Assessing Quality of Services Provided By University of Professional Studies, Accra Library to Its Clientele

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Abstract
The study assesses quality of services provided by the University of Professional Studies, Accra (UPSA) library to its clientele. The study seeks to investigate expectations and level of satisfaction of the library users regarding quality of services and to determine how far the UPSA library has succeeded in delivering such services to its clientele. The survey method was used with a questionnaire as primary data collection tool. Data gathered from students and faculty amounted to 200 and 10 respectively. The study found that the quality of services rendered by the UPSA library is reasonably good. Clientele of the university library are averagely satisfied with various aspects of service quality which include collection and attitude of staff except the physical structure coupled with inadequate facilities such as computers and related accessories. The study recommends that UPSA library should strive to offer highest possible service quality in order to be satisfying the enquiry of its clientele precisely, exhaustively and timely.

Keywords: University of Professional Studies, Accra (UPSA), Service quality, Academic libraries, LibQual.

Introduction
A University library may be referred to as an academic library attached to an institution of higher learning which serves two complementary purposes. It supports the institution’s curriculum as well as the research activities of the university’s faculty and students. Sahu (2007), averred that the quality of an academic library has often been described in relation to its collection and considered according to the size of the library holdings and statistics on its use. However, this long-established method no longer realizes the goals for measuring the user’s needs and demands for information effectively.
Quality is the basic philosophy and requirement of library service and all libraries strive to deliver the highest quality of service. A quality service is one that fully meets the expectations and requirements of clients. If a library provides appropriate information to the right user at the right time and in the required form, then it could be argued to be maintaining quality (Sahu, 2007). Service quality has also become increasingly imperative in Ghana’s institutions of higher learning today because of the global competition among service providers in this century to render qualitative services to satisfy the desires of clients. The assessment of service quality provides an important feedback for libraries to assess and improve the services provided to its clientele. In university libraries user satisfaction and perceptions of quality depends on the extent to which customer expectations are matched by information products and services delivered by the library. They also expect that the library should be equipped with good resources and consistent services (Asogwa, 2014).

According to Pedramnia, et. al. (2012) libraries have to now measure perceptions and expectations of users in order to rank academic library services in a quality context reflecting user satisfaction across different libraries. Hence, the best assessor of quality is the consumer whose own experiences, beliefs and motivations all influence the service expectation. However, there is often quite a difference in expectancy between the consumer and the service provider (Pedramnia, et. al. 2012 cited Hunter, 2002). Since achieving the best quality in services is an ultimate goal of every organization, the library performance measurement and quality of services that are offered are also very important. The ultimate goal means “listening to our users”. It is clear those libraries that adjust with today’s changing conditions and increase the level of service quality, are also more successful. (Pedramnia, et. al. 2012).

The University of Professional Studies, Accra (UPSA) is a pre-eminent public institution that provides Undergraduate, Masters Degree and Diploma Programmes and tuition for internationally recognized, acclaimed Business Professional Programmes. With over forty (40) years of experience, the University has gained a reputation as the oldest Professional Accountancy and Management tuition provider in Ghana with many of its products in key leadership positions in Ghana and elsewhere.

The UPSA Library has a unique collection of a balanced blend of both academic and professional reading and research materials that supports the University’s mission of producing scholars and professionals. The Library is at the central nerve of the University, with its rich and diverse collection of materials, serves the teaching and research needs of administrative staff and students as well as other clienteles. To enable it play the very important role it performs in the academic life on campus, the Library has been segmented into two branches which perform similar functions but in different locations. The main library which is designated for undergraduate and post graduate students as well as lecturers is located on the first floor of the old Administration / Library Block. The post graduate library, which is also designed for postgraduate students as well as faculty members, is located on the graduate floor of the old Lecture block. Management is at the verge of completing a furnished five story library complex to accommodate the growing number and demands of clientele.
Statement of the problem

Before 2004, UPSA was an exclusive professional Institute that had been providing tuition to students aspiring to become professional Accountants, Managers and Marketers. The library then existed for reference purposes only and its stock largely consisted of professional information materials which included books on Association of Chartered Certified Accountants (ACCA), Chartered Institute of Management Accountants (CIMA), Chartered Institute of Marketing (CIM), Institute of Chartered Secretaries and Administrators (ICSA) and Institute of Chartered Accountants Ghana (ICAG). These were the main course of programme being offered to students at the time. Degree programmes were established to provide students with tertiary education leading to award of Degree in Accounting, Marketing and Administration. The programmes are specially designed to meet both the academic and professional needs of both public and private sectors of the economy (Students handbook, 2013).

