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## Quality of Library and Information Services in College Libraries: A Study

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### Abstract

*The study mainly focused on the quality of library and information services in First Grade College libraries among Postgraduate students and faculty members of Kolar and Chikkaballapura districts. This study evaluates the quality of college libraries, physical facilities, document collection, personnel employed technical processes and the services offered by College Libraries, to assess and compare the quality of library service among the Government and 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

Quality; Library Services; Library Resources;  
College Libraries; Karnataka

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## 1. Introduction

The library has been changing tremendously from the storehouse of knowledge to the powerhouse of knowledge and information. Information is the input of knowledge, which is the building block forming the basis of insight and judgment. The varieties of information, which are recorded in a wide variety of documents, are essential for all purposes. As a result, the process of collection, organization and dissemination of documents has been recognized as an essential element in all educational, research and development activities. The flow of information requires efficient handling for proper and timely utilization, which could be expected from libraries alone. The library is the center where ideas of scholars, scientists, saints, and sages are collected, organized, and maintained for use. The quality of education largely depends upon various factors like the teaching to which a learner is exposed, the educational facilities and the environment available in the institution of his study and his temperament and approach to studies. 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. If the facilities available are grossly inadequate, the academic standards will be very low. It is higher education, which prepares the students for all other levels of education and expertise for a variety of tasks. The present study was conducted to assess the Quality of Library and Information Services in College Libraries.

## 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:

Siegel (2012) and Sriram & Rajeev (2014) conducted research on the importance of service quality in academic libraries. They found that high service quality contributes to a company's success, productivity, profitability, customer satisfaction, and loyalty. Sur University College's academic library users were surveyed on various services and facilities, including photocopying, printing, study desk, computer provisions, and library catalogue. An impact model was developed to measure these factors and their impact on user satisfaction. Sur University College found that printing and photocopying

facilities had a significant impact on users. Nawarathne & Singh (2013) conducted a quantitative study in Sri Lanka, revealing that the quality of services provided by academic libraries was unsatisfactory. Poor services included checking out library materials, convenient service hours, internet facilities, and information availability in the online catalogue.

### 3. Objectives of the Study

The objectives of conducting the present study are:

1. To measure the quality of College Libraries in Kolar and Chikkaballapura Districts.
2. To assess the quality of physical facilities, document collection and the services offered by College Libraries.
3. To assess the differences in the quality of College Libraries between the male and female users in Kolar and Chikkaballapura Districts.
4. To assess and compare the quality of library service among the Government, Private Aided and Private Un-aided Colleges.
5. To assess the expectations and experience about the physical facilities, Library collection, and library services.
6. To suggest ways and means to improve the quality of library and information services to enhance user satisfaction.

### 4. Methodology

The study assesses the quality of library and information services in First Grade College libraries among postgraduate students and faculty members in Kolar and Chikkaballapura districts. A survey method was adopted, using a questionnaire. A total of 2076 questionnaires were distributed, with 1894 filled out, accounting for 91.23% of responses. Interview schedules and observation methods were also used. Statistical techniques like Frequency, Percentage, Mean, Standard Deviation, ANOVA, Chi-square Test, and SERVQUAL were used.

### 5. Data Analysis

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

#### 5.1. Category Wise Distribution

Category implies the nature of the job of a person. There are various categories like Professor, Associate Professor, Assistant Professor, Lecturer and Post Graduate Students. The Category distribution of respondents is shown in Table-1. Out of 1894 respondents, 04 (00.21%) respondents are designated as 'Professor', followed by 10 (00.53%) are 'Associate Professor', 83 (04.38%) are 'Assistant Professor', 43 (02.27%) are 'Lecturer' and 1754 (92.61%) are 'Postgraduate Students'. The Table-5.4 also shows the Government, Private Aided and Private Unaided college categories in detail. It also states that there are no 'Professors' in Private Aided and Private Unaided Colleges. The Private Unaided Colleges do not have 'Associate Professors'.

