Users' Expectations and Experience in First Grade College Libraries: A Study

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ABSTRACT

The study investigates the User's Expectations and Experience in first grade college libraries in Kolar and Chikkaballapura districts in Karnataka. This study examines the quality of library resources and services, infrastructure facilities, document collection and services offered by college libraries, to assess and compare the quality of library service among the Government, Private Aided and Private Un-Aided colleges. For this purpose, the researcher has prepared a well-structured questionnaire as a tool for data collection and the collected questionnaire has been analyzed and presented in the form of suitable tables. The article concludes with appropriate suggestions.

KEYWORDS: Users Expectation, Users Experience**,** First Grade College Libraries, Karnataka State**.**

1. INTRODUCTION

A library is a collection of materials, books or media that are easily accessible for use and not just for display purposes. It is responsible for housing updated information to meet the user's needs daily. A library provides physical or digital access materials and may be a physical location a virtual space or both. A library's collection can include printed materials and other physical resources in many formats such as DVD, CD and Cassette as well as access to information, music or other content held on the bibliographic database. The academic libraries are considered laboratories or workshops where the students go and spend hours together going through the books, magazines and other reading materials which satisfy their educational needs. It helps them to widen their horizon of knowledge. It also helps the student to supplement and support the classroom teaching and avoid deficiencies and shortcomings in the classroom teaching. The library with its collection and services is considered to be one of the important educational facilities needed for the effective teaching-learning process in an academic institution.

2. REVIEW OF LITERATURE

Many similar studies related to the topic have been reviewed, and the literature review gives a broader outlook. Some of the important reviews are presented below:

Hossain et al (2013) evaluated the users' experience of service performance of four private university libraries in Bangladesh. For primary data collection, the study used a 26-item instrument based on a five-dimensional modified version of the SERVQUAL scale. Respondents indicated their degree of opinion on a 7-point Likert-type scale in the three-column format. SERVPERF scale (perceptions scores) was applied to explore service performance. To evaluate existing service performance, the study develops a Service Performance Matrix (SPM) using the SERVPERF scale. The result shows that services of the IUB library at a large scale (twenty items) and EWU library at a limited scale (three items) are perceived with better performance. The other service items of these university libraries are seeking immediate improvement, which is equally implied for the whole service items of NSU and BRACU libraries. **Green (2008)** has described that this study used confirmatory factor analysis to analyze the secondary data resulting from a service quality survey conducted by a large public library. The library outsourced the development of this survey, which was founded on the well-recognized SERVQUAL and LibQUAL+ service quality models. Applying structural equation modeling and recognized fit indexes to the secondary data, this study determined that the library model did not fit the data and that the data itself was neither reliable nor valid. This study developed a nine-step process for implementing the SERVQUAL model that enables the data derived from SERVQUAL-type implementations to provide superior information for decision-making.

Sahu (2006) has explored the perception of the users of the Jawaharlal Nehru University (JNU) Library, New Delhi, India, about the quality of service provided by it. A questionnaire was used as the data gathering instrument. SERVQUAL as a diagnostic tool was used to measure service quality. It is defined as the difference between customer perceptions and expectations of service. Service quality is essential to change the work culture among the employees and to generate their involvement in the services of the library.

Landrum & Prybu tok (2004) studied on proposes and tested a model of library success that shows how information service quality relates to other variables associated with success. Instruments designed to measure information center success and information system success were evaluated to determine how effectively they measure success in the library system application and how they relate to SERVQUAL. Responses from 385 end users at two US Army Corps of Engineers libraries were obtained through a mail survey. A result indicates that service quality is an important factor in success.

Manjunatha and Shivalingaiah

(2004) have studied the customers' perception of service quality in academic libraries. The study was conducted to investigate the quality of library and information services from customers' perspective in eight academic libraries, belonging to Medicine, Engineering, Science and Social Science disciplines, in Dakshina Kannada and Udupi Districts in Karnataka state. Responses were collected from 1252 users, which include faculty members, research scholars and postgraduate students. The study used an adapted SERVQUAL questionnaire as the principal instrument for data collection. The user expectations and perceptions of service quality were measured as per the directions in the original SERVQUAL instrument.

3. OBJECTIVES OF THE STUDY

The objectives of the study are as follows:

- ✓ To measure the Service quality of First Grade College Libraries in Kolar and Chikkaballapura districts in Karnataka.
- ✓ To study the expectations and experience about the library works and techniques, Information Technology and library staff.
- ✓ To assess and compare the quality of library service among the Government, Private Aided and Private Un-aided Colleges.
- ✓ To assess the level of satisfaction with the Quality of Library Services provided by the library.
- ✓ To assess the difference between user's perceptions and expectations.

4. METHODOLOGY

The scope of the study is restricted to the assessment of the quality of library and information services in First Grade College libraries in and Kolar and Chikkaballapura districts in Karnataka. The survey method was adopted, using a questionnaire as a tool for data collection. A structured questionnaire was designed and distributed among the respondents. A total of 2076 questionnaires were distributed among the postgraduate students and faculty members of First Grade Colleges under the study, of which 1894 filled-up questionnaires were received back consisting of 91.23% responses. In addition to the questionnaire method, the interview schedule and observation method were also used to collect required information as a supplement to the questionnaire method. The stratified random sampling technique was used and statistical techniques like Frequency, Percentage, Mean, Standard Deviation, ANOVA, Chi-square Test and SERVQUAL method were used.

5. ANALYSIS AND INTERPRETATION OF THE DATA

The data collected by different methods were analyzed and interpreted and the same is presented in the following tables.

5.1. Discipline Wise Distribution

The postgraduate programs made available in the First Grade Colleges in Kolar and Chikkaballapura districts in Karnataka are categorized as Arts, Science and Commerce. The highest segment of the respondents belongs to Commerce as indicated in Table 1. They are 1099 and account for 58.03%, followed by 437 respondents from Arts representing 23.07%. The lowest segment of the respondents belongs to science. They are 358 comprising 18.90%.

Table 1: Discipline Wise Distribution

Discipline	Government Colleges (N=929)	Private Aided Colleges (N=113)	Private Unaided Colleges (N=852)	Total (N=1894)
Arts	437 (47.04)	00 00.00	00 (00.00)	437 (23.07)
Science	141 (15.18)	00 00.00	217 (25.47)	358 (18.90)

| Commerce | 351
(37.78) | 113
(100.00) | 635
(74.53) | 1099
(58.03) |

5.2. Expectation about Library Works and Techniques

The user's expectations about library works and techniques have been gathered and summarized in Table 2. out of total, 922 (48.68%) of respondents opined 'A good library acquires new documents in time' as 'Agree', followed by 1012 (53.43%) of respondents who opined 'A good library processes and makes available the new documents to the users very fast' as 'Agree',862 (45.51%) of respondents opine 'A good library arranges the documents in an easily retrievable order' as 'Strongly Agree',996 (52.59%) of respondents opine 'A good library replaces/reshelve the returned documents on the shelves immediately' as 'Strongly Agree',874 (46.15%) of respondents opine 'A good library keeps the documents always in the correct order' as 'Strongly Agree',962 (50.79%) of respondents opine 'A good library has a proper catalogue' as 'Agree', 894 (47.20%) of respondents opine 'A good library does the issue and return process quickly' as 'Strongly Agree' and 890 (46.99%) of respondents opine 'A good library provides best library user award' as 'Agree'.