In 2007, the former Director of the then Institute of Professional Studies (IPS), Rev. J. M. Martey stated that, for accreditation purposes and professional recognition, UPSA promotes relationships between the students and associated institutions both within and outside Ghana. The curriculum places considerable emphasis on the development and use of analytical skills in problem solving as required of competent staff in an enterprise. This transforming has been providing and facilitating development of self-sustaining and progressive management and accountancy personnel through education, training and research, and to contribute towards the development and growth of industry and commerce by training competent and skilled manpower. This has apparently brought about considerable changes in all segment of the university. It has led to the developments of additional structures as well as the introduction and incorporation of new courses and programmes. Notable of this growth is the rise in both students and staff population.

At the moment, UPSA has three faculties under which six departments subsist with over 140 faculty members and more than 10,000 students in various levels and offering varied programmes. Other notable segments include: the School of Graduate Studies; Distance Learning and Weekend School; Centre for International Education and Collaboration well as the Business Development Centre (6th Congregation Handbook, 2014). Currently, the main library has sitting capacity of 150 and 10 (seats) at the main section and the electronic support unit respectively. In this regard, the quality of the library services using standard tools and scale can assist the library, faculty members, students, as well as the university administrators in better decision making and development process. Thus the researchers decided to use a modified tool for measuring service quality and users perspectives known as LibQual. LibQual is a customer-oriented tool and its technique measures quality of library services and gives detailed information and application for managers to understand the strengths and weaknesses to make decisions so as to improve the quality of services.

Objective of the study

The study seeks to achieve the following objectives
1. To investigate expectations of users of UPSA’s library
2. To ascertain the level of user satisfaction when they visit the library
3. To find out challenges patrons encounter in accessing information services needed from the library;
4. To make recommendations based on findings.

The Significance of study

It is hope that the outcome of this study could guide university administrators, librarians and other stakeholders in academic libraries in taking objective decisions that could improve quality of the library services. The feedback obtained from the respondents would help to prioritize the areas in which a need for continuous improvement is felt. The responses would also expose actual requirements of clientele so as to enable the appropriated quarters take concrete steps on the kind of corrective measures required to sustain (if not exceed) expected services by clients from the libraries.

Literature review

Service providers, no matter their profession, need to know that the definition of quality is a subjective matter. It is a fact that the users will always dictate what they want, when and how. Activities of the service provider, as part of the stakeholders in this business relationship, are always influenced to a large extent by the demands of the users. The user can always change the direction, form and character of any service depending on their needs. The provider’s responsibility to the user is to adapt to such needs. The service therefore should always be tailor-made to accommodate the needs and wants of the customer. According to Sahu (2007), quality means conforming first to customer requirements, and then to standards or specifications. Users have a tendency of voting with their feet if things do not work out their way. Quality service therefore is a symbiotic relationship where the user prescribes the needs and the service provider succumbs to them within available capabilities and resources.

Ahmed and Shoeb, (2009), conducted a research which measured service quality of a public university library in Bangladesh using ServQual. Their paper examined the overall service quality of a premier public university library in Bangladesh (Dhaka University Library - DUL) from its users’ perspective. The study found that the DUL needs to invest heavily in acquiring reading resources, subscribe to more e-journals, and to develop its physical infrastructures. Respondents also expected the library to provide comfortable study spaces for quiet and peaceful study and to extend the current library hours of operation. They needed more reading resources, improved physical condition of the resources, convenient access to library collections and the library website to contain necessary information. They expected library staff to understand and be able to handle their information needs accurately and promptly.
According to Ahmed and Shoeb (2009), respondents also expected modern equipment which allows them easy access to information resources, digital and online resources, information support that fulfills their course needs, etc. The study recommends that in order to improve the service quality of DUL, attempts should be made to appoint professionally qualified staff at all levels. Also, the library should organise training programmes for staff members on current issues in librarianship on a regular basis, which would help to develop professionalism, create awareness and change mental attitudes among the library staff (Ahmed and Shoeb, 2009).