**Table-1:** Category Wise Distribution

Designation	Government Colleges (N=929)	Private Aided Colleges (N=113)	Private Unaided Colleges (N=852)	Total (N=1894)
Professor	04 (00.43)	00 (00.00)	00 (00.00)	04 (00.21)
Associate professor	09 (00.97)	01 (00.88)	00 (00.00)	10 (00.53)
Assistant Professor	36 (03.88)	05 (04.42)	42 (04.93)	83 (04.38)
Lecturer	29 (03.12)	03 (02.65)	11 (01.29)	43 (02.27)
Postgraduate Student	851 (91.60)	104 (92.04)	799 (93.78)	1754 (92.61)

#### 5.2. Gender Wise Distribution

The gender-wise distribution of respondents has been summarized in Table-2. Out of 1894 respondents, 1013 (53.48%) of respondents are 'Female' and 881 (46.52%) of respondents are 'Male'.

**Table-2:** Gender- Wise Distribution

Gender	Government Colleges (N=929)	Private Aided Colleges (N=113)	Private Unaided Colleges (N=852)	Total (N=1894)
Male	438 (47.15)	54 (47.78)	389 (45.66)	881 (46.52)
Female	491 (52.85)	59 (52.21)	463 (54.34)	1013 (53.48)

### 5.3. Experience of Utilizing the College Library.

The information gathered from experience of utilizing the college library by the respondents has been presented in Table-3. Out of 1894 respondents, 1037 (54.75%) of respondents have experience of 'Two Years' of utilizing a college library with a Mean 2.00675 and SD 0.98344, followed by 384 (20.27%) of respondents have experience of 'One Years' with Mean 1.89583 and SD 0.98667, 360 (19.01%) of respondents have experience of 'Three- Five Years' with Mean 1.84166 and SD 0.90672, 64 (03.38%) of respondents have experience of 'More than Six

Years' with Mean 2.10937 and SD 0.92054. 49 (02.59%) of respondents have experience of 'Less than One Year' of utilizing the college library with a Mean of 2.12244 and SD 0.89517.

The Table-3 also depicts that 498 (53.61%) of respondents of Government Colleges have experience of 'Two Years' towards utilizing a college library, followed by 55 (48.67%) of respondents of Private Aided College have experienced 'Three years' and 505 (59.27%) of respondents of Private Unaided College have experience of 'Two Years' towards utilizing college library.

**Table-3:** Experience of Utilizing the College Library

Options	Government Colleges (N=929)	Private Aided Colleges (N=113)	Private Unaided Colleges (N=852)	Total (N=1894)	Mean	SD
Less than one year	17(01.83)	09(07.96)	23(02.70)	49(02.59)	2.12244	0.89517
One year	209(22.50)	06(05.31)	169(19.84)	384 (20.27)	1.89583	0.98667
Two years	498(53.61)	34(30.09)	505(59.27)	1037(54.75)	2.00675	0.98344
Three-Five years	181(19.48)	55(48.67)	124(14.55)	360(19.01)	1.84166	0.90672
More than Six years	24(02.58)	09(07.96)	31(03.64)	64(03.38)	2.10937	0.92054

Note: Figures in parentheses indicate the percentage

### 5.4. User Rating about the Overall Library Print Resources

The users' rating of the overall library print resources has been summarized in Table-4. Out of 1894 respondents, 606 (32.00%) of respondents rate the overall library print resources as 'Excellent' with Mean 1.94554 and SD 0.96404, followed by 544 (28.72%) of respondents rate the overall library print resources as 'Good' with Mean 2.15992 and SD 0.96547, 530 (27.98%) of respondents rate as 'Moderate' with Mean 1.77169 and SD 0.93906, 126

(06.65%) of respondents rate as 'Very Poor' with Mean 1.78571 and SD 0.93101, 88 (04.65%) of respondents rate as 'Poor' with Mean 2.19318 and SD 0.96363.

The Table-4 also depicts that 308 (33.15%) of respondents from Government colleges opine overall library print resources as "Moderate", followed by 41 (36.28%) of respondents from Private Aided colleges opine overall library print resources as 'Excellent' and 304 (35.68%) of respondents from Private Unaided colleges opine overall library print resources as 'Good'.

