

**AN INTERNAL QUALITY ASSURANCE (IQA)
STUDY ON USER'S PERCEPTION ABOUT
CENTRAL LIBRARY**

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AN INTERNAL QUALITY ASSURANCE (IQA) STUDY ON USER'S PERCEPTION ABOUT CENTRAL LIBRARY

INTRODUCTION

This is study of Internal Quality Assurance, a scientific approach to verify the satisfaction levels of different groups who are making use of the Central Library of St. Joseph Group of Institutions. This study will be helpful to Library administration to plan and to implement a quality management system, to improve its quality services and to increase user satisfaction. Quality is user satisfaction. It is generally used with reference to the end user to product. Quality has been an integral part of human activity since the emergence of human history. User satisfaction is the motto of any library and quality is becoming an essential requirement for the survival of the organization. A quality services is one that fully meets the expectation and requirements of the users. 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. The success of any library depends on the quality and variety of its services.

“Quality Library Services” mean satisfying the query of each and every user accurately, exhaustively and expeditiously.

“Quality is never an accident; it is always the result of the high intention, sincere effort, intelligent direction and skillful execution, representing the wisest choice of all the alternatives” John Ruskin

OBJECTIVES

1. The study intends to understand and analyze the user's perception and fill –up the gap between the expectation and perception.
2. To provide better and qualitative services to the user community

METHODOLOGY

The aim of this study is to determine the perceptions of the Central Library. This study uses questionnaire based survey method.

Google form is used as the data collection instrument (Feedback). The instruments for data collection consisted of structured questions. All the questions are designed to elicit responses to measure both respondent satisfaction and perception of services quality.

TOOLS USED FOR DATA COLLECTION

The feedback form consists of 10 questions and divided into two parts.

The first part addressed the Library timings, main reading room with furniture, 24 hours reading room with furniture, lighting and ventilation, cleanliness and water facility and response/ attitude of the staff members.

The second part addressed the availability of subject wise books, reference books, E- Resources and newspapers.

SAMPLING FOR THE STUDY

Graduate and Post Graduate students are chosen for the study. The Questioner sent to all students for all years. The following respondent's information given below

Students wise distribution of sample

Category of the students	Actual students	Responses	%
Under Graduate students	325	270	83
Post Graduate Students	78	43	55
Total	403	313	77.6

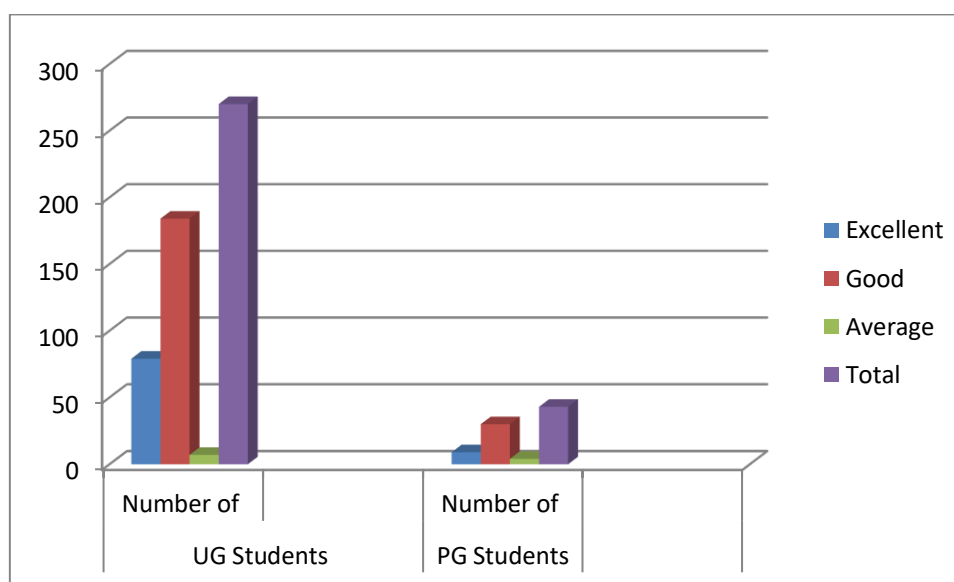
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ANALYSIS AND INTERPRETATION OF THE STUDY