Table 2: Expectations of Library Works and Techniques

Options	SD	D	N	A	SA	Mean	SD
A good library acquires new documents in time.	31 (01.64)	26 (01.37)	102 (05.39)	922 (48.68)	813 (42.93)	4.29883	0.77202
A good library processes and makes available the new documents to the users very fast.	29 (01.53)	32 (01.69)	46 (02.43)	1012 (53.43)	775 (40.92)	4.30517	0.73873
A good library arranges the documents in an easily retrievable order	102 (05.39)	98 (05.17)	121 (6.39)	711 (37.54)	862 (45.51)	4.12618	1.09304
A good library replaces/reshelves the returned documents on the shelves frequently.	54 (02.85)	63 (03.33)	46 (02.43)	735 (38.81)	996 (52.59)	4.34952	0.90423
A good library keeps the documents always in the correct order.	22 (01.16)	25 (01.32)	169 (08.92)	804 (42.45)	874 (46.15)	4.31098	0.78186
A good library has a proper catalogue.	46 (02.43)	50 (02.64)	226 (11.93)	962 (50.79)	610 (32.21)	4.07708	0.87156
A good library does the issue and return process quickly.	98 (05.17)	104 (05.49)	123 (06.49)	675 (35.64)	894 (47.20)	4.14202	1.09640
A good library provides the best library user award.	112 (05.91)	78 (04.12)	148 (07.81)	890 (46.99)	666 (35.16)	4.01372	1.06138
SD: Strongly Disagree, D: Disagree, N: Neither Agree nor Disagree, A: Agree, SA: Strongly Agree.							
Note: Figures in parentheses indicate the percentage							

5.3 Experience about Library Works and Techniques

The user's experience about the library works and techniques has been gathered and summarized in Table 3. Out of 1894 respondents,   667 (35.22%) of respondents opined 'My library acquires new documents in time.' as 'Strongly Agree',805 (42.50%) of respondents opined 'Newly acquired documents in my library are processed and made available to me very fast' as 'Strongly Agree',705 (37.22%) of respondents opine 'My library arranges the documents in an easily retrievable order' as 'Strongly Agree',866 (45.72%) of respondents opine 'My library replaces/reshelve returned documents on the shelves immediately' as 'Agree',817 (43.14%) of respondents opine 'My library keeps the documents always in correct order' as 'Strongly Agree',453 (23.92%) of respondents opine 'My library has a proper catalogue' as 'Neither Agree nor Disagree',923 (48.73%) of respondents opine 'My library Allows the issue and return process quickly' as 'Strongly Agree' and 801 (42.29%) of respondents opine 'My library gibes best library user award' as 'Strongly Agree'.

Table 3: Experience about Library Works and Techniques

Options	SD	D	N	A	SA	Mean	SD
My library acquires new documents in time.	314 (16.58)	221 (11.67)	190 (10.03)	502 (26.50)	667 (35.22)	3.52111	1.47715
Newly acquired documents in my library are processed and made available to me very fast.	80 (04.22)	144 (07.60)	203 (10.72)	662 (34.95)	805 (42.50)	4.03907	1.10224
My library arranges the documents in an easily retrievable order.	173 (09.13)	281 (14.84)	132 (06.97)	603 (31.84)	705 (37.22)	3.73178	1.33622
My library replaces/reshelves returned documents on the shelves frequently.	135 (07.13)	154 (08.13)	108 (05.70)	866 (45.72)	631 (33.32)	3.89968	1.16054
My library keeps the documents always in the correct order.	86 (04.54)	58 (03.06)	202 (10.67)	731 (38.60)	817 (43.14)	4.12724	1.02614
My library has a proper catalogue.	328 (17.32)	390 (20.59)	453 (23.92)	302 (15.95)	421 (22.23)	3.05174	1.39446
My library Allows the issue and return process quickly	122 (06.44)	136 (07.18)	180 (09.50)	533 (28.14)	923 (48.73)	4.05543	1.20259
My library provides the Best Library User award	40 (02.11)	145 (07.66)	203 (10.72)	705 (37.22)	801 (42.29)	4.09926	1.00823
SD: Strongly Disagree, D: Disagree, N: Neither Agree nor Disagree, A: Agree, SA: Strongly Agree.							
Note: Figures in parentheses indicate the percentage							

5.4 Expectations about Information Technology

The user's expectations about Information Technology have been gathered and summarized in Table 4. Out of 1894 respondents, 986 (52.06%) of respondents opine 'A good library provides computers to access needed information'

as 'Agree', 998 (52.69%) of respondents opine 'A good library has sufficient number of computers in E-Library' as 'Strongly Agree',889 (46.94%) of respondents opine 'A good library provides e-resource portal' as 'Strongly Agree',911 (48.10%) of respondents opine 'A good library provides access the library resources through Wi-Fi/ network' as 'Agree',873 (46.09%) of respondents opine 'A good library provides the digital library facilities' as 'Strongly Agree',1003 (52.96%) of respondents opine 'A good library has Remote access to educational resources' as 'Strongly Agree',1071 (56.55%) of respondents opine 'A good library provides e-Journal list to identify online library journal' as 'Strongly Agree',1114 (58.82%) of respondents opine 'A good library has an extensive subscribed database, e journals, e-books, and other electronic resources' as 'Agree',908 (47.94%) of respondents opine 'A good library provides necessary software suitable to its purpose' as 'Agree' and925 (48.84%) of respondents opine 'A good library provides access to library website' as 'Strongly Agree'.

