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A bibliography on users' perception and expectation of services and facilities in public libraries

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Abstract

The study is a bibliographic compilation of literature sources on users' perception and expectation of services and facilities in public libraries around the world. Paucity of bibliographic information on this topic necessitates this compilation. The bibliography contributes to the body of knowledge in bibliographic research in the Library and information Science (LIS) field, and provides in one volume, a resource to aid researchers and academics undertaking similar topics to easily locate current and relevant information sources. The bibliographic sources were retrieved using the University of KwaZulu-Natal (UKZN) library databases such as Sabinet, Emerald insight, EBSCOhost, Google Scholar, JSTOR, and ProQuest. The search strategy entailed the formulation of keywords relevant to the topic and the use of Boolean operators (AND, OR, NOT) to combine the keywords to optimize search results. The outcome was a collective list of 491 alphabetically arranged bibliographic sources from books, eBooks, journal articles, conference papers, Internet sources, theses and dissertations. The paper provides title and subject indexes arranged alphabetically as easy pointers to the bibliographic information sources.

Keywords: Users' perceptions, expectation, services, public library.

Introduction

Providing information services that satisfy the needs of users is paramount to the key functions of a public library. Public libraries must provide quality services to users and the services they provide must talk to the needs of users (Aslam and Sonkar 2018). Libraries are moving away from the notion that views them as building that keeps books for lending purposes to information providing centres to which users turn to in order to seek for their information needs. Noh and Choi (2018) mentioned that public libraries are not just the place where books are stored and shared; they play a crucial role in communities where they are located. A public library is also a public space and people who work in it possess special knowledge, skills and abilities. As stated by Khan (2015) public libraries are based on the idea of sharing and free access to culture, information and knowledge. In the digital era characterized by ever increasing access to information via the internet, public libraries are faced with challenges to redefine and re-establish themselves (Joy and Idowu 2014). Mamafha and Ngulube (2016) argues that one of the greatest challenge for libraries today is to re-establish themselves as the first and foremost gateway to which users are turning for assistance in navigating their way through the vast amount of information that is available in variety of formats. Library users as consumers of the services are the one who can give a clear indication of whether they are satisfied with the services or not. For libraries to perform well like any other business in the market, it has to measure its success, in other words, it has to gauge whether the services it is providing to its users satisfy the users or not. According to Bhim (2010) the only criteria that count in evaluating service quality are defined by users and it is only users who judge the quality and all other judgements are essentially irrelevant. There are a number of studies that have been carried out on perception and expectation of users in different public libraries. The concept of perception and expectation forms part of the research papers on service quality in libraries and information centres. Nzivo (2012) investigated users' perception on library services and information resources in Kenyan Public Libraries. It included customer services such as working hours, library rules and regulations and membership registration which are hugely important in enhancing users' access to services and information resources. The findings revealed that the services were rated very poor and indicated how customer services and information resources impact on their information needs. Bopape and

Modiba (2017) investigated the users' perspectives on computers and internet services provided by public libraries in an attempt to bridge the digital divide. The results revealed that most of the library users who participated in this study perceive their public libraries as playing a significant and crucial role in bridging the digital divide, as they are granted access to computers and browse the internet free of charge, however, challenges such as internet disconnection and overcrowded computer labs were identified. Namugera (2014) studied user's awareness, perceptions and usage of Makerere library services in the main and selected branch libraries. The study shows that public library users lacked knowledge of the services their public libraries provide. There is a growing concern in public librarianship caused by poor communication and inadequate interaction between users and librarians. The study revealed that improvement was essentially needed in infrastructural facilities like, separate rooms for users, pure drinking water, clean toilet facilities, proper seating facilities in the public library. Studies (Kiriri 2018; Namaganda 2013) showed that user's expectations were not met and many users had low perceptions of certain library services. The findings from other studies (Kaunda 2013; Kayaoglu 2014) indicated that the most problematic to users were library space, library facilities such as printing, photocopying, internet access, inadequate and outdated book collection. A study by Bhim (2010) examined the quality of service provided by the Bessie Head Library, a public library in South Africa, from the perspective of the adult users of the library. The outcome of the study showed gaps between users' expectations and perceptions of service quality at the Library, however, the extent of the gap varies depending on the individual services. Reviewed studies show gaps between user's perception and expectations of public library services. There is need for continuous research to evaluate how libraries have evolved to optimise service delivery to meet users' satisfaction. This bibliographic study is an effort to assist researchers carrying out studies on users' perception and expectation of library services to gain easy access to useful, current and reliable bibliographic information sources. The bibliography provides quick pointers to information sources retrieved from different scholarly databases. The paucity of bibliographic studies on users' perception and expectation of services and facilities in public libraries is an important knowledge gap addressed by this bibliographic study. The outcome will not only contribute to the advancement of knowledge in LIS bibliography literature, but will provide one-volume information source to aid researchers and students working on this topic with relevant materials for their research. The scope of the bibliography covered bibliographic information sources on users' perception and expectation of services and facilities in public libraries around the world. The bibliographic information was retrieved from different sources such as books, eBooks, journal articles, e-journals, dissertation and thesis published between the year 2000 to 2020.