TABLE-1
LIBRARY TIMINGS
N=100

Opinion	UG Students		PG Students	
	No	%	No	%
Excellent	79	29	9	21
Good	184	68	30	70
Average	7	3	4	9
Total	270	100	43	100

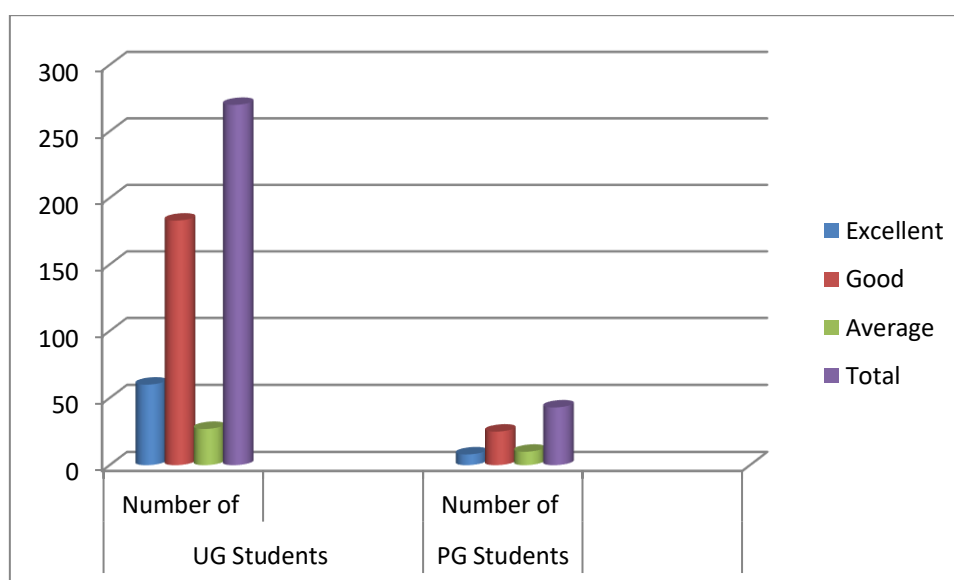


Among 270 Under Graduate Students 68% of respondents have expressed that the present library timings are good, 29% of the respondent have expressed excellent and 3% respondents expressed average. Out of 43 Post Graduate students 70% reported that the present library timings are good 21% of students said that it is excellent and remaining 9% expressed average.

TABLE- 2
READING ROOM WITH FURNITURE

N=100

Opinion	UG Students		PG Students	
	No	%	No	%
Excellent	60	22	8	19
Good	183	68	25	58
Average	27	10	10	23
Total	270	100	43	100