Table 4: Expectations about Information Technology

Options	SD	D	N	A	SA	Mean	SD
A good library provides computers to access needed information.	24 (01.27)	16 (00.84)	126 (06.65)	986 (52.06)	742 (39.18)	4.27032	0.73010
A good library has a sufficient number of computers in E-Library.	30 (01.58)	34 (01.80)	142 (07.50)	690 (36.43)	998 (52.69)	4.36853	0.82489
A good library provides an e-resource portal.	12 (00.63)	20 (01.06)	113 (05.97)	860 (45.41)	889 (46.94)	4.36958	0.70121
A good library provides access the library resources through Wi-Fi/ network.	23 (01.21)	26 (01.37)	98 (05.17)	911 (48.10)	836 (44.14)	4.32576	0.74243
A good library provides the digital library facilities.	34 (01.80)	53 (02.80)	102 (05.39)	832 (43.93)	873 (46.09)	4.29725	0.83661
A good library has Remote access to educational resources	23 (01.21)	18 (00.95)	38 (02.01)	802 (42.34)	1003 (52.96)	4.45647	0.70161
A good library provides an e-journal list to identify online library journals.	36 (01.90)	40 (02.11)	79 (04.17)	668 (35.27)	1071 (56.55)	4.42449	0.82615
A good library has an extensive subscribed database, e-journals, e-books, and other electronic resources.	39 (02.06)	35 (01.85)	56 (02.96)	1114 (58.82)	650 (34.32)	4.21488	0.76538
A good library provides the necessary software suitable to its purpose.	30 (01.58)	42 (02.22)	98 (05.17)	908 (47.94)	816 (43.08)	4.28722	0.79456
A good library provides access to the library website.	36 (01.90)	23 (01.21)	130 (06.86)	780 (41.18)	925 (48.84)	4.33843	0.81370
SD: Strongly Disagree, D: Disagree, N: Neither Agree nor Disagree, A: Agree, SA: Strongly Agree.							
Note: Figures in parentheses indicate the percentage							

5.5 Experience about Information Technology is available at the College Library.

The user's experience about the information technology available at the college library has been gathered and summarized in Table 5. Out of 1894 respondents 996 (52.59%) of respondents opine 'My library provides computers to access needed information' as 'Agree', followed by 569 (30.04%) of respondents opine 'My library has sufficient number of computers in e- Library' as 'Agree',802 (42.34%) of respondents opine 'My library provides e-resource portal' as 'Disagree',803 (42.40%) of respondents opine 'My library provides access the library resources through Wi-Fi/ network' as 'Disagree',495 (26.14%) of respondents opine 'My library Provides the digital library facilities' as 'Disagree',803 (42.40%) of respondents opine 'My library has Remote access to educational resources' as 'Strongly Disagree',1031 (54.44%) of respondents opine 'My library provides e-journal's list to identify online journals' as 'Disagree',589 (31.10%) of respondents opine 'My library has extensive subscribed e-databases, e-journals, e-books and other electronic resources' as 'Agree',884 (46.67%) of respondents opine 'My library provides necessary software suitable to its purpose' as 'Disagree' and603 (31.84%) of respondents opine 'My library provides access to library website' as 'Disagree'.

Table 5: Experience about Information Technology available at the College Library.

Options	SD	D	N	A	SA	Mean	SD
My library provides computers to access needed information.	32 (01.69)	26 (01.37)	236 (12.46)	996 (52.59)	604 (31.89)	4.11615	0.79811
My library has a sufficient number of computers in e–Library.	230 (12.14)	394 (20.80)	303 (16.00)	569 (30.04)	398 (21.01)	3.26979	1.32738
My library provides an e-resource portal.	535 (28.25)	802 (42.34)	123 (06.49)	198 (10.45)	236 (12.46)	2.36536	1.32420
My library provides access the library resources through Wi-Fi/ network.	592 (31.26)	803 (42.40)	114 (06.02)	168 (08.87)	217 (11.46)	2.26874	1.29864
My library Provides digital library facilities.	390 (20.59)	495 (26.14)	201 (10.61)	416 (21.96)	392 (20.70)	2.96040	1.45977
My library has Remote access to educational resources	803 (42.40)	726 (38.33)	94 (04.96)	162 (08.55)	109 (05.76)	1.96937	1.15444
My library provides an e-journal list to identify online journals	416 (21.96)	1031 (54.44)	83 (04.38)	220 (11.62)	144 (07.60)	2.28458	1.15384
My library has extensive subscribed e-databases, e-journals, e-books and other electronic resources	336 (17.74)	391 (20.64)	142 (07.50)	589 (31.10)	436 (23.02)	3.21013	1.45040
My library provides the necessary software suitable for its purpose.	355 (18.74)	884 (46.67)	108 (05.70)	241 (12.72)	306 (16.16)	2.60876	1.35532
My library provides access to the library website.	390 (20.59)	603 (31.84)	198 (10.45)	301 (15.89)	402 (21.22)	2.85322	1.45890
SD: Strongly Disagree, D: Disagree, N: Neither Agree nor Disagree, A: Agree, SA: Strongly Agree.							
Note: Figures in parentheses indicate the percentage							

5.6 Expectation about Library Staff

The users' expectations about library staff have been gathered and summarized in Table 6. Out of total, 822 (43.40%) of respondents opine 'The staff in a good library does their work within a certain time' as 'Agree', followed by 734 (38.75%) of respondents opine 'The staff in a good library informs the reader about the availability of a document requested' as 'Strongly Agree',920 (48.57%) of respondents opine 'The staff in a good library gives correct information to users on request' as 'Agree',1053 (55.60%) of respondents opine 'The staff in a good library immediately responds to user's queries' as 'Strongly Agree',1221 (64.47%) of respondents opine 'The behavior of a staff in a good library develops confidence in users' as 'Agree',805 (42.50%) of respondents opine 'The staffs are knowledgeable and answer inquiries accurately and clearly' as 'Agree',986 (52.06%) of respondents opine 'The staff in a good library understands the specific needs of users.' as 'Strongly Agree',994 (52.48%) of respondents opine 'The staff in a good library gives personal attention to the users' as 'Agree',856 (45.20%) of respondents opine 'The staffs are approachable, polite and friendly' as 'Strongly Agree',899 (47.47%) of respondents opine 'Staffs are readily available to provide assistance and respond in a timely manner and right the first time' as 'Strongly Agree',985 (52.01%) of respondents opine 'Whenever users have a problem in locating the document, the staff in a good library will show sincere interest in locating the same' as 'Agree',1011 (53.38%) of respondents opine 'The staff in a good library will always be willing to help the users' as 'Agree',801 (42.29%) of respondents opine 'The staff in a good library will give prompt service to users' as 'Agree',780 (41.18%) of respondents opine 'The staff in a good library tells precisely when the requested document would be available' as 'Agree',1120 (59.13%) of respondents opine 'The staff in a good library will inform the user as soon as the requested document is available' as 'Strongly Agree', 806 (42.56%) of respondents opine 'The staff in a good library will never be too busy to respond to users' requests' as 'Strongly Agree',995 (52.53%) of respondents opine 'The behavior of staff in a good library will develop confidence in users' as 'Agree',984 (51.95%) of respondents opine 'Users of a good library will feel they can depend on the staff' as 'Strongly Agree',825 (43.56%) of respondents opine 'The staff in a good library will be consistently courteous to the users' as 'Strongly Agree',819 (43.24%) of respondents opine 'The staff in a good library will identify the requirements of the user.' as 'Agree' and 741 (39.12%) of respondents opine 'The staff in a good library will be well dressed and neat in appearance' as 'Agree'.

