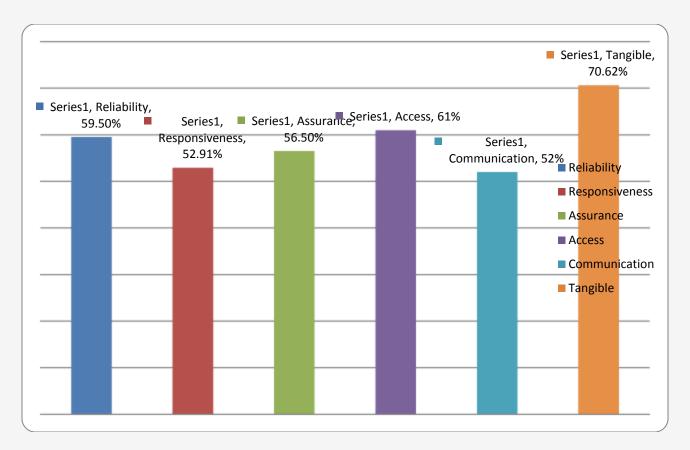|	Q5.1	Q5.2	Q5.3	Q5.4	Q5.5	Total	Percentage
Positive	72	57	63	57	63	312	52%
Negative	42	21	42	36	51	192	32%
Not Sure	6	42	15	27	6	96	16%

Table 6. **Tangible**

Table 6 indicates the use of physical facilities, equipment, or other resources, property, and personnel clearly indicates that 70.62% users in library responded positively for tangible aspect of quality of library and 27.50% users responded negatively and the remaining populations of 1.87% are unaware of it.

	Q6.1	Q6.2	Q6.3	Q6.4	Total	Percentage
Positive	57	90	117	45	339	70.62%
Negative	27	27	3	75	132	27.50%
Not Sure	6	3	0	0	9	1.87%

Findings
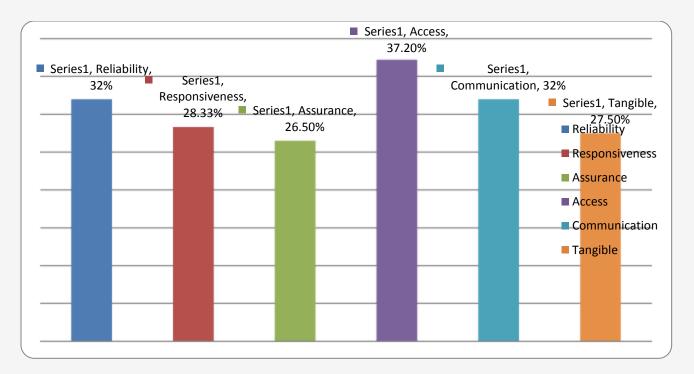
1. Positive Responses

The following tables show that the positive response of service quality dimension in library is highest tangible (70.62%), followed by access, (61%), reliability, (59.50%), assurance (56.50%), responsiveness, (52.91%), communication, (52%).

Chart showing: Series1, Reliability, 59.50%; Series1, Responsiveness, 52.91%; Series1, Assurance, 56.50%; Series1, Access, 61%; Series1, Communication, 52%; Series1, Tangible, 70.62%. Legend: Reliability, Responsiveness, Assurance, Access, Communication, Tangible.
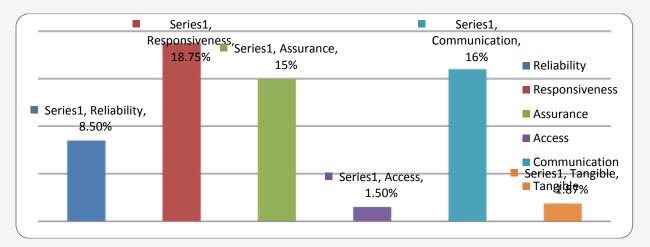
2. Negative Responses

Table show that the negative response for service quality dimension in library is maximum access factor, (37.20%), followed by both reliability and communication, (32%), responsiveness (28.33%), followed by tangible, (27.50%), assurance, (26.50%).

3. Not Sure

Table show that the those responses who is not sure about of service quality dimension in library is highest percentage indicated for responsiveness dimension (18.75%), followed by communication, (16%), assurance, (15%), reliability, (8.50%), tangible, (1.87%), access, (1.50%).