**Table-4:** User Rating about the Overall Library Print Resources

Rating	Government Colleges (N=929)	Private Aided Colleges (N=113)	Private Unaided Colleges (N=852)	Total (N=1894)	Mean	SD
Excellent	299(32.19)	41(36.28)	266(31.22)	606(32.00)	1.94554	0.96404
Good	217(23.36)	23(20.35)	304(35.68)	544(28.72)	2.15992	0.96547
Moderate	308(33.15)	35(30.97)	187(21.95)	530(27.98)	1.77169	0.93906
Poor	34(03.66)	03(02.65)	51(05.99)	88(04.65)	2.19318	0.96363

Very poor	71(07.64)	11(09.73)	44(05.16)	126(06.65)	1.78571	0.93101
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Note: Figures in parentheses indicate percentage

### 5.5. Frequency of Use E-Resources

The frequency of use of e-resources by the respondents has been summarized in Table-5. Out of 1894 respondents, 592 (31.26%) of respondents use e-resources 'Whenever required' with a Mean of 1.93581 and SD 0.97741, followed by 422 (22.28%) of respondents use '2-3 Times is a week' with Mean 1.96208 and SD 0.96305, 336 (17.74%) of respondents use '2-3 Times is a month' with Mean 2.05952 and SD 0.94932, 279 (14.73%) of

respondents use 'Daily' with Mean 1.74193 and SD 0.94550, 265 (13.99%) of respondents use 'Once in a Month' with Mean 2.10943 and SD 0.96314.

Table-5 also depicts that 303 (32.62%) of respondents of Government colleges use e-resources 'Whenever required', followed by 32 (28.32%) of respondents from Private Aided colleges who use '2-3 Times in a week' and 265 (31.10%) of respondents of Private Unaided colleges use e-resources 'Whenever required'.

**Table-5:** Frequency of Use E-Resources

Option	Government Colleges (N=929)	Private Aided Colleges (N=113)	Private Unaided Colleges (N=852)	Total (N=1894)	Mean	SD
Daily	170(18.30)	11(09.73)	98(11.50)	279(14.73)	1.74193	0.94550
2-3 Times is a week	204(21.96)	30(26.55)	188(22.07)	422(22.28)	1.96208	0.96305
Once in a Month	110(11.84)	16(14.16)	139(16.31)	265(13.99)	2.10943	0.96314
2-3 Times in a month	142(15.29)	32(28.32)	162(19.01)	336(17.74)	2.05952	0.94932
Whenever required	303(32.62)	24(21.24)	265(31.10)	592(31.26)	1.93581	0.97741

Note: Figures in parentheses indicate the percentage

### 5.6. Opinion about the Quality of E-Resources available in the library

The opinion obtained about the quality of e-resources available in the college library has been summarized in Table-6. Out of 1894 respondents, 650 (34.32%) of respondents opine the quality of e-resources available at the library as 'Good' with Mean 1.83692 and SD 0.96772, followed by 590 (31.15%)

of respondent opine as 'Very Good' with Mean 2.12372 and SD 0.95843, 364 (19.22%) of respondent opine as 'Excellent' with Mean 1.77472 and SD 0.92808, 178 (09.40%) of respondents opine as 'Poor' with Mean 2.07865 and SD 0.96249 and 112 (05.91%) of respondent opine the quality of e-resources available at the library as 'Fair' with Mean 2.21428 and SD 0.94895.

**Table-6:** Opinion about the Quality of E-Resources available in the library

Opinion	Government Colleges (N=929)	Private Aided Colleges (N=113)	Private Unaided Colleges (N=852)	Total (N=1894)	Mean	SD
Excellent	207(22.28)	32(28.32)	125(14.67)	364(19.22)	1.77472	0.92808
Very good	239(25.73)	39(34.51)	312(36.62)	590(31.15)	2.12372	0.95843
Good	366(39.40)	24(21.24)	260(30.52)	650(34.32)	1.83692	0.96772
Fair	41(04.41)	06(05.31)	65(07.63)	112(05.91)	2.21428	0.94895
Poor	76(08.18)	12(10.62)	90(10.56)	178(09.40)	2.07865	0.96249

Note: Figures in parentheses indicate the percentage

### 5.7. Expectations about Physical Facilities at the Good Library.

The user's expectations about physical facilities at the good library have been gathered and summarized in Table-7. Out of 1894 respondents, 962 (50.79%) of respondents opine 'A good library is in an easily accessible' as 'Strongly Agree', followed by 732