Table 6: Expectations about Library Staff

Options	SD	D	N	A	SA	Mean	SD
The staff in a good library does their work within a certain time.	52 (02.75)	90 (04.75)	182 (09.61)	822 (43.40)	748 (39.49)	4.12143	0.95574
The staff in a good library informs the reader about the availability of a document requested.	169 (08.92)	112 (05.91)	168 (08.87)	711 (37.54)	734 (38.75)	3.91288	1.22810
The staff in a good library gives correct information to users on request.	81 (04.28)	72 (03.80)	64 (03.38)	920 (48.57)	757 (39.97)	4.16156	0.97176
The staff in a good library immediately responds to user's queries.	39 (02.06)	45 (02.38)	36 (01.90)	721 (38.07)	1053 (55.60)	4.42766	0.82002
The behavior of the staff in a good library develops confidence in users.	23 (01.21)	16 (00.84)	114 (06.02)	1221 (64.47)	520 (27.46)	4.16103	0.67222

	SD	D	N	A	SA	Mean	SD
The staff are knowledgeable and answer inquiries accurately and clearly.	86 (04.54)	101 (05.33)	158 (08.34)	805 (42.50)	744 (39.28)	4.06652	1.04583
The staff in a good library understands the specific needs of users.	52 (02.75)	19 (01.00)	93 (04.91)	744 (39.28)	986 (52.06)	4.36906	0.84894
The staff in a good library gives personal attention to the users.	70 (03.70)	76 (04.01)	81 (04.28)	994 (52.48)	673 (35.53)	4.12143	0.93620
The staff are approachable, polite and friendly.	162 (08.55)	120 (06.34)	133 (07.02)	623 (32.89)	856 (45.20)	3.99841	1.24314
Staff are readily available to provide assistance and respond promptly and right the first time.	76 (04.01)	154 (08.13)	86 (04.54)	679 (35.85)	899 (47.47)	4.14625	1.08860
Whenever users have a problem in locating the document, the staff in a good library will show sincere interest in locating the same.	102 (05.39)	64 (03.38)	50 (02.64)	985 (52.01)	693 (36.59)	4.11034	0.99998
The staff in a good library will always be willing to help the users.	56 (02.96)	84 (04.44)	102 (05.39)	1011 (53.38)	641 (33.84)	4.10718	0.90791
The staff in a good library will give prompt service to users.	98 (05.17)	154 (08.13)	126 (06.65)	801 (42.29)	715 (37.75)	3.99313	1.11126
The staff in a good library tells precisely when the requested document would be available.	119 (06.28)	103 (05.44)	226 (11.93)	780 (41.18)	756 (39.92)	3.98336	1.11452
The staff in a good library will inform the user as soon as the requested document is available.	45 (02.38)	113 (05.97)	76 (04.01)	540 (28.51)	1120 (59.13)	4.36061	0.97668
The staff in a good library will never be too busy to respond to users' requests.	109 (05.76)	96 (05.07)	115 (06.07)	769 (40.60)	806 (42.56	4.09076	1.09457
The behavior of staff in a good library will develop confidence in users.	74 (03.91)	152 (08.03)	126 (06.65)	995 (52.53)	547 (28.88)	3.94456	1.01237
Users of a good library will feel they can depend on the staff.	111 (05.86)	65 (03.43)	142 (07.50)	592 (31.26)	984 (51.95)	4.20010	1.10417
The staff in a good library will be consistently courteous to the users.	96 (05.07)	121 (06.39)	88 (04.65)	764 (40.34)	825 (43.56)	4.10929	1.08711
The staff in a good library will identify the requirements of the user.	72 (03.80)	86 (04.54)	142 (07.50)	819 (43.24)	775 (40.92)	4.12935	0.99558
The staff in a good library will be well dressed and neat in appearance.	118 (06.23)	122 (06.44)	260 (13.73)	741 (39.12)	653 (34.48)	3.89176	1.13521
SD: Strongly Disagree, D: Disagree, N: Neither Agree nor Disagree, A: Agree, SA: Strongly Agree.							

5.7 Experience about Library Staff

The user's experience about the library staff has been gathered and summarized in Table 7. Out of 1894 respondents, 984 (51.95%) of respondents opine 'My library staff does their work in time' as 'Agree', followed by 846 (44.67%) of respondents opine 'My library staff informs me about the availability of the document requested' as 'Strongly Agree',901 (47.57%) of respondents opine 'My library staff gives me correct information on request' as 'Agree',860 (45.41%) of respondents opine 'My library staff immediately responds to my queries' as 'Agree',794 (41.92%) of respondents opine 'The behavior of my library staff gives me confidence' as 'Agree',896 (47.31%) of respondents opine 'My library staffs are knowledgeable and answer inquiries accurately and clearly' as 'Agree',907 (47.89%) of respondents opine 'My library staff understands my specific needs well' as 'Strongly Agree',776 (40.97%) of respondents opine 'My library staff gives personal attention to the users' as 'Agree',900 (47.52%) of respondents opine 'My library staffs are approachable, Polite and friendly' as 'Strongly Agree',761 (40.18%) of respondents opine 'My library Staffs are readily available to provide assistance and respond in a timely manner and right the first time' as 'Strongly Agree',1021 (53.91%) of respondents opine 'Whenever users have a problem in locating the document, My Library staff will show sincere interest in locating the same' as 'Strongly Agree',807 (42.61%) of respondents opine 'My library staff is always be willing to help the users' as 'Strongly Agree', 988 (52.16%) of respondents opine 'My library staff will give prompt service to users' as 'Agree', 806 (45.56%) of respondents opine 'My library staff tells precisely when the requested document is available' as 'Agree', 762 (40.23%) of respondents opine 'My library staff is informing the user as soon as the requested document is available' as 'Strongly Agree',786 (41.50%) of respondents opine 'My library staff is never be too busy to respond to users' requests' as 'Agree',821 (43.35%) of respondents opine 'My library staffs behavior is develop the confidence in users' as 'Agree', 772 (40.76%) of respondents opine 'Users of my library are feel they can depend on the staff' as 'Agree', 811 (42.82%) of respondents opine 'My library staffs are consistently courteous to the users' as 'Agree', 982 (51.85%) of respondents opine 'My library staffs are identify the requirement of the users' as 'Strongly Agree' and 835 (44.09%) of respondents opine 'My library staffs are well dressed and neat in appearance' as 'Agree'.