Conclusion and Implications

The result of the papers shows that although Dr. Zakir Husain Library has conducted several programs for improving its services, because of the lack of identifying the most important aspects of service quality in their customers' ideas, the efforts for providing customer satisfaction has failed to a great extent. The result of this paper can be a very good guide for planning staff of JMI Central Library to define improvement projects in order to increase their users' perception on the offered services. Service providers, no matter their profession, need to know that the definition of quality is a subjective matter. It is a fact that the users will always dictate what he/she wants, when and how? The service provider, though certainly not a bystander in this transactional relationship, is always influenced to a large extent by the

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demands of the users. The user can always change the direction, form and character of any service depending on his/her needs. The provider's responsibility to the user is to adapt to such needs. The service therefore should always be tailor-made to accommodate the needs and wants of the customer. Further coming studies in this area can be a good resource for studying the improvement trend in offering quality services by the library.

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"Measuring Service Quality in Dr. Zakir Husain Library, J.M.I, New Delhi: A Survey," Md. Sohail, M. Masoom Raza. *Library Philosophy and Practice* 2012

QUESTIONNAIRE FOR THE INVESTIGATION OF QUALITY SERVICE PERCEPTIONS AMONGST STUDENTS WHO USE THE UNIVERSITY LIBRARY
Dear Friends
        I am conducting a survey on **"*Measuring Service Quality in Dr. Zakir Husain Library, J.M.I, New Delhi: A survey''*.** In this regard, I request you to help me by filling this questionnaire and providing some valuable suggestions. I will be highly grateful to you for this kind cooperation.

1. Instructions

        Please indicate the most appropriate answers by a tick in the brackets provided below, where a space is provided; use a pen to write your answers in it.

Your Name   …..

Are you: (a) Male   [ ]   (b) Female   [ ]

Are you:

(b) Undergraduate student   [ ]   (c) Post -graduate   [ ]

(d) Research Scholar   [ ]   (e) Others (Pl. specify) …………….

Faculty:

(a) Arts [ ]   (b) Sciences [ ]   (c) Social Sciences [ ]   (d) Commerce [ ]

(e) Engineering & Technology   [ ]   others (specify)……...

1. Reliability

1.1. Are you able to find reliable information to most of your queries in the reference collection?

(a) All of them   [ ]   (b) Most of them   [ ]   (c) Some of them [ ]

(d) Few of them [ ]   (e) None of them   [ ]

1.2. Have you ever had the experience of giving up a search, because you could not find the relevant information?

(a) Very often [ ]   (b) Often [ ]   (c) Not very often [ ]   (d) Not at all [ ]   (e) Not Sure [ ]

1.3. How consistent is cataloguing and classification of your library materials?

(a) Very consistent   [ ]   (b) Consistent [ ]   (c) Inconsistent [ ]

(d) Very inconsistent [ ]   (e) Not sure   [ ]

1.4. How reliable is the Online Public Access Catalogue (OPAC) in giving yours full information regarding their search?

(a) Very reliable [ ]   (b) Reliable [ ]   (c) Unreliable [ ]   (d) Very unreliable [ ]   (e) Not sure [ ]

1.5. Do you think that overdue and fine notices sent by the library staff are accurate?

(a) Strongly agree [ ]   (b) Agree [ ]   (c) Disagree [ ]   (d) Strongly disagree [ ]   (e) Not sure [ ]

2. Responsiveness

2.1. Are you able to get the latest and current published books in your subject area?

(a) Very often [ ]   (b) Often [ ]   (c) Not very often [ ]   (d) Not at all [ ]   (e) Not sure [ ]

2. 2. Does library staff attend to your requests promptly within 3 minutes?

(a) Very often [ ]   (b) Often [ ]   (c) Not very often [ ]   (d) Not at all [ ]   (e) Not sure [ ]

2.3. The books are expected to be re shelved promptly within

(a) Half day [ ]   (b) One day [ ]   (c) One and half days [ ]   (d) Two days [ ]   (e) Not sure [ ]

2.4. How effective is the inter-library loan system in satisfying your information needs?

(a) Very effective   [ ]   (b) Effective   [ ]   c) Ineffective [ ]

 (d) Very ineffective [ ]   (e) I do not know [ ]

2.5. Is the Online Public Access Catalogue (OPAC) user friendly and familiar to you?

(a) Strongly agree [ ]   (b) Agree [ ]   (c) Disagree [ ]   (d) Strongly disagree [ ]   (e) Not sure [ ]

2.6. How current are the newspapers and periodicals available on the periodicals display shelves?

(a)Very latest [ ]   (b) Latest [ ]   (c) Not latest [ ]   (d) Not very latest [ ]   (e) Not sure [ ]