(38.65%) of respondents opine 'A good layout/building are necessary for a good library' as 'Agree',921 (48.63%) of respondents opine 'Sufficient space for readers is required in a good library.' as 'Agree',903 (47.68%) of respondents opine 'A good library needs good lighting and ventilation' as 'Strongly Agree', 1068 (56.39%) of respondents opine 'A good library is clean, tidy and hygienic' as 'Strongly Agree', 804 (42.45%) of respondents opine 'A good library needs comfortable

furniture' as 'Agree', 863 (45.56%) of respondents opine 'Presence of Error-free record is essential for a good library' as 'Agree', 925 (48.84%) of respondents opine 'Excellent facilities will be provided in a good library' as 'Agree',897 (47.36%) of respondents opine 'A good library has physically challenged friendly facilities' as 'Strongly Agree' and 1162 (61.35%) of respondents opine 'A good library has helpful directional signs.' as 'Strongly Agree',

**Table-7:** Expectations about Physical Facilities at the Good Library

Options	SD	D	N	A	SA	Mean	SD
A good library is in easily accessible.	21 (01.11)	14 (00.74)	83 (04.38)	814 (42.98)	962 (50.79)	4.41605	0.71274
A good layout/ building is necessary for a good library.	75 (03.96)	221 (11.67)	265 (13.99)	732 (38.65)	601 (31.73)	4.01330	1.11144
Sufficient space for readers is required in a good library.	33 (01.74)	52 (02.75)	168 (08.87)	921 (48.63)	720 (38.01)	4.18426	0.83757
A good library needs good lighting and ventilation.	12 (00.63)	19 (01.00)	76 (04.01)	884 (46.67)	903 (47.68)	4.39757	0.67526
A good library is clean, tidy and hygienic.	20 (01.06)	23 (01.21)	52 (02.75)	731 (38.60)	1068 (56.39)	4.48046	0.71000
A good library needs comfortable furniture.	17 (00.90)	15 (00.79)	339 (17.90)	804 (42.45)	719 (37.96)	4.15786	0.80383
The presence of Error-free records is essential for a good library.	54 (02.85)	80 (04.22)	75 (03.96)	863 (45.56)	822 (43.40)	4.22439	0.92130
Excellent facilities will be provided in a good library.	82 (04.33)	76 (04.01)	103 (05.44)	925 (48.84)	708 (37.38)	4.10929	0.98306
A good library has physically challenged-friendly facilities.	32 (01.69)	25 (01.32)	114 (06.02)	826 (43.61)	897 (47.36)	4.33632	0.79090
A good library has helpful directional signs.	18 (00.95)	24 (01.27)	63 (03.33)	627 (33.10)	1162 (61.35)	4.52639	0.71126

SD: Strongly Disagree, D: Disagree, N: Neither Agree nor Disagree, A: Agree, SA: Strongly Agree.

Note: Figures in parentheses indicate the percentage

### 5.8. Expectations about the Library Collection

The user's expectations about library collection at the good library have been gathered and summarized in Table-8. Out of 1894 respondents, 802 (42.34%) of respondents opine 'Adequate collections of books are available in a good library' as 'Strongly Agree',901 (47.57%) of respondents opine 'Adequate collections of journals are available in a good library' as 'Agree',1016 (53.64%) of respondents opine 'Adequate collections of reference books are available in a good library' as 'Strongly Agree',1021 (53.91%) of respondents opine 'Good libraries study the users' requirements while acquiring new books' as

