Abstract

In this present era of Information technology, the expectations of any Library users are changing or can be said as increasing every now and then. Providing right information to the right user is the main motto of each library. JU central library is none other than that. Only by getting expecting resources or information from the library a user can be satisfied. Number of satisfied users can be used as the basic parameter for quality assessment of any library. This study has been conducted to assess the quality of JU library. Comparing users' satisfaction with users' expectation the gap or areas of improvement have been identified. To satisfy the library users, the first and foremost step is to understand the need of the users. For better understanding a thorough need analysis has been done. A separate questionnaire was made for collecting the data about users' need in respect of Library resources as well as services. To do so, all the enrolled central library users of JU have been selected as the population of the study. Population of JU central library users are too large and heterogenous on nature as the type of the users varies such as students of UG, PG, research scholars, ex- students, faculty members, staff etc. as well as the age group also varies. A simple random sampling technique has been chosen for selecting sample. The formula n=N/1+N(e)2 has been applied to finalize sample size. Based on the formula the ideal sample size was 388 but the number of actual participants in the survey was 364. LIBQUAL a quality assessment tool has been used to conduct the survey. Students (UG, PG), research scholars, faculty members and staff members participated in this study. Before selecting LIBQUAL as the assessment tool various existing tools were thoroughly studied. Specially a comparative study has been done among TQM, SERVQUAL and

LIBQUAL. People have answers same set of 22 questions twice. Once as satisfaction perspective answer were collected in 5 point Likert scale. Data has been graphically represented by radar chart and analysed by using R software. The range of Knowledge gaps which was identified during the study by comparing users' satisfaction and users' expectation data varies from -2.31 to +2.3. The rejected hypothesis shows the higher expectation than satisfaction. It's indicating the areas for improvement. In chapter six a customized Knowledge Management model has been proposed for JU central library with few recommendations for improvement of service quality. Methodology behind developing a customized model was started with a vast literature search on existing knowledge management model then consulted the knowledge gap areas which all identified during the study and finally a lay out of a customized Knowledge Management model has been designed which can bridge the identified gaps. During literature search fifteen existing KM models were studied. Customized model named as 3R knowledge management model here 3R denotes Reason, Region, and Remedy. At the end of this chapter all the identified knowledge gaps were tried to fit in 3R model.