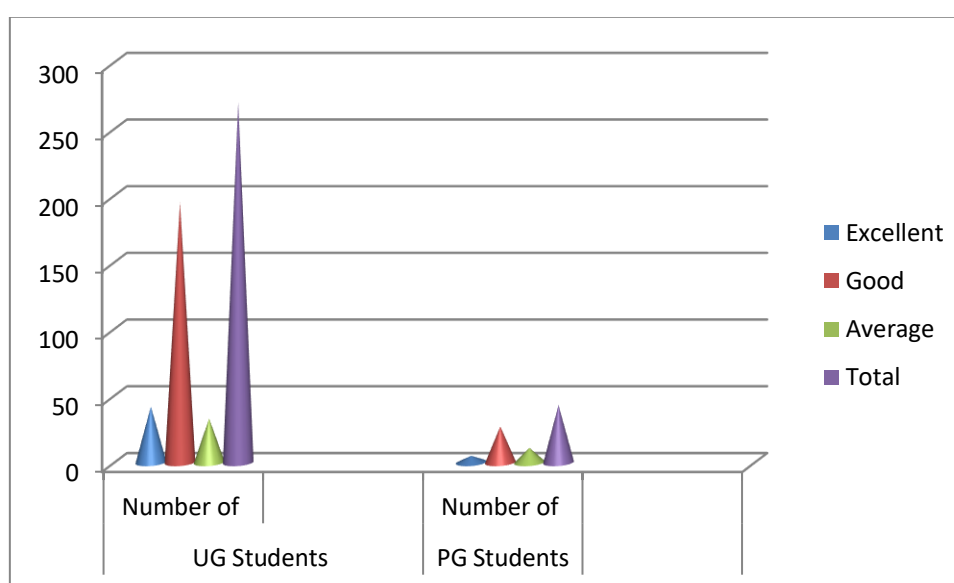


Out of 270 Under Graduate respondents 68% expressed that the Reading Room is Good 22% opinioned that it is Excellent and remaining 10% expressed its average. Out of 43 Post Graduate, 58% have expressed that the Reading Room is Good, 19% of them reported Excellent and 23% expressed average.

TABLE- 3
24 HOURS READING ROOM WITH FURNITURE

N=100

Opinion	UG Students		PG Students	
	No	%	No	%
Excellent	42	16	5	12
Good	195	72	27	63
Average	33	12	11	25
Total	270	100	43	100

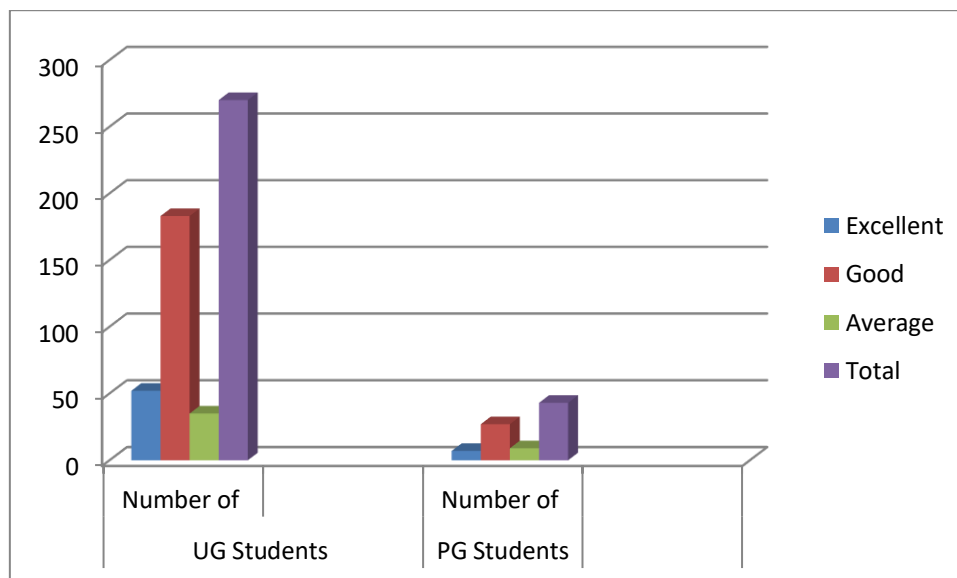


Out of 270 respondents 72% of Under Graduates have mentioned that 24 hours Reading Room with furniture is Good, while 16% said that it is Excellent and 12% expressed its an average Sixty three percent of Post Graduate students mentioned that 24 hours Reading Room is good, while 12% mentioned that t is excellent and 25% mentioned it's an average.

