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## ASSESSING THE LIBRARY USERS EXPECTATIONS: A SELECT STUDY OF MANAGEMENT INSTITUTIONS IN SAVITRIBAI PHULE PUNE UNIVERSITY (SPPU), PUNE, INDIA

Meenal Oak <sup>(1)</sup>

<sup>(1)</sup> Librarian (Selection Grade) and Coordinator, IGNOU Study Centre, MES's Institute of Management and Career Courses, Pune, India.

### Abstract

*Libraries are the entities serving the users from the ancient period. Being a service agency; the role of academic libraries is to provide accessibility to the information resources to the entire academic fraternity. Thus the libraries need frequent up gradations for meeting the ever-changing needs of the users including students` faculty and researchers.*

*The paper deals with measuring the users` expectations in the libraries of Management Institutions recognized by Savitribai Phule Pune University (SPPU) from the Pune, Nashik and Ahamadnagar districts. The study has used the LibQUAL+ technique for the data collection purpose. This paper is a part of a pilot study of the Minor Research Project of the Savitribai Phule Pune University, Pune.*

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LibQUAL, Library assessment, Library user satisfaction, Library services, service quality, Management Institutions

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