Table 7: Experience about Library Staff

Options	SD	D	N	A	SA	Mean	SD
My library staff does their work on time.	95 (05.02)	106 (05.60)	88 (04.65)	984 (51.95)	621 (32.79)	4.01900	1.02433
My library staff informs me about the availability of the document requested.	103 (05.44)	90 (04.75)	117 (06.18)	738 (38.97)	846 (44.67)	4.12671	1.08254
My library staff gives me the correct information on request.	113 (05.97)	126 (06.65)	65 (03.43)	901 (47.57)	689 (36.38)	4.01742	1.09583
My library staff immediately responds to my queries.	105 (05.54)	79 (04.17)	48 (02.53)	860 (45.41)	802 (42.34)	4.14836	1.04525
The behavior of my library staff gives me confidence.	122 (06.44)	156 (08.24)	76 (04.01)	794 (41.92)	746 (39.39)	3.99577	1.15895
My library staff are	188	169	119	896	522	3.73653	1.23259

knowledgeable and answer inquiries accurately and clearly.	(09.93)	(08.92)	(06.28)	(47.31)	(27.56)		
My library staff understands my specific needs well.	174 (09.19)	201 (10.61)	81 (04.28)	531 (28.04)	907 (47.89)	3.94825	1.33052
My library staff gives personal attention to the users.	205 (10.82)	184 (09.71)	103 (05.44)	776 (40.97)	626 (33.05)	3.75712	1.29947
My library staff are approachable, Polite and friendly.	108 (05.70)	79 (04.17)	184 (09.71)	623 (32.89)	900 (47.52)	4.12354	1.11225
My library Staff are readily available to provide assistance and respond promptly and right the first time.	167 (08.82)	174 (09.19)	123 (06.49)	669 (35.32)	761 (40.18)	3.88859	1.27096
Whenever users have a problem in locating the document, My Library staff will show sincere interest in locating the same.	110 (05.81)	98 (05.17)	75 (03.96)	590 (31.15)	1021 (53.91)	4.22175	1.12212
My library staff is always willing to help the users.	165 (08.71)	71 (03.75)	68 (03.59)	783 (41.34)	807 (42.61)	4.05385	1.18029
My library staff will give prompt service to users.	112 (05.91)	120 (06.34)	91 (04.80)	988 (52.16)	583 (30.78)	3.95564	1.06748
My library staff tells precisely when the requested document is available.	90 (04.75)	142 (07.50)	111 (05.86)	806 (42.56)	745 (39.33)	4.04223	1.08523
My library staff is informing the user as soon as the requested document is available.	129 (06.81)	208 (10.98)	196 (10.35)	599 (31.63)	762 (40.23)	3.87486	1.24194
My library staff is never too busy to respond to users' requests.	305 (16.10)	198 10.45)	102 (05.39)	786 (41.50)	503 (26.56)	3.51953	1.39859
My library staff's behavior is developing the confidence in users.	184 (09.71)	156 (08.24)	54 (02.85)	821 (43.35)	679 (35.85)	3.51953	1.39859
Users of my library are feeling they can depend on	150 (07.92)	126 (06.65)	102 (05.39)	772 (40.76)	744 (39.28)	3.96832	1.19354

|	SD	D	N	A	SA		
the staff.							
My library staff are consistently courteous to the users.	133 (07.02)	109 (05.76)	72 (03.80)	811 (42.82)	769 (40.60)	4.04223	1.14212
My library staffs are identify the requirements of the user.	94 (04.96)	124 (06.55)	101 (05.33)	593 (31.31)	982 (51.85)	4.185322	1.11625
My library staff are well dressed and neat in appearance.	196 (10.35)	70 (03.70)	46 (02.43)	835 (44.09)	747 (39.44)	3.9857445	1.22379
SD: Strongly Disagree, D: Disagree, N: Neither Agree nor Disagree, A: Agree, SA: Strongly Agree.							
Note: Figures in parentheses indicate the percentage							

5.8 Level of Satisfaction about Online Resources and Services

The level of satisfaction about online resources and services made available via the library has been summarized in Table 8. Out of 1894 respondents, 640 (33.79%) of respondents are 'Extremely Satisfied' with the available online resources and services with a Mean 1.71250 and SD 0.93966, followed by 484 (25.55%) of respondents are 'Satisfied' with Mean 2.05991 and SD 0.9526631, 321 (16.95%) of respondents are 'Slightly Satisfied' with Mean 2.327102 and SD 0.90456, 297 (15.68%) of respondents are 'Moderately Satisfied' with Mean 2.00673 and SD 0.98128, 152 (08.03%) of respondents are 'Not at all Satisfied' with Mean 1.80921 and SD 0.93705.

Table 8: Level of Satisfaction Online Resources and Services

| Level of Satisfaction	Government Colleges (N=929)	Private Aided Colleges (N=113)	Private Unaided Colleges (N=852)	Total (N=1894)	Mean	SD
Extremely satisfied	401 (43.16)	22 (19.47)	217 (25.47)	640 (33.79)	1.71250	0.93966
Satisfied	206 (22.17)	43 (38.05)	235 (27.58)	484 (25.55)	2.05991	0.95266
Moderately satisfied	142 (15.29)	11 (09.73)	144 (16.90)	297 (15.68)	2.00673	0.98128
Slightly satisfied	96 (10.33)	24 (21.24)	201 (23.59)	321 (16.95)	2.32710	0.90456
Not at all satisfied	84 (09.04)	13 (11.50)	55 (06.46)	152 (08.03)	1.80921	0.93705
Note: Figures in parentheses indicate the percentage						
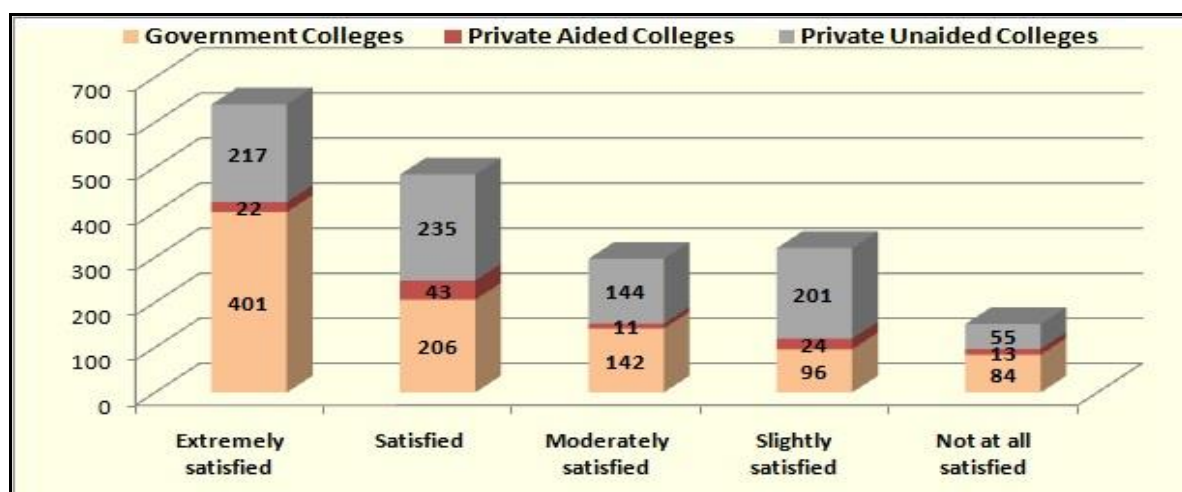
5.9 Level of Satisfaction with the Quality of Library Services provided by the library

The level of satisfaction with the quality of library services provided by the library has been summarized in Table 9. Out of 1894 respondents, 908 (47.94%) of respondents are 'Fully' satisfied with the quality of library services provided by the library with a Mean of 1.85022 and SD 0.96846, followed by 505 (26.66%) of respondents who are 'Partially' satisfied with a Mean of 1.97425 and SD 0.94885, 332 (17.53%) of respondents are 'Least' satisfied with Mean 2.28313 and SD 0.944004 and 149 (07.87%) of respondents have 'No opinion' about the quality of library services provided by the library with Mean 1.85234 and SD 0.93676.