TABLE- 4
LIGHTING AND VENTILATION

N=100

Opinion	UG Students		PG Students	
	No	%	No	%
Excellent	52	19	7	16
Good	183	68	27	63
Average	35	13	9	21
Total	270	100	43	100

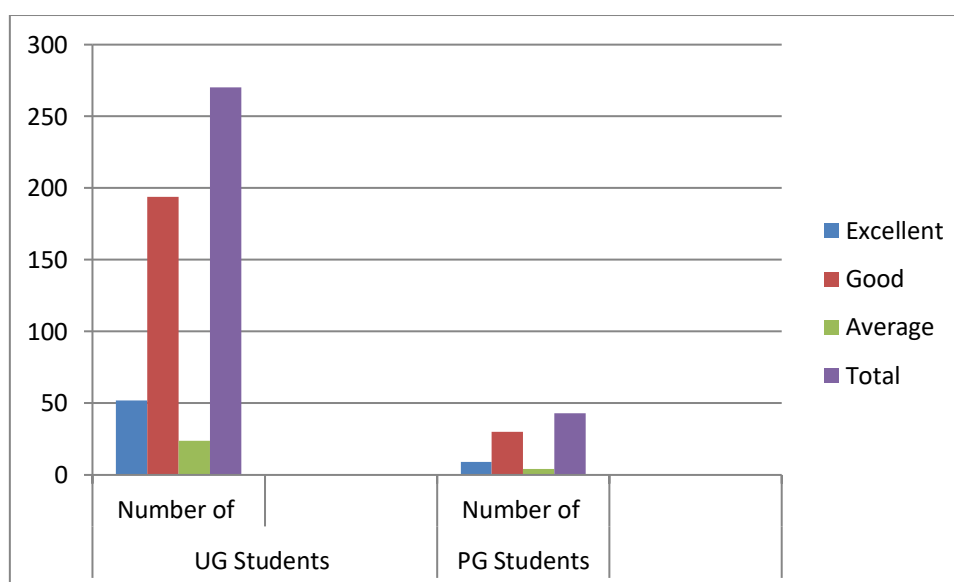


68% percent of Under Graduate Students have reported, the Lighting and Ventilation is Good, 19 percent mentioned that it is Excellent. A small 13% pointed out that it is Average. 63% of Post Graduate students have expressed that it is good and remaining 16% reported that it is Excellent and 21% reported average.

TABLE- 5
CLEANLINESS AND WATER FACILITY

N=100

Opinion	UG Students		PG Students	
	No	%	No	%
Excellent	52	20	9	21
Good	194	71	30	70
Average	24	9	4	9
Total	270	100	43	100

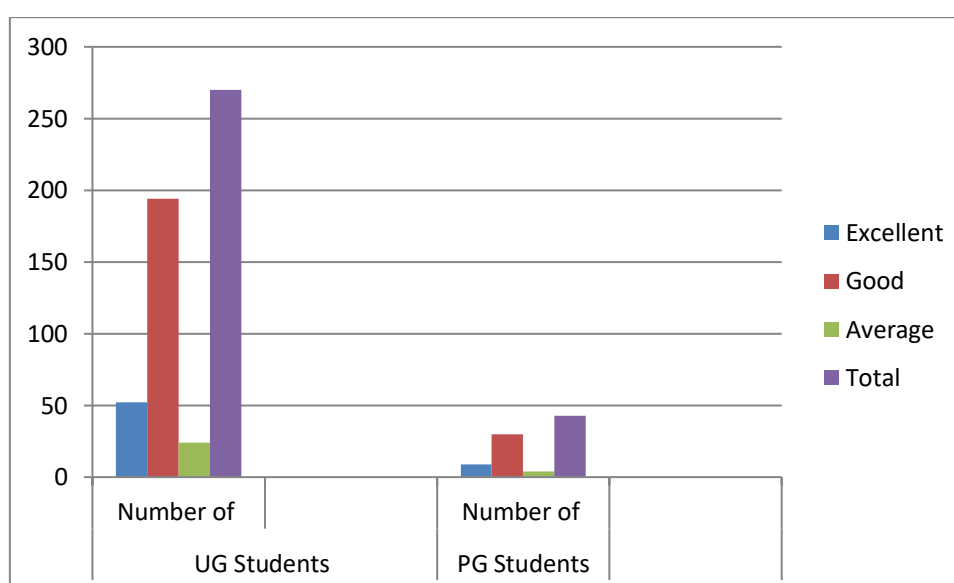


A large part of the Under Graduates respondent 71% reported that Cleanliness and Water facilities are good, while 20% expressed that it is Excellent and a little over 9% pointed out that it is Average. Out of 43 Postgraduate students 70% have expressed that it is good and 21% reported it is excellent and remaining 9% opinioned that it is average.