Methodology

The methodology outlines the procedure and search strategy and technique used in compiling the bibliography. The researcher used University of Kwa-Zulu-Natal (UKZN) databases to find and retrieve relevant materials on the topic. The databases consulted are; Emerald Insight, Google scholar, JSTOR, WorldCat Local (iCatalogue), ProQuest, Sabinet, SA ePublications, SCOPUS, Springer link, EBSCOhost, and Web of Science. Only sources from journal articles, printed books, eBooks, newspapers, dissertation and theses were used for the compilation.

Search Strategy

The researcher used University of Kwa-Zulu Natal (UKZN) databases. After doing several searches using different terms and databases, the researcher was able to select the most appropriate keywords. These keywords were used to query each of the selected databases. For every query, the results of the bibliographic information are recorded and the results are further narrowed by refining the search using Boolean operators such as "AND", "OR" and "NOT" to exclude or combine words in a search. This technique aims to retrieve more focused and relevant materials. In some databases, the year of publication is used to refine the search results to retrieve only literature published within a set period. The study used author-date referencing (Harvard style) in compiling the bibliography. The following keywords were found to be most useful:

- Public libraries
- User perception
- User expectation
- Library user

Databases Used

The under listed databases were used for the bibliographic compilation.

Emerald Insight

A search was conducted on Emerald database through the UKZN database. A search using the term *users' perception and expectation on services and facilities in public libraries* retrieved few sources related to the subject. This database produced few sources but it was user-friendly because it gives an option to download the full article and also gives the full citation of the article.

Google scholar

One search was done on google scholar using UKZN database. The search term used in this database was *users' perception AND public libraries*. The database produced more sources relevant to the subject to compile this bibliography. Google scholar was more user-friendly as it also gives options to cite the article. It has an option to search more related articles and can also be searched from all databases.

JSTOR

A search was conducted in JSTOR using the search terms, *users' expectation AND public libraries*. It retrieved sources that were relevant to the subject. It gives an option to download, save and export the citation for the article. It shows options to choose, from newest to the oldest articles.

WorldCat Local (iCatalogue)

One search was done on this database using keywords, *users' perception AND expectation in public libraries* which produced 0 results. The keywords were changed to *users' perception AND public libraries* and it only retrieved printed books and eBooks. The database allowed the researcher to view eBooks and print books and also shows the library which holds the item. It also shows the location of the item in the library. It gives an option to export the citation and email the record for an item.

ProQuest

ProQuest is a multidisciplinary database which provides full text articles and peer reviewed articles. It provides the world's largest collection of books, journals, eBooks, dissertations, news and videos all in one. This database was found to be very useful as it retrieved more sources relevant to the subject.

Sabinet

Sabinet database was used to retrieve information sources through African journal (SA ePublications). This database provides full text materials and it was very useful, it gives an option to view journals that are published in South Africa.

SA ePublications

A search was conducted on this database via Sabinet. The search term used were *users' perception AND public libraries*. This database retrieved useful sources relevant to the subject and also allowed for the emailing of the selected articles. It provides sources that are subscribed to UKZN and open access.

SCOPUS

This database retrieved useful sources to compile this bibliography. It was searched using *users' perception AND expectation in public libraries*. It produced only few sources that were relevant to the subject. It was user-friendly and gives an option to export the citation, download, print, or email the articles.

Springer link

This database only retrieved a few sources relevant to the subject, it was not very useful to the researcher as it focuses more on scientific documents.

EBSCOhost

EBSCOhost was searched through academic search complete database and it produced 125 results which were very useful in compiling this bibliography.

Web of Science

A search was conducted in this database using terms users' perception and expectation in public libraries. It only retrieved two articles relevant to the subject.

Arrangement of Entries

The sources consulted in the compilation of this bibliography are entered using an author-date or Harvard referencing style adopted from the Chicago manual style that has been academically approved by the University of KwaZulu-Natal Information Studies programme. These entries are arranged alphabetically. Where the author is not specified, the title of the source was used. The bibliographic entries are divided into five sections such as books, journal articles, theses, conference papers and electronic information/ internet sources. If the entries are available online, the URL (Uniform Resource Locator) was added and the date the source was accessed. All databases that produced the source were indicated.

Conclusion

This study is a bibliography on users' perception and expectation of services and facilities in public libraries. The bibliography was compiled using different sources such as books, eBooks, journals, theses, dissertations and conference papers retrieved through UKZN databases. The compilation of this bibliography put together various sources relevant to users' perception and expectation of services and facilities in public libraries worldwide. These sources are arranged alphabetically to facilitate easy access. This bibliography is intended to assist researchers and academics to easily locate sources for their research.

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Source: UKZN research space

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Source: UKZN research space

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