Table 9: Level of Satisfaction with the Quality of Library Services provided by the library

Level of Satisfaction	Government Colleges (N=929)	Private Aided Colleges (N=113)	Private Unaided Colleges (N=852)	Total (N=1894)	Mean	SD
Fully	504 (54.25)	36 (31.86)	368 (43.19)	908 (47.94)	1.85022	0.96846
Partially	234 (25.19)	50 (44.25)	221 (25.94)	505 (26.66)	1.97425	0.94885
Least	113 (12.16)	12 (10.62)	207 (24.30)	332 (17.53)	2.28313	0.94004
No Opinion	78 (08.40)	15 (13.27)	56 (06.57)	149 (07.87)	1.85234	0.93676
Note: Figures in parentheses indicate the percentage						
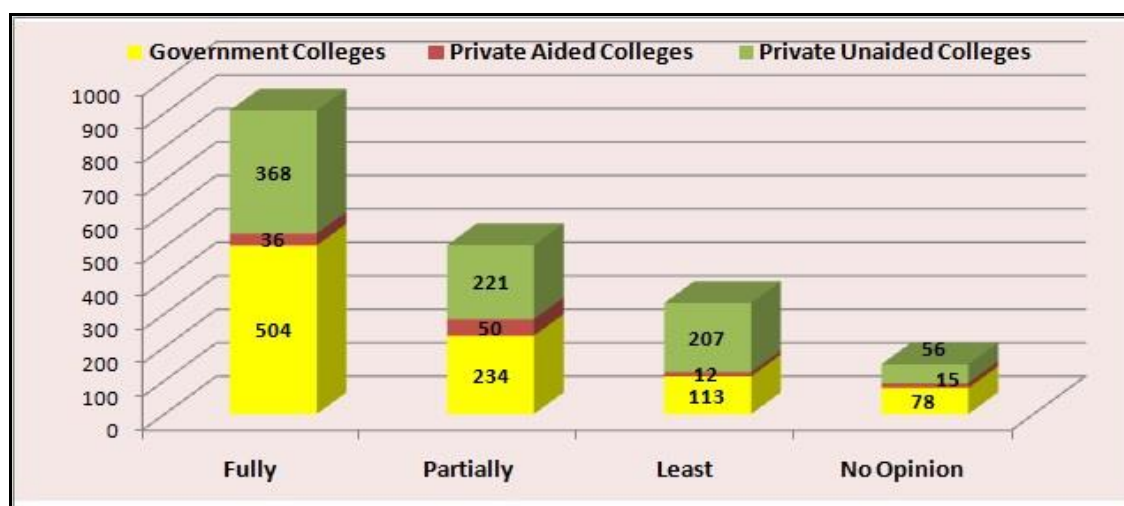
5.10 Customer-Expectations (E)

Customers' expectations are assumptions about the availability of library services and they are important in measuring service quality. The data on respondents' expectations were obtained through the expectation section of the questionnaire and the same is analyzed in this section.

5.11.1 Ranking of Expectation Statements

The respondents were requested to indicate the extent to which the features mentioned through the 22 SERVQUAL statements were essential for a good library in their subject area. Respondents ranked these features on a five-point scale ranging from '1' for strong disagreement to '5' for strong agreement. Arranging individual features on mean scores indicates the priorities in customers' expectations. Table 10 presents mean scores for individual features in descending order of importance

Table 10: Ranking of Expectation Statements

St. No.	Expectation Statements	Expectation Mean	Standard Deviation
S1	Modem looking library Building and Furniture	3.74551	1.30940
S2	Adequate Resources and Collections	3.91447	1.27525
S3	Excellent Physical Facilities and Services	3.71119	1.30853
S4	Attractive Display of Documents in the Library	4.08976	1.18481
S5	Promise to Provide Services by Certain Time	3.83897	1.29696
S6	Staff in good libraries understand the specific needs of the users	4.05796	1.19861
S7	Staff sincere Interest Attend customer Problem	3.88912	1.22209
S8	Providing the Right Book First Time	4.25871	0.96541
S9	Error-Free Records	4.08712	1.06262
S10	Staff's Willingness to Help Users	4.28617	0.93644
S11	Staff's Prompt Service to Customers	3.95301	1.15458
S12	Providing Precise Information on Assured Services	3.99630	1.10269
S13	Providing Timely Information to Users	4.04171	1.19080

S14	Staff will Instill Confidence in Users	4.03907	1.06868
S15	Users can depend on Staff	4.27719	0.93998
S16	Courtesy of the Staff	4.11880	1.04499
S17	Knowledge of Staff to Answer Queries	4.17265	1.02517
S18	Staff guide the users to retrieve relevant information	4.21859	0.95338
S19	Staff personalized attention toward users	4.08553	0.99209
S20	Easy Access and Convenient Working Hours	3.74023	1.28680
S21	Staff having Users' Best Interests at Heart	4.11193	1.06699
S22	Staff Identify Requirements of Users	4.19324	1.10945
Overall Expectation Mean		**4.037601**	**1.122532**
Median		**4.07174**	

Note: 1. St. No. Statement Number.

2. The numbers at the left of each statement are the original statement number in the questionnaire.

3. The mean score based on a 5-point scale: SD: Strongly Disagree, D: Disagree, N: Neither Agree nor Disagree, A: Agree, SA: Strongly Agree

The features related to the attractive display of documents in the library, staff in a good library understanding the specific needs of the users, providing the right book first time, error-free records staff's willingness to help users, providing timely information to users, staff will instill confidence in users, users can depend on staff, courtesy of the staff, knowledge of staff to answer queries, staff guide the users to retrieve relevant information, staffs personalized attention towards users, easy access and convenient working hours, staff having users' best interest at heart and understanding specific needs of users are most important features (mean > 4.039).

The features like modem-looking library building and furniture, adequate resources and collections, excellent physical facilities and services, promise to provide services by a certain time, staff sincere interest to attend customer problems, staff' prompt service to customers, providing precise information on assured services and easy access and convenient working hours were viewed least essential for a library (mean < 3.740).

5.11.2. Expectations along SERVQUAL Dimensions

All the SERVQUAL statements have been consolidated into five SERVQUAL dimensions namely tangibles, reliability, responsiveness, assurance and empathy (Zeithaml, Parasuraman, and Berry, 1990: 20). The mean score was computed for each dimension and the same is presented in Table-11.