TABLE- 6
RESPONSES/ ATTITUDE OF THE STAFF

N=100

Opinion	UG Students		PG Students	
	No	%	No	%
Excellent	96	36	11	25
Good	162	60	27	63
Average	12	4	5	12
Total	270	100	43	100

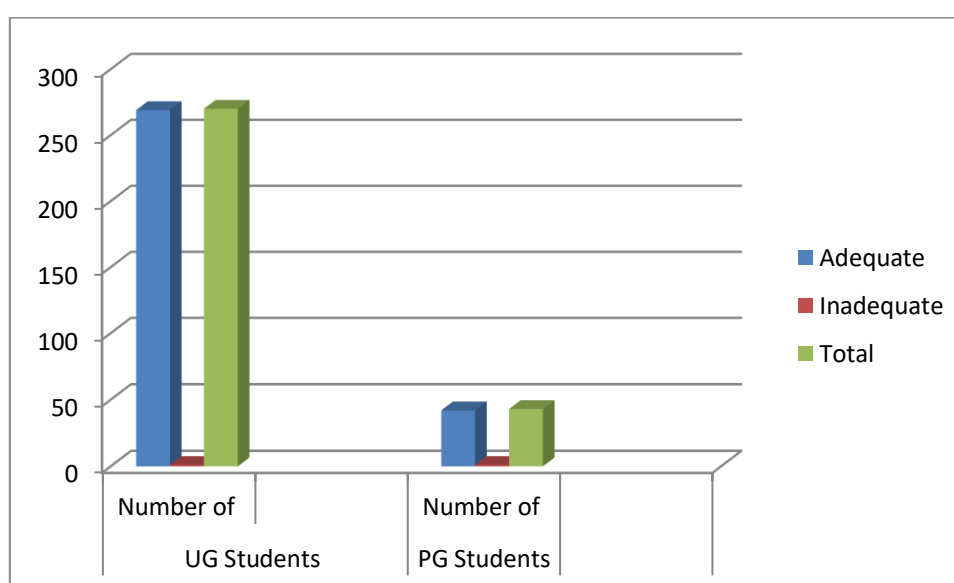


Out of two seventy Under Graduate student respondents 60% expressed that the Responses and Attitude of Staff is good, 36% opinioned that it is excellent and remaining 4% said that it is average. Out of 43 Post Graduates respondents 25% said that it is Excellent and 63% students have reported Good and remaining 12% expressed that it is average.

TABLE- 7
BOOKS

N=100

Opinion	UG Students		PG Students	
	No	%	No	%
Adequate	269	99.63	42	97.67
Inadequate	1	0.37	1	2.33
Total	270	100	43	100