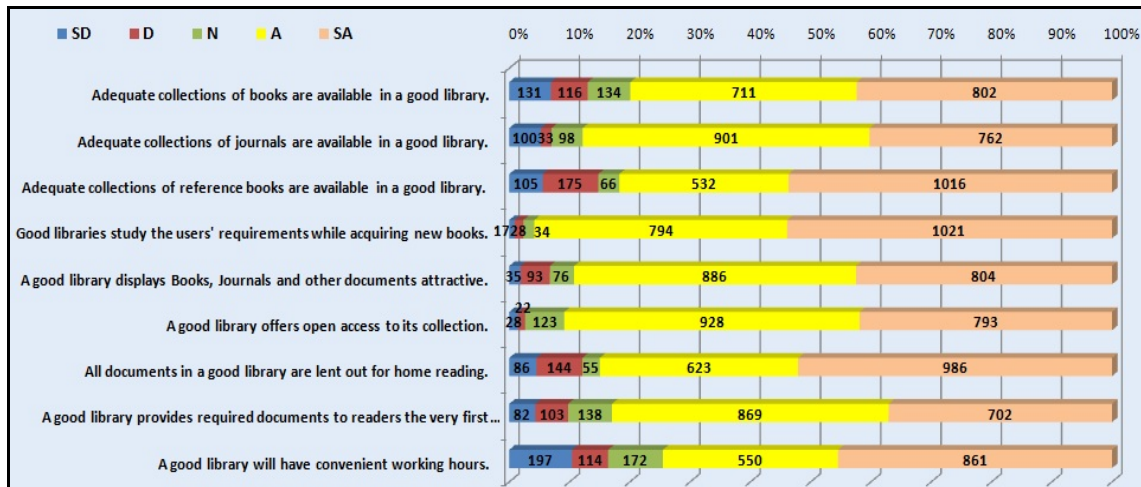
'Strongly Agree',886 (46.78%) of respondents opine 'A good library displays Books, Journals and other documents attractive' as 'Agree',928 (49.00%) of respondents opine 'A good library offers open access to its collection' as 'Agree',986 (52.06%) of respondents opine 'All documents in a good library are lent out for home reading' as 'Strongly Agree',869 (45.88%) of respondents opine 'A good library provides required documents to readers the very first time' as 'Agree' and861 (45.46%) of respondents opine 'A good library will have convenient working hours' as 'Strongly Agree'.

**Table-8:** Expectations about the Library Collection

Options	SD	D	N	A	SA	Mean	SD
Adequate collections of books are available in a good library.	131 (06.92)	116 (06.12)	134 (07.07)	711 (37.54)	802 (42.34)	4.02270	1.16668
Adequate collections of journals are available in a good library.	100 (05.28)	33 (01.74)	98 (05.17)	901 (47.57)	762 (40.23)	4.15733	0.98700
Adequate collections of reference books are available in a good library.	105 (05.54)	175 (09.24)	66 (03.48)	532 (28.09)	1016 (53.64)	3.97365	1.39914
Good libraries study the users' requirements while acquiring new books.	17 (00.90)	28 (01.48)	34 (01.80)	794 (41.92)	1021 (53.91)	4.46462	0.69358
A good library displays Books, Journals and other documents attractive.	35 (01.85)	93 (04.91)	76 (04.01)	886 (46.78)	804 (42.45)	4.23072	0.87983
A good library offers open access to its collection.	28 (01.48)	22 (01.16)	123 (06.49)	928 (49.00)	793 (41.87)	4.28616	0.76240
All documents in a good library are lent out for home reading.	86 (04.54)	144 (07.60)	55 (02.90)	623 (32.89)	986 (52.06)	4.20327	1.10502
A good library provides required documents to readers the very first time.	82 (04.33)	103 (05.44)	138 (07.29)	869 (45.88)	702 (37.06)	4.05913	1.02332
A good library will have convenient working hours.	197 (10.40)	114 (06.02)	172 (09.08)	550 (29.04)	861 (45.46)	3.93136	1.31056

SD: Strongly Disagree, D: Disagree, N: Neither Agree nor Disagree, A: Agree, SA: Strongly Agree.

Note: Figures in parentheses indicate the percentage



**Fig-1:** Expectations about the Library Collection

### 5.9. Expectations about Library Services

The user's expectations about library services have been gathered and summarized in Table-9. Out of 1894 respondents, 706 (37.28%) of respondents opine 'A good library issues sufficient number of documents to a user needs' as 'Agree', followed by 608 (32.10%) of respondents opine 'A good library provides Xerox service to the users' as 'Agree', 949 (50.11%) of respondents opine 'A good library regularly exhibits the list of new documents acquired'

as 'Agree', 806 (42.56%) of respondents opine 'A good library has convenient working hours' as 'Strongly Agree', 996 (52.59%) of respondents opine 'The librarian in a good library educates the users how to use the library well' as 'Agree', 891 (47.04%) of respondents opine 'The librarian in a good library regularly interacts with the users' as 'Agree', 914 (48.26%) of respondents opine 'A good library provides good atmosphere for serious reading inside the library' as 'Strongly Agree', 1012 (53.43%) of respondents opine 'A good library provides printed or online guides on how to use its services' as

‘Agree’, 1124 (59.35%) of respondents opine ‘A good library website is easy to access, informative and easy to navigate’ as ‘Strongly Agree’ and 996 (52.59%) of

respondents opine ‘A good library provides extension services to users’ as ‘Agree’.