Table-11: Mean Customers' Expectations along SERVQUAL Dimensions

Dimensions	Exp. Mean	Std Deviation
Reliability (E5, E6, E7, E8, E9)	4.02637	1.14913
Responsiveness (E10, E11, E12, E13)	4.06929	1.09612
Tangibles (E1, E2, E3, E4)	3.86523	1.26949
Empathy (E14, E15, E16, E17, E18)	4.16526	1.00644
Assurance (E19, E20, E21, E22)	4.03273	1.11383
Overall Expectation: Median:4.032	4.03760	1.12253

Note: 1. Mean scores for dimensions are calculated as guided by SERVQUAL computation

2. Figures in parentheses are the mean of individual statements that form the dimension.

3. Exp. - Expectation; Std. Dev - Standard Deviation; E01. E22 - SERVQUAL Statement Nos.

Among the five dimensions, empathy emerged as the most critical dimension that customers expect from the library. Responsiveness and Assurance were preferred second and third. Reliability and Tangibles were considered the fourth and last critical dimensions from customers' perspective. The mean scores of individual statements under each dimension disclose that the mean scores of majorities of statements contributing to the high ranking of empathy, responsiveness and assurance were above the median score.

5.12 Customer-Perceptions (P)

In service quality literature, perception is viewed as customers' experiences or feelings about the services provided by the organization. Perception of customers is essential for measuring service quality. The respondents' perceptions of the library services were measured by tabulating the responses of paired SERVQUAL statements in the perceptions- section of the questionnaire.

5.12.1 Ranking of Perception Statements

The mean scores of respondents' agreement with the extent to which the features described through 22 statements were available in their institution library are summarized in Table 12.

Table 12: Ranking of Perceptions Statements

St. No.	Perceptions Statements	Perception Mean	Standard Deviation
S1	Modern-looking library Building and Furniture	3.65877	1.42945
S2	Availability of Adequate Number of Books and Journals.	3.84627	1.24922
S3	Excellent Physical Facilities and Services	3.73286	1.35755
S4	Attractive Display of Documents	4.03478	1.18428
S5	Promise to Provide Services by Certain Time	3.73236	1.25098
S6	Staff in good libraries understand the specific needs of the users	3.87540	1.15727
S7	Staff Sincere Interest to Attend Users' Problems	3.91183	1.27817
S8	Providing the Right Book First Time	4.12550	1.06534
S9	Error-Free Records	4.05948	1.08206
S10	Staff Willingness to Help Users	4.04536	1.20523
S11	Providing Prompt Service to Customers	3.70327	1.30008
S12	Precisely Telling when the service will be Provided	3.85131	1.27261
S13	Providing Timely Information to the User	4.05091	1.13189
S14	Staff Instilling Confidence in Users	4.06704	1.13550
S15	Dependability of the Staff	4.15474	1.07985
S16	Courtesy of the Staff	4.10333	1.06867
S17	Knowledge of Staff to answer Users' Queries	4.16835	1.01694

S18	Staff guide the users to retrieve relevant information	4.09929	1.13402
S19	Staff Personalized Attention towards Users	4.03327	1.18070
S20	Easy Access and Convenient Hours	3.94153	1.31508
S21	Staff having Users' Best Interests at Heart	3.93246	1.23844
S22	Staff identify requirements of Users	4.12298	1.08137
Overall Perception Mean		**3.96595**	**1.19157**
Median		**4.03402**	

Note: 1. St. No.= Statement Number.

2. The numbers at the left of each statement are the original statement number in the questionnaire.

3. The mean score based on a 5-point scale: SD: Strongly Disagree, D: Disagree, N: Neither Agree nor Disagree, A: Agree, SA: Strongly Agree

The respondents' overall perception score (3.965) below the overall expectation score (4.037) and median score (4.034) indicates that customers held low perceptions towards library services against their expectations.

Though all the features were rated below customer expectations, few features were perceived better (mean > 4.034). The features, that received better perception scores, were viewed as less important. In other words, the features to which customers did not attach much importance were perceived better. The features related to the attractive display of documents, providing the right book first time, error-free records, staff willingness to help users providing timely information to the user, staff instilling confidence in users, dependability of the staff, courtesy of the staff, knowledge of staff to answer users' queries, staff guide the users to retrieve relevant information, staffs personalized attention towards users, staffs understanding of specific needs of users were perceived better (mean > 4.033).

The features related to "modern looking library building and furniture, availability of an adequate number of books and journals, excellent physical facilities and services, promise to provide services by a certain time, staffs in good library understands the specific needs of the users, staffs sincere interest to attend users' problems providing prompt service to customers, precisely telling when the service will be provided easy access and convenient hours and staff having users' best interest at heart received least perception scores (mean < 3.941).

5.12.2 Perceptions along SERVQUAL Dimensions

As guided by SERVQUAL computation, the mean perception scores computed for each dimension are presented in Table 13.

Table 13: Mean Customers' Perceptions along SERVQUAL Dimensions

Dimensions	Exp. Mean	Std Deviation
Reliability (P5, P6, P7, P8, P9)	3.94091	1.16676
Responsiveness (P10, P11, P12, P13)	3.91271	1.22745
Tangibles (P1, P2, P3, P4)	3.81817	1.30512
Empathy (P14, P15, P16, P17, P18)	4.11855	1.08699
Assurance (P19, P20, P21, P22)	4.00756	1.20389
Overall Perceptions	3.96595	1.19157

> Note: 1. Mean scores for dimensions are calculated as guided by SERVQUAL computation
>
> 2. Figures in parentheses are the mean of individual statements that form the dimension.
>
> 3. Exp. - Perception; Std. Dev - Standard Deviation; P01. P22- SERVQUAL statement Nos.

Table 13 explains that customers held consistently low perceptions of SERVQUAL dimensions against their expectations. Interestingly, empathy (mean 4.1185), was rated first and assurance (4.0075) was rated second. The reliability (mean 3.940), responsiveness (mean 3.912) and tangibles (mean 3.818) were rated in descending order of perceptions.

5.12.3 Perceptions of Service Quality (P - E)
The SERVQUAL instrument is designed to serve as a tool to assess the quality of service. It provides an opportunity for service providers to identify the strengths where customers' expectations are met and the specific areas that require more attention. The SERVQUAL measures of service quality are measured in terms of the difference between customers' perceptions (P) and expectations (E). The magnitude of the difference between them measures how well the facilities and services provided in the library match the customer's expectations. Zeithaml, Parasuraman, and Berry (1990: 29) noted, "More negative the SERVQUAL score, the more the service quality shortfall in the eyes of customers". The P Minus E (P-E) score is also termed a "gap".

5.13 Difference between customer perceptions and Expectations
The disconfirmation or customers' perceptions of service quality were measured by computing "P-E" Scores. Table 14 presents the mean difference/gap scores for individual SERVQUAL features in descending order of magnitude.