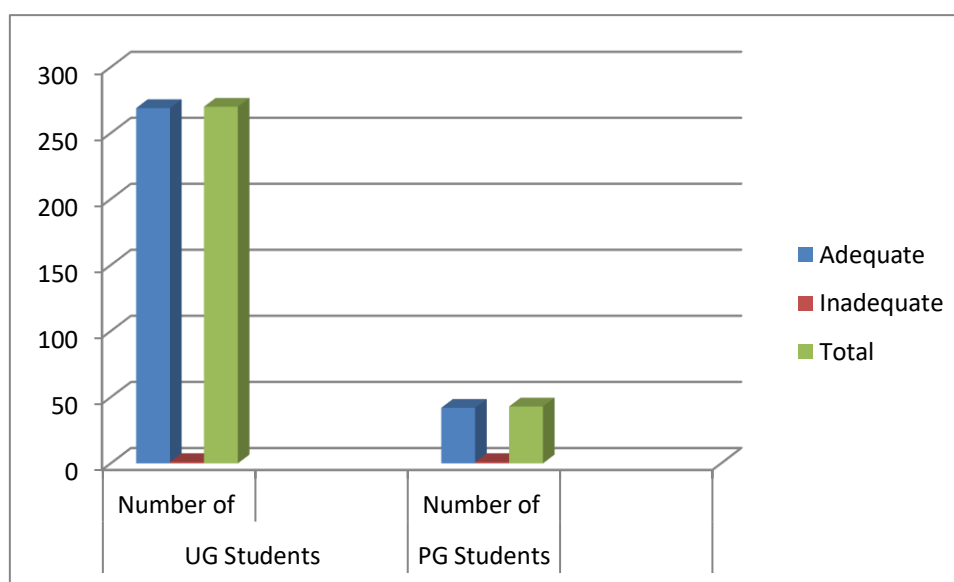


99.63% of Under Graduates reported that the available books in the Central Library are Adequate, while 0.37% mentioned that they are Inadequate. Among 43 Post Graduates 99.67% have expressed that the books available are Adequate and another 2.33% opinioned that they are Inadequate.

TABLE- 8
REFERENCE BOOKS

N=100

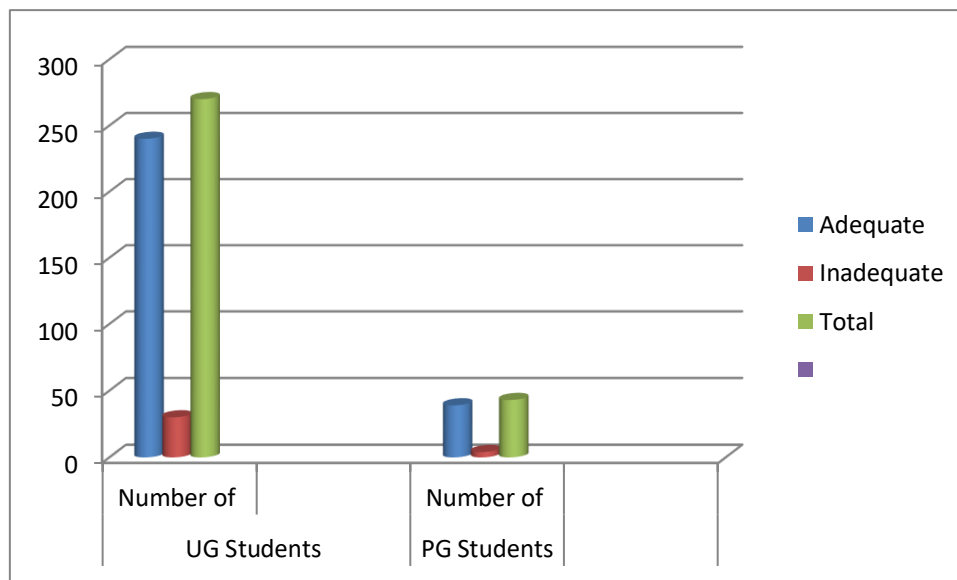
Opinion	UG Students		PG Students	
	No	%	No	%
Adequate	240	88.89	39	90.68
Inadequate	30	11.11	4	9.32
Total	270	100	43	100



Out of 270 Under Graduate Students, a very high 88.89% of the respondents expressed that the availability of reference books are adequate and 11.11% of them opted that they are Inadequate. Among 43 Post Graduate students, 90.68% expressed the references books are adequate and 9.32% expressed that they are Inadequate

TABLE- 9
E- RESOURCES
N=100

Opinion	UG Students		PG Students	
	No	%	No	%
Adequate	248	91.85	39	90.68
Inadequate	22	8.15	4	9.32
Total	270	100	43	100