Sahu (2007), researched on the theme: Measuring service quality in an academic library: an Indian case study which measure the perceptions of library users at the Jawaharlal Nehru University (JNU). Findings showed that the user’s information seeking behaviour might be determined not only by their needs for information but also by their status. This has been clearly demonstrated by the significant differences in the perception of students and faculty. Hence, information seeking behaviour is relative to the situation and contingent upon the problem or decision at hand. However, users of JNU library are largely satisfied with various aspects of services quality except responsiveness, communication and the fact that some student respondents claimed not to know about the existence of some of the available services. The study concluded by suggesting that the library staff should never differentiate between the requests of student and faculty for information, and always try to give equal importance to both types of request and provide them with the right information at the right time. The study further recommends that the JNU library should empower its employees to conduct a quality management training programme for library staff.

Service quality and customer satisfaction in academic libraries, perspectives from a Malaysian university (MU) was Kiran’s (2010) research theme which aimed to deepen the understanding of user perception of university library services and their level of satisfaction with library services. Findings of the survey seem to suggest that, the academic staff perceived quality of the library services as average. Academics are aware that the library has a positive impact on their teaching, learning and research. The library staff is considered quite helpful and able to instill confidence in library users, which encourages users and increases library staff morale. Access and suitability of library resources is considered satisfactory among the academic staff. This is also related to the perception that library has an impact on the academician’s work. Nonetheless, there is indeed potential for the library to improve the services and resources to support teaching, learning and research, especially in providing electronic resources (e-journals, data files, online databases, etc.) as this factor received lower ratings. If the lecturers perceive that the library has an impact on their work, this will further influence them to motivate and encourage students to use the library (Kiran, 2010).

It was recommended that, UM library must be prepared to adapt to the expectations of academicians and to face the challenges of other means of obtaining information through the internet or www. Kiran, (2010) affirm that, the value added services and information resources provided by an academic library cannot be compromised with free information on the Internet, but there is a need for librarians to make this aware among the academic
so that the library becomes critical and the value of the library within the organization is recognized and well respected. The concluding remarks stated that even though the quality of library service is perceived as just above average, academics will continue to use the library resources and depend on library staff for their information needs. Thus, there is a need for more customer-oriented support for library users. The library may have to revise the current collection development policy to improve on this factor (Kiran, 2010).

A related study was conducted by Pedramnia, et. al. in 2012 under the theme: Application oriented approach, a case study in Mashhad University of Medical Sciences (MUMS). According to Pedramnia, et al (2012), the highest average score was “Service affect” with “Library as place” recording the lowest score. Total results emphasised the importance of librarians’ specialised knowledge level in presenting appropriate services in circulation and reference sections. A significant outcome, is in the “Information control” dimension, and appropriate working hours; classification system for searching and accessing to information and appropriate time for loaning resources. The biggest gap related to updated multimedia databanks, appropriate number of computers and adequate facilities like laptops/PCs and broadband networks for better access to subscribed electronic resources through the MUMS central library web site (Pedramnia, S. et. al. 2012).

In a similar vein Nejati, et. al. (2008) undertook a study on service quality at Iran University of Tehran Central Library. Findings revealed a relatively average perception among users of the University Library. However, when comparing the perception part with importance stated by respondents, it reveals that the university library has not been successful in its plans for offering quality services. Nejati, et. al.,(2008) reported that majority of respondents claimed they have been receiving an average quality service.

The most important aspects of service quality according to respondents were availability of computer terminals without excessive waiting, waiting time at circulation desk and keeping records consistent with actual holdings/status. Moreover, the matter of time is of great importance among Iranians. This can be justified according to Iranians culture about studying. Hence, they are more concerned about the time that is spent to find, order, and receive a book (Nejati, et. al. 2008). The concluding findings reported that although University of Tehran Central Library has conducted several programs for improving its services, because of the lack of identifying the most important aspects of service quality in their customers’ ideas, the efforts for providing customer satisfaction has failed to a great extent.

**Framework**

This study adopted an enhanced tool designated for measuring quality of Academic library services called LibQual. The LibQual survey evolved from a conceptual model based on the ServQual instrument - a popular tool for assessing service quality in the private sector developed by the marketing research team of A. Parasuraman, V.A. Zeithaml, and L.L. Berry. The Texas A& M University Libraries and other libraries used
modified ServQual instruments for several years; those applications revealed the need for a newly adapted tool that would serve the particular requirements of libraries.

