

Manuscript ID : 00000-09124

Source ID : 00000018

International Journal of Library and Information Science

Volume 5, Issue 3, September- December 2016, Pages 149-158, Page Count - 10



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

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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.

Author Keywords

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

ISSN Print: 2277-3533

Source Type: Journals

Publication Language: English

Abbreviated Journal Title: IJLIS

Publisher Name: IAEME Publication

Major Subject: Social Sciences and Humanities

Subject area: Library and Information Sciences

ISSN Online: 2277-3584

Document Type: Journal Article

DOI: 10.34218/IJLIS.5.3.2016.014

Access Type: Open Access

Resource Licence: CC BY-NC

Subject Area classification: Social Sciences

Source: SCOPEDATABASE

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