**Table-9:** Expectations about the Library Services

Options	SD	D	N	A	SA	Mean	SD
A good library issues a sufficient number of documents to a user's needs.	199 (10.51)	226 (11.93)	201 (10.61)	706 (37.28)	562 (29.67)	3.63674	1.30146
A good library provides Xerox service to the users.	164 (08.66)	255 (13.46)	346 (18.27)	608 (32.10)	521 (27.51)	3.56335	1.25894
A good library regularly exhibits the list of new documents acquired.	51 (02.69)	72 (03.80)	108 (05.70)	949 (50.11)	714 (37.70)	4.16314	0.89542
A good library has convenient working hours.	46 (02.43)	137 (07.23)	206 (10.88)	699 (36.91)	806 (42.56)	4.09926	1.01606
The librarian in a good library educates the users on how to use the library well.	32 (01.69)	40 (02.11)	71 (03.75)	996 (52.59)	755 (39.86)	4.26821	0.77505
The librarian in a good library regularly interacts with the users.	66 (03.48)	74 (03.91)	50 (02.64)	891 (47.04)	813 (42.93)	4.22016	0.93652
A good library provides a good atmosphere for serious reading inside the library.	26 (01.37)	22 (01.16)	61 (03.22)	871 (45.99)	914 (48.26)	4.38595	0.73200
A good library provides printed or online guides on how to use its services.	44 (02.32)	61 (03.22)	102 (05.39)	1012 (53.43)	675 (35.64)	4.16842	0.84840
A good library website is easy to access, informative and easy to navigate.	37 (01.95)	39 (02.06)	46 (02.43)	648 (34.21)	1124 (59.35)	4.46937	0.80969
A good library provides extension services to users.	61 (03.22)	72 (03.80)	65 (03.43)	996 (52.59)	700 (36.96)	4.16261	0.90519
SD: Strongly Disagree, D: Disagree, N: Neither Agree nor Disagree, A: Agree, SA: Strongly Agree.							

Note: Figures in parentheses indicate the percentage

**5.10. Experience about the Physical Facilities at the Library**

The users experience about the physical facilities at the library has been gathered and summarized in Table-10. Out of 1894 respondents, 902 (47.62%) of respondents opine ‘My library is in an easily accessible location’ as ‘Agree’, 882 (46.57%) of respondents opine ‘My library has a good layout/modern building’ as ‘Strongly Agree’, 865 (45.67%) of respondents opine ‘My library has adequate space for readers’ as ‘Agree’, 996 (52.59%) of respondents opine ‘My library has good lighting and ventilation’

as ‘Strongly Agree’, 865 (45.67%) of respondents opine ‘My library is clean tidy and hygienic’ as ‘Agree’, 895 (47.25%) of respondents opine ‘My library has comfortable furniture’ as ‘Strongly Agree’, 850 (44.88%) of respondents opine ‘My library has presence of error-free record’ as ‘Agree’, 799 (42.19%) of respondents opine ‘Excellent facilities will be provided in a good library’ as ‘Agree’ and 915 (48.31%) of respondents opine ‘My library has physically challenged friendly facilities’ as ‘Strongly Agree’ and 834 (44.03%) of respondents opine ‘My library has helpful directional signs’ as ‘Strongly Agree’.