LibQual survey was developed by the Association of Research Libraries (ARL). Its purpose is to provide libraries with a standardized, effective method to measure the quality of library services based on the perceptions of faculty, students and staff (Association of Research Libraries, 2013). Currently, LibQual instrument measures library users’ perceptions of their libraries’ service quality and identifies gaps between minimal, desired and perceived levels of service. Green, D. et. al., (2012) reported that, the goals of LibQual are to:

- Foster a culture of excellence in providing library service
- Help libraries better understand user perceptions of library service quality
- Collect and interpret library user feedback systematically over time
- Provide libraries with comparable assessment information from peer institutions
- Identify best practices in library service
- Enhance library staff members’ analytical skills for interpreting and acting on data.

Thus, LibQual gives our library users a chance to tell us where our services need improvement so we can respond to and better manage their expectations. We can develop services that better meet our users’ expectations by comparing our library’s data with that of peer institutions and examining the practices of those libraries that are evaluated highly by their users. The instrument addresses the following three service quality dimensions that have been found to be valid in previous assessments of library services: Affect of Service; Library as Place; and Information Control. Question on each dimension has three parts that ask respondents to indicate the minimum service level they will accept; the desired service level they expect; and the perceived level of service currently provided.

**Methodology**

The study used a survey method to collect data via questionnaire based on LibQual model which is an emerging standardized measure of library service quality across institutional library contexts. The questionnaire comprised closed ended questions with a few partially open questions that measured variables connected to the three main dimensions of LibQual which include ‘affect of service’ and ‘library as place’. Data collected was analysed by the aid of Microsoft Excel 2007 and the Statistical Package for Social Sciences (SPSS v. 19) based on the objectives of the study.

The research was carried out among the students and faculty members of UPSA who visit the library on regular basis. The study had a total sample of 210 from questionnaires distributed to the two categories of respondents. Totals of 200 and 10 were retrieved from students and faculty members respectively. According to Pickard (2007), it needs to be accepted from the onset that a sample represents a form of trade off between the desirable
and the attainable, and this is more often the case in statistical sampling than it is in descriptive sampling. Creswell in 2009 also asserts that, the results from the sample can be used to make generalizations about the entire population as long as it is truly representative of the population.

**Findings**

*Frequency in use of the library by respondents*

This section sought to find out the frequency at which users visit the library. Results revealed that 72.5% of students respondents visit the library on daily bases. 22% visit the library twice in a week whilst 2%of them visit the library once a week. 3% visit the library once in a fortnight and 0.5%visit once a month. It could be observed that most of the students visit the library daily whiles the highest score (40%) for faculty use of the library falls under once a month as shown in table 1 below.

Table 1:

*Frequency in use of the library*

<table>
<thead>
<tr>
<th>Parameters</th>
<th>Students (%)</th>
<th>Faculty (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily</td>
<td>145</td>
<td>72.5</td>
</tr>
<tr>
<td>Twice a week</td>
<td>44</td>
<td>22.0</td>
</tr>
<tr>
<td>Once a week</td>
<td>4</td>
<td>2.0</td>
</tr>
<tr>
<td>Once in two weeks</td>
<td>6</td>
<td>3.0</td>
</tr>
<tr>
<td>Once a month</td>
<td>1</td>
<td>0.5</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>200</strong></td>
<td><strong>100.0</strong></td>
</tr>
</tbody>
</table>

*Source: field data (2015)*

*Reasons for using the library*

On seeking to know the reasons why students visit the library, the response revealed that 66% of respondents visit the library to study, 4.5% visit to borrow books, 13.5% use electronic resources and 15.5% of them use the library for reference purposes. This clearly shows that majority of the students and faculty visit the library mainly to study and borrow books respectively.

*Getting access to information needed*

This question was asked to find out if respondents get access to information they require from the library. 65.5% of the students and 80% of faculty indicated that they have been getting the information they often need. However, 34.5% of students and 20% of faculty claimed that they do not often get the information they required. This shows that majority of the users get access to information from the library.
Sources of information needed

This question was posed to find out which information sources of the library respondents use to realize their information needs. 70.5% of respondents indicated they use standard textbooks, whiles a percentage use periodicals. 3% use newspapers and 25.5% use electronic resources. The study revealed that the highest recorded source of information for both student and faculty are the textbooks which are represented in table 2 below.