Table 14: Difference between customer perceptions and Expectations

Statement	Expectation / Perception Statements	Expectation Mean (E)	Perception Mean (P)	Difference Mean (P-E)
S1	Modem looking library Building and Furniture	3.74551	3.65877	-0.08674
S2	Availability of Adequate Number of Books and Journals.	3.91447	3.84627	-0.0682
S3	Excellent Physical Facilities and Services	3.71119	3.73286	0.02167
S4	Attractive Display of Documents	4.08976	4.03478	-0.05498
S5	Promise to Provide Services by Certain Time	3.83897	3.73236	-0.10661
S6	Staff in good libraries understand the specific needs of the users	4.05796	3.8754	-0.18256
S7	Staff Sincere Interest to Attend Users' Problems	3.88912	3.91183	0.02271
S8	Providing the Right Book First Time	4.25871	4.1255	-0.13321
S9	Error-Free Records	4.08712	4.05948	-0.02764
S10	Staff Willingness to Help Users	4.28617	4.04536	-0.24081

S11	Providing Prompt Service to Customers	3.95301	3.70327	-0.24974
S12	Precisely Telling when the service will be Provided	3.9963	3.85131	-0.14499
S13	Providing Timely Information to the User	4.04171	4.05091	0.0092
S14	Staff Instilling Confidence in Users	4.03907	4.06704	0.02797
S15	Dependability of the Staff	4.27719	4.15474	-0.12245
S16	Courtesy of the Staff	4.1188	4.10333	-0.01547
S17	Knowledge of Staff to answer Users' Queries	4.17265	4.16835	-0.0043
S18	Staff guide the users to retrieve relevant information	4.21859	4.09929	-0.1193
S19	Staff Personalized Attention towards Users	4.08553	4.03327	-0.05226
S20	Easy Access and Convenient Hours	3.74023	3.94153	0.2013
S21	Staff having Users' Best Interests at Heart	4.11193	3.93246	-0.17947
S22	Staff identify requirements of Users	4.19324	4.12298	-0.07026
	Mean	**4.03760**	**3.96595**	**-0.07164**
	Median	**4.07174**	**4.03402**	**-0.03772**
	Number	1894	1894	1894

Note: 1. St. No.= Statement Number.

2. The numbers at the left of each statement are the original statement number in the questionnaire.

3. The mean score based on a 5-point scale: SD: Strongly Disagree, D: Disagree, N: Neither Agree nor Disagree, A: Agree, SA: Strongly Agree

The overall SERVQUAL measures of service quality score (mean -0.07164) below the median score (-0.03772) show the customer's low perceptions of the quality of services provided in their library against their expectations. About 60% of the features presented in Table 15 experienced significant gaps in customers' perceptions of service quality and inviting more attention from service providers. The following features experienced maximum and minimum gaps in customers' perceptions of service quality in their libraries.

Maximum gaps:
- Staffs Willingness to Help Users (-0.24081)
- Providing Prompt Service to Customers (-0.24974)
- Staff in good libraries understand the specific needs of the users (-0.18256)
- Staff having Users' Best Interest at Heart (-0.17947)
- Providing Right Book First Time (-0.13321)
- Dependability of the Staff (-0.12245)
- Promise to Provide Services by Certain Time (-0.10661)

Minimum gaps:

- Modem looking library Building and Furniture (-0.08674)

- Availability of Adequate Number of Books and Journals (-0.0682)

- Attractive Display of Documents (-0.05498)

- Error-Free Records (-0.02764)

- Courtesy of the Staff (-0.01547)

- Knowledge of Staff to answer Users' Queries (-0.0043)

- Staff Personalized Attention towards Users (-0.05226)

- Staff Understanding of Specific Needs of Users (-0.07026)

- Easy Access and Convenient Hours (+0.2013)

- Excellent Physical Facilities and Services (+0.02167)

- Staffs Sincere Interest to Attend Users' Problems (+0.02271)

- Staff Instilling Confidence in Users (+0.02797)

- Providing Timely Information to the User (+0.0092)

5.14 Gaps in Perceptions of Service Quality along SERVQUAL Dimensions

The gap scores were analyzed through SERVQUAL dimensions to understand the relative contribution of each dimension to the gaps in perceptions of service quality. The results are shown in Table 15.

Table 15: Mean Customers' Perceptions along SERVQUAL Dimensions

Dimensions	Expectation Mean (E)	Perception Mean (P)	Difference (Gap) P-E	Standard Deviation
Reliability (S5, S6, S7, S8, S9)	4.02637	3.9409	-0.08547	0.292
Responsiveness (S10, S11, S12, S13)	4.06929	3.91271	-0.15659	0.395
Tangibles (S1, S2, S3, S4)	3.86523	3.81817	-0.04706	0.216
Empathy (S14, S15, S16, S17, S18)	4.16526	4.11855	-0.04671	0.216
Assurance (S19, S20, S21, S22)	4.03273	4.00756	-0.02517	0.158
Overall	4.03760	3.94091	-0.09669	0.310

Table 15 indicates that responsiveness the most important dimension expressed by customers received the most negative score (mean -0.15659). Reliability, the second most important dimension has a negative SERVQUAL score (-0.08547). Empathy (-0.04671) and tangibles (-0.04706) too had more negative scores. Assurance had the lowest negative score (-0.02517) implying the

SUGGESTIONS

Based on the above results the following suggestions are made for the quality of library and information services in First Grade College libraries in Kolar and Chikkaballapura districts in Karnataka.

- A national-level Quality Assurance Task Force should be set up under the Ministry of Human Resource Development, Government of India to develop a Quality Measurement Tool/ Scale for ensuring the quality of library services in the colleges in the country.

- Academic library authority and management should consider the quality of library service very seriously while planning and organizing the college libraries.

- The Government of Karnataka should take action to appoint an expert committee with professionals from Library, Management, and Information Communication Technology to assess the quality of the library resources and services in the academic institutions of higher learning in the State.

- A Quality Assessment Team should be developed in every college to assess the quality of the library services and the team should periodically assess the college library resources and services as part of the preparatory works for the assessment/ re-assessment and accreditation being conducted by the National Assessment and Accreditation Council of the University Grants Commission.

- Emerging Information Communication Technology should be increasingly applied in library works and services to improve the quality of the library services rendered.

- Library extension services and publicity such as exhibitions, book talks, discussions, lectures, seminars, etc. should be frequently conducted.

- Electronic and online resources should be adequately accessed in college libraries to improve the quality and quantity of the information base of libraries.

CONCLUSION

This study provided insight into the quality of library and information services in First Grade Colleges in Kolar and Chikkaballapura districts. Comprehensive information was obtained on frequency of use of e-resources, experience of using e-resources, problems faced while using e-resources, opinion about quality of e-resources available in the library, visit the library website, expectation about physical facilities at the good library, expectation about library collection, expectation about library staff, expectation about library works, library services, physical facilities, experience about library collection, library staffs, library works, techniques and services, experience about information technology available at the college library and level of satisfaction with the quality of library services provided by the library. The highlights of this study will help the First Grade College to procure better resources and services for the users.

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