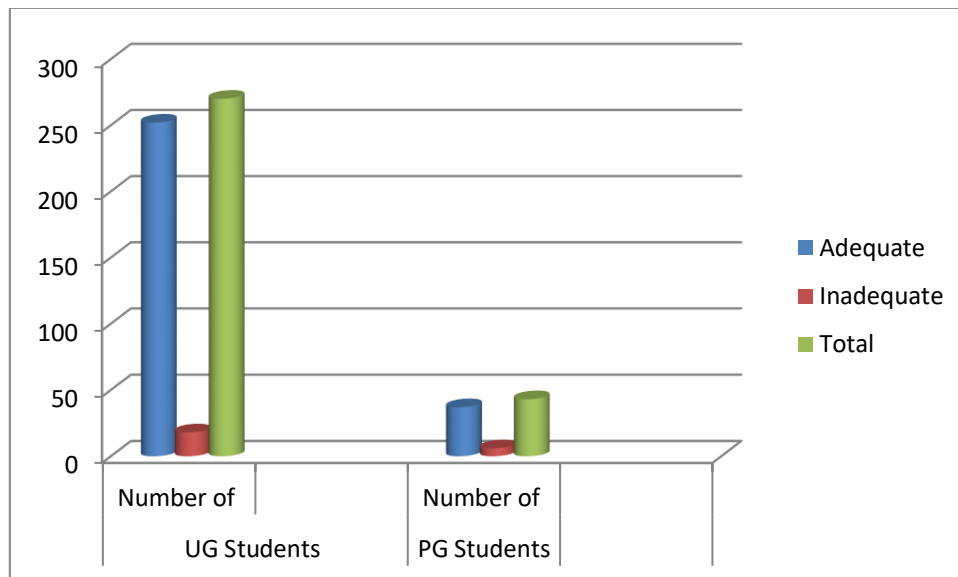


As high as 91.85% of the Under Graduate respondents thought that the availability of e- resources is Adequate and remaining 8.15% have mentioned inadequate. 90.68% of Post Graduates expressed that availability of e-Resources are Adequate and followed by 9.32% thought that they are Inadequate.

TABLE- 10
NEWS PAPER

N=100

Opinion	UG Students		PG Students	
	No	%	No	%
Adequate	252	93.33	37	86.04
Inadequate	18	6.67	6	13.96
Total	270	100	43	100



As high as 93.33% of Under Graduates expressed that the availability of News Papers are Adequate and remaining 6.67% expressed that it is inadequate. Out of 43 Post Graduate students, a very high 86.04% of the respondents expressed that it is Adequate and 13.96 % stated that it is inadequate

CONCLUSION:

The results of this study can be a very good guide for planning the Central library to equip with the essential facilities for bringing improvements in order to increase the users' Reading interests and to define more accurate and scientific measures to suit to the present day developments in the library field.

ST. JOSEPH DENTAL COLLEGE

CENTRAL LIBRARY

INTERNAL QUALITY ASSURANCE

STUDY ON USER'S PERCEPTION ABOUT CENTRAL LIBRARY- 2024-2025

Name of the Student:

Course: MDS/BDS

Please give your feedback on the Central Library facility by indicating the option of your choice

	Excellent		Good		Average
1). Library Timings	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>
2). Reading room with furniture (8 am-11 pm)	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>
3). 24 Hours reading room with Furniture	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>
4). Lighting and ventilation	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>
5). Cleanliness and water facility	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>
6). Response/ Attitude of the staff	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>
7). Books	Adequate	<input type="checkbox"/>	Inadequate		<input type="checkbox"/>
8). Reference Books	Adequate	<input type="checkbox"/>	Inadequate		<input type="checkbox"/>
9). E-Resources	Adequate	<input type="checkbox"/>	Inadequate		<input type="checkbox"/>
10). News Papers	Adequate	<input type="checkbox"/>	Inadequate		<input type="checkbox"/>