Table 2:
Sources of information

<table>
<thead>
<tr>
<th>Parameters</th>
<th>Students (%)</th>
<th>Faculty (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standards textbooks</td>
<td>141</td>
<td>6</td>
</tr>
<tr>
<td>Periodicals</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Newspapers</td>
<td>6</td>
<td>-</td>
</tr>
<tr>
<td>Electronic</td>
<td>51</td>
<td>2</td>
</tr>
<tr>
<td>Total</td>
<td>200</td>
<td>10</td>
</tr>
</tbody>
</table>

Source: field data (2015)

Quality of materials accessed

Respondents were asked about the quality of materials in the library. Out of 200 respondents, 63.5% indicated that the quality of the materials is good. However, 5% of them maintained that the materials are not relevant to their needs. 28% see the books as not current and 3.5% see the books as not physically attractive. This signified that majority of the users regard the quality of the materials as good. Another question was asked to find out if respondents have had training regarding the use of the library. 60% of students responded affirmatively whilst 40% responded negatively. It appears that the training that has been organized for students in particular is either insufficient or irregular.

Respondents’ assessment of library staff

60% of students indicated that the library staff are courteous with 32.5% claiming that the library staff are cooperative. 1.5% assessed staff as being cooperative. However, 6% of respondents pointed out that some staff members are indifferent and 3.5% found some staff unavailable to help. It is obvious that the attitudes of most staff members of UPSA library recorded an appreciable score although a few of them were found wanting.

Respondents’ assessment of library services

The study sought to know how respondents assess the services being rendered by the library. Table 3 shows the respondents assessment of the library services. It was found that a percentage of respondents indicated that the services were very good. 69.5% respondents said the services were good whiles 6.5% saw the services as satisfactory.
However, 23% of them saw the services as poor. This shows that the library services are good as majority of the respondents indicated so.

Table 3:
Assessment of library services

<table>
<thead>
<tr>
<th>Parameters</th>
<th>Students (%)</th>
<th>Faculty (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very good</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Good</td>
<td>139</td>
<td>2</td>
</tr>
<tr>
<td>Satisfactory</td>
<td>13</td>
<td>5</td>
</tr>
<tr>
<td>Poor</td>
<td>46</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>200</strong></td>
<td><strong>10</strong></td>
</tr>
</tbody>
</table>

*Source: field data (2015)*

*Ability to utilize the e-resources in the library*

A considerable number of both students 72.5% and the faculty 80% affirmed they are able to use the e-resources in the library independently. However, 20% of faculty members did not comment on it. This clearly shows that, majority of students and faculty could use the e-resources rightly.

*Challenges users encounter in obtaining needed information*

The study sought to know the challenges that respondents encounter in obtaining needed information. Findings revealed that 11% of respondents assert that identified materials could not be located. 21% of them claimed the library does not stock relevant materials, whilst 68% complained that they do not get places to sit. This clearly shows that the library’s sitting capacity is highly inadequate and this is depicted in table 4 below. On the other hand, inadequate computers recorded the highest score (78%) on the question regarding the challenges users encounter in using/accessing e-resources in the library. Meanwhile, inadequate assistance from library staff recorded the lowest score. This was followed by too much data (9%) and slowness of the server (11%).
Table 4:

Challenges users encounter in obtaining needed information

<table>
<thead>
<tr>
<th>Parameters</th>
<th>Students (%)</th>
<th>Faculty (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identified materials cannot be located</td>
<td>22</td>
<td>11.0</td>
</tr>
<tr>
<td>The library does not stock relevant materials</td>
<td>42</td>
<td>21.0</td>
</tr>
<tr>
<td>difficulty getting a place to sit</td>
<td>136</td>
<td>68.0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>200</strong></td>
<td><strong>100.0</strong></td>
</tr>
</tbody>
</table>

Source: field data (2015)

Factors that affects effective use of the library and its facilities

The question that sought to know about the factors that affects effective use of the library and its facilities recorded the following responses as shown in table 5 below. Open and closing hours 24.5%, inadequate information materials 30.5% by students and 3% by faculty, do not know what searching tools to use 10%, attitude of library staff 10.5%, lack of knowledge of library resources by students 24% and 10% by faculty. Most respondents felt that inadequate materials affect their use of the library.

Table 5:

Factors that affects effective use of the library and its facilities

<table>
<thead>
<tr>
<th>Parameters</th>
<th>Students (%)</th>
<th>Faculty (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Opening and closing hours</td>
<td>49</td>
<td>24.5</td>
</tr>
<tr>
<td>Inadequate information materials</td>
<td>61</td>
<td>30.5</td>
</tr>
<tr>
<td>Do not know what searching tools to use</td>
<td>20</td>
<td>10</td>
</tr>
<tr>
<td>Attitude of library staff</td>
<td>21</td>
<td>10.5</td>
</tr>
<tr>
<td>Lack of knowledge of library resources</td>
<td>48</td>
<td>24</td>
</tr>
<tr>
<td>Other</td>
<td>1</td>
<td>0.5</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>200</strong></td>
<td><strong>100.0</strong></td>
</tr>
</tbody>
</table>

Source: field data (2015)
Discussion

Affect of service

Findings revealed that most of the students visit the library on daily basis but faculty members hardly visit the library on regular basis partly because of the present undesirable and crowd environment. Results also showed that majority of the students visit the library mainly to study and faculty members visit the library purposely to borrow books.