**Table-10:** Experience about the Physical Facilities at the Library

Options	SD	D	N	A	SA	Mean	SD
My library is in an easily accessible location.	36 (01.90)	49 (02.59)	106 (05.60)	902 (47.62)	801 (42.29)	4.25818	0.82871
My library has a good layout/ modern building.	103	94	69	746	882	4.16684	1.07807

	(05.44)	(04.96)	(03.64)	(39.39)	(46.57)		
My library has adequate space for readers.	203 (10.72)	164 (08.66)	98 (05.17)	865 (45.67)	654 (34.53)	3.80796	1.26240
My library has good lighting and ventilation.	107 (05.65)	122 (06.44)	104 (05.49)	565 (29.83)	996 (52.59)	4.17265	1.14763
My library is clean tidy and hygienic	169 (08.92)	201 (10.61)	116 (06.12)	865 (45.67)	543 (28.67)	3.74551	1.22912
My library has comfortable furniture.	98 (05.17)	165 (08.71)	122 (06.44)	614 (32.42)	895 (47.25)	4.07866	1.15970
My library has presence of error-free records.	60 (03.17)	72 (03.80)	68 (03.59)	850 (44.88)	844 (44.56)	4.23864	0.92829
Excellent facilities will be provided in a good library.	99 (05.23)	118 (06.23)	102 (05.39)	799 (42.19)	776 (40.97)	4.07444	1.08520
My library has physically challenged-friendly facilities.	203 (10.72)	221 (11.67)	154 (08.13)	401 (21.17)	915 (48.31)	3.84688	1.40439
My library has helpful directional signs.	86 (04.54)	94 (04.96)	65 (03.43)	815 (43.03)	834 (44.03)	4.17053	1.02603
SD: Strongly Disagree, D: Disagree, N: Neither Agree nor Disagree, A: Agree, SA: Strongly Agree.							

Note: Figures in parentheses indicate the percentage

### 5.11. Experience about Library Collection

The users experience about the library collection has been gathered and summarized in Table-11. Out of 1894 respondents, 746 (39.39%) of respondents opined 'My library has an adequate collection of books required' as 'Agree',801 (42.29%) of respondents opined 'My library has an adequate collection of journals required' as 'Agree',833 (43.98%) of respondents opine 'My library has an adequate collection of reference books required' as 'Strongly Agree',815 (43.98%) of respondents opine 'My library considers user needs while acquiring new

documents' as 'Strongly Agree',775 (40.92%) of respondents opine 'My library displays documents in an attractive manner' as 'Strongly Agree',838 (44.24%) of respondents opine 'My library offers open access to all documents' as 'Agree',896 (47.31%) of respondents opine 'My library lends out all documents for home reading' as 'Agree',1011 (53.38%) of respondents opine 'My library provides required documents the very first time' as 'Strongly Agree' and808 (42.66%) of respondents opine 'My library has convenient working hours' as 'Agree'

**Table-11:** Experience about Library Collection

Options	SD	D	N	A	SA	Mean	SD
My library has an adequate collection of books required.	152 (08.03)	196 (10.35)	103 (05.44)	746 (39.39)	697 (36.80)	3.86589	1.24121
My library has an adequate collection of journals required.	208 (10.98)	226 (11.93)	164 (08.66)	801 (42.29)	495 (26.14)	3.60665	1.28798
My library has adequate collection of reference books.	192 (10.14)	105 (05.54)	65 (03.43)	699 (36.91)	833 (43.98)	3.99049	1.26812
My library considers user needs while acquiring new documents.	183 (09.66)	198 (10.45)	105 (05.54)	593 (31.31)	815 (43.03)	3.87592	1.32593
My library attractively displays documents.	143 (07.55)	126 (06.65)	78 (04.12)	772 (40.76)	775 (40.92)	4.00844	1.18148
My library offers open access to all documents.	188 (09.93)	204 (10.77)	143 (07.55)	838 (44.24)	521 (27.51)	3.68637	1.25554
My library lends out all documents for home reading.	105 (05.54)	92 (04.86)	83 (04.38)	896 (47.31)	718 (37.91)	4.07180	1.05404
My library provides the required documents for the very first time.	221 (11.67)	184 (09.71)	70 (03.70)	408 (21.54)	1011 (53.38)	3.95248	1.41677



My library has convenient working hours.	110 (05.81)	121 (06.39)	152 (08.03)	808 (42.66)	703 (37.12)	3.98891	1.10885
SD: Strongly Disagree, D: Disagree, N: Neither Agree nor Disagree, A: Agree, SA: Strongly Agree.							