3. Assurance

3.1. What is the appearance of library staff to the readers?

(a) Neat and clean [ ]   (b) Inviting [ ]   (c) Untidy [ ]   (d) Messy [ ]   (e) Irritating [ ]

3.2. How efficient is the library staff in providing the relevant material from the collection of the library?

(a) Very efficient [ ]   (b) Efficient [ ]   (c) Inefficient [ ]   (d) Very inefficient [ ]   (e) Not sure [ ]

3.3. Is the CD-ROM system user-friendly and familiar?

(a) Strongly agree [ ]   (b) Agree [ ]   (c) Disagree [ ]   (d) Strongly disagree [ ]   (e) Not sure [ ]

3.4. Does the library staff take personal interest when you approach them for information?

(a) Very often [ ]   (b) Often [ ]   (c) Not very often [ ]   (d) Not at all [ ]   (e) Not sure [ ]

3.5. Does the library staff recognize you when you approach them regularly?

(a) Strongly agree [ ]   (b) Agree [ ]   (c) Disagree [ ]   (d) Strongly disagree [ ]   (e) Not sure [ ]

4. Access

4.1. Is the library staff available to you always at the reference desk?

(a)Very often [ ]   (b) Often [ ]   (c) Not very often [ ]   (d) Not at all [ ]   (e) Not sure [ ]

4.2. Are the photocopier machines available to you, sufficient for student use?

(a) Strongly agree [ ]   (b) Agree [ ]   (c) Disagree [ ]   (d) Strongly disagree [ ]   (e) Not sure [ ]

4.3. Have you ever been kept waiting to use the computer terminal at any time?

(a) Very often [ ]   (b) Often [ ]   (c) Not very often [ ]   (d) Not at all [ ]   (e) Not sure [ ]

4.4. Are the library opening and closing hours convenient and ideal for you?

(a) Strongly agree [ ]   (b) Agree [ ]   (c) Disagree [ ]   (d) Strongly disagree [ ]   (e) Not sure [ ]

4.5. Have you ever been kept waiting in the long queues in circulation?

(a) Very often [ ]   (b) Often [ ]   (c) Not very often [ ]   (d) Not at all [ ]   (e) Not sure [ ]

5. Communications

5.1. Are you aware of the facilities and services available in the library?

(a) All of them   [ ]   (b) Most of them   [ ]   (c) Some of them [ ]

(d) Few of them [ ]   (e) None of them   [ ]

5.2. How did you learn about the use of the library and its equipment?

(a) Library orientation [ ]   (b) From friends [ ]   (c) Teaching staff [ ]   (d)
Library staff   [ ]   (e) Self taught   [ ]

5.3. Are the Online Public Access Catalogue (OPAC) user manuals where available, clear and easy to use?

(a) Very easy [ ]   (b) Easy [ ]   (c) Not so easy [ ]   (d) Difficult [ ]   (e) Not sure [ ]

5.4. Are the CD-ROM user manuals where available, clear and easy to use?

(a) Very easy [ ]   (b) Easy [ ]   (c) Not so easy [ ]   (d) Difficult [ ]   (e) Not sure [ ]

5.5. When you approach the library staff for information, does she/he ask you questions regarding the exact information you want?

(a) Most frequently   [ ]   (b) Frequently   [ ]   (c) Less frequently   [ ]

(d) Not at all bothered [ ]   (e) Not sure   [ ]

6. <u>Tangibles</u>

6.1. Are the chairs provided, convenient and comfortable for you?

(a) Very convenient   [ ]   (b) Convenient [ ]   (c) Inconvenient [ ]

 (d) Very inconvenient [ ]   (e) Not sure   [ ]

6.2. Does the temperature setting in the library suit you?

(a) Strongly agree   [ ]   (b) Agree   [ ]   (c) Disagree [ ]

(d) Strongly disagree [ ]   (e) Not sure [ ]

6.3. Is there sufficient lighting in the library to carry on your work?

(a) Strongly agree [ ]   (b) Agree [ ]   (c) Disagree [ ]   (d) Strongly disagree [ ]   (e) Not sure [ ]

6.4. Are the study halls silent enough to enable you to work peacefully?

(a) Strongly agree   [ ]   (b) Agree   [ ]   (c) Disagree [ ]

(d) Strongly disagree   [ ]   (e) Not sure   [ ]

What area of the library services would you like to be improved?

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Thank you for taking time to comment.