It was also observed that majority of respondents considered the quality of the materials as average. These findings concurred with Kiran (2010), whose survey seems to suggest that, although the academic staff are using the library services, their perception of the quality of library services is average.

The study on assessment of library staff recorded a positive attitudinal score from both quarters of respondents. Staff was regarded as courteous and cooperative with less than 2% recorded for indifference. The results also indicated that there is some gap between users’ expectations and their satisfaction of the quality of services rendered by UPSA library. This implies that the level of expected services were greater than the actual services received. The study by Nejati, et. al. (2008) found that, although majority of respondents stated that they have been receiving an average quality service.

Library as place

Assessing quality of services provided by UPSA library to its clientele revealed that, inadequate space, furniture, computers, excessive heat and lack of modern infrastructure, among others; negatively affect efficient services in the library. In this regard, 68% respondents complained of not getting place to sit. This clearly shows that the library space is too small. These findings also corroborate with those of Ahmed and Shoeb, (2009), at Dhaka University Library in Bangladesh which reported that, respondents expected the library to provide comfortable study spaces for quiet and peaceful study and to extend the current library hours of operation.

Information control

Textbooks recorded highest score as source of information for both students and faculty. Both faculty members and students expected more reading resources as well as suitable access to those resources. Respondents needed more reading resources, improved physical condition of the resources, convenient access to library collections and the library website to contain necessary information (Ahmed and Shoeb, 2009).

Further, the findings revealed that most users get their required information (65.5% - students) and (80% - faculty) from the library. However, the question that sought to know about the challenges respondents encounter in obtaining needed information disclosed that (11%) inadequate space in-between the shelves makes it difficult to locate identified materials. Others also claimed (21%) the library does not stock relevant materials. Meanwhile, 60% responded they have had training regarding the use of the library whilst
40% responded otherwise. It was suggested that awareness creation and training that are currently offered should be enhanced and more regular to cover a wider range of clients.

The relationship of the study to the theory

The LibQual model is developed by the Association of Research Libraries (ARL) comprises three service quality dimensions namely: Affect of Service; Library as Place, and Information Control. From the findings, almost all aspects of the model dimensions have been captured. The highest average score recorded was under Affect of service. A considerable outcome is within the Information control dimension which includes appropriate working hours, library instruction and services offered at the Reference/Circulation desk. Another gap is in the need to improve provision of facilities related to the electronic support unit such as adequate number of computers and appropriate accessories as well as broadband networks that ensures state of the art IT environment at the library.

Ultimately, the Library as place recorded the lowest score as the current condition of the library does not encourage pleasurable patronage by both categories of respondents. The facility is always filled with students and some of them queue to get access to the electronic resources, whiles members of faculty mainly come to borrow and return library items.

Limitations of the study

This study could not cover the entire population of the university community. The clientele of the UPSA library include students, faculty, researchers and staff. However, the study only covered students and faculty.

Conclusion and Recommendations

This paper used LibQual as a framework in assessing the quality of services at the UPSA Library. The study concludes that the level of expected services were greater than the actual services received by respondents. This implies that, improvement of work practices and physical spaces, and paying attention to other dimensions could play a key role in promoting the quality of educational services. Thus, concerned authorities should pay immediate attention in allocation of enough funds for adequate provision of ICT facilities to improve the development of ICT infrastructures, subscription and acquisition of more e-journals to attract users into the library as a place for learning, reference and research.

Moreover, the library department is quite under staff and some staff get stressed up. Management need to recruit more trained and skilled staff to continue to fulfill their tasks of satisfying clientele in the best way possible. Management’s response to put up the new library complex is timely and a good step in the right direction. However, the movement to the new library should be faster to curb the limited space problem. Finally, this study recommends continuous use of LibQual in evaluating quality of services in the UPSA library. This is imperative to ensure that the information professionals objectively
understand how well their services are meeting the missions of their parents’ institution which main functions include teaching, learning and research.

References