Note: Figures in parentheses indicate the percentage

### 5.12. Experience about Library Services

The users experience about the library services has been gathered and summarized in Table-12. Out of 1894 respondents, 465 (24.55%) of respondents opine 'My library issues sufficient number of documents I need' as 'Strongly Disagree',802 (42.34%) of respondents opine 'My library provides me Xerox service' as 'Strongly Agree',922 (48.68%) of respondents opine 'My library regularly exhibits list of new documents acquired' as 'Strongly Agree',526 (27.77%) of respondents opine 'My library has convenient working hours' as 'Disagree',729 (38.49%) of respondents opine 'My

librarian regularly educates the user to use library well' as 'Disagree',885 (46.73%) of respondents opine 'My librarian regularly interacts with me' as 'Agree',732 (38.65%) of respondents opine 'My library gives me good atmosphere for serious reading inside the library' as 'Agree',669 (35.32%) of respondents opine 'My library provides printed or online guides on how to use its services' as 'Disagree',502 (26.50%) of respondents opine 'My library website is easy to access, informative and easy to navigate' as 'Strongly Disagree' and606 (32.00%) of respondents opine 'My library provides extension services to users' as 'Strongly Agree'.

**Table-12:** Experience about Library Services

Options	SD	D	N	A	SA	Mean	SD
My library issues a sufficient number of documents I need.	465 (24.55)	436 (23.02)	221 (11.67)	412 (21.75)	360 (19.01)	2.87645	1.47472
My library provides me Xerox service.	209 (11.03)	480 (25.34)	92 (04.86)	311 (16.42)	802 (42.34)	3.53695	1.50481
My library regularly exhibits a list of new documents acquired.	116 (06.12)	131 (06.92)	64 (03.38)	661 (34.90)	922 (48.68)	4.13093	1.15383
My library has convenient working hours.	411 (21.70)	526 (27.77)	291 (15.36)	322 (17.00)	344 (18.16)	2.82154	1.41788
My librarian regularly educates the user to use the library well	344 (18.16)	729 (38.49)	143 (07.55)	322 (17.00)	356 (18.80)	2.79778	1.41151
My librarian regularly interacts with me.	86 (04.54)	109 (05.76)	52 (02.75)	885 (46.73)	762 (40.23)	4.12354	1.02633
My library gives me good atmosphere for serious reading inside the library	226 (11.93)	192 (10.14)	298 (15.73)	732 (38.65)	446 (23.55)	3.51742	1.28037
My library provides printed or online guides on how to use its services.	663 (35.01)	669 (35.32)	143 (07.55)	233 (12.30)	186 (09.82)	2.26610	1.31554
My library website is easy to access, informative and easy to navigate.	502 (26.50)	326 (17.21)	331 (17.48)	411 (21.70)	324 (17.11)	2.85691	1.45365
My library provides extension services to users.	226 (11.93)	201 (10.61)	363 (19.17)	498 (26.29)	606 (32.00)	3.55807	1.3471
SD: Strongly Disagree, D: Disagree, N: Neither Agree nor Disagree, A: Agree, SA: Strongly Agree.							

Note: Figures in parentheses indicate the percentage

### 6. Suggestions

Based on the above results the following suggestions are made for the quality of library and information services in first grade colleges in Kolar and Chikkaballapura districts in Karnataka.

- The quality of library services in college libraries should be prioritized by academic library authority and management.
- A national-level Quality Assurance Task Force should be established under the Ministry of Human Resource Development,

India, to develop a quality measurement tool.

- The Government of Karnataka should appoint an expert committee to assess library resources and services in higher learning institutions.
- A Quality Assessment Team should be established in every college to evaluate library services.
- Ten percent of the college budget should be allocated to library development, with additional resources from national, regional, and local agencies.
- Emerging Information Communication Technology (ICT) should be increasingly used in library services to improve service quality.
- Library extension services and publicity should be frequent. Access to electronic and online resources should be improved in college libraries.

## 7. Conclusion

The study examined the quality of library and information services in first grade colleges in Kolar and Chikkaballapura districts. It collected data on e-resource usage, experience, problems, opinions, physical facilities, collection, staff, works, and satisfaction levels. The findings will help First Grade Colleges procure better resources and provide necessary library services to the user community, ultimately improving the overall library experience.

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