

DETAILED STUDY OF USER'S INTENTION AND CONSCIOUSNESS OF SERVICE QUALITY IN KARPAGAM UNIVERSITY CENTRAL LIBRARY

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Abstract

The study aimed at investigating the user's Intention and Consciousness of services quality provided by the Central Library of Karpagam University. Survey among library users was administered and data was collected with the help of questionnaire. Findings of the study revealed that the Central Library of Karpagam University is offering good quality of services for its users. Respondents were satisfied with different library services including, library books, journals, dictionaries, encyclopedias, Internet services, special collection, periodical collections, reference service, reading room facility, library environment, opening hours and attitude of library staff with the library users. Respondents demanded e-resources of information in the library and suggested that library should provide training programs for its users to make the better use of library services. Study concludes that the overall services quality offered by the Central Library of Karpagam University is satisfactory. A total of 825 questionnaires were received indicating 84.6% overall response rate. gap analysis was used to determine the service quality gap between desired service intention and actual service consciousness. The most important area expected by users was relevance of information received followed by access to journals and adequate lighting in reading areas.

Keywords: User study, s User's Intention and Consciousness service quality, Library Services and Information Resources, Academic Libraries, Ranking and gap analysis.

Introduction

Academic libraries have for hundreds of years vie critically-important roles in supporting analysis altogether subjects and disciplines in universities and faculties. However the knowledge Technology era has brought a sea-change within the ancient relationships between researchers and libraries. Technological developments and also the accessibility of data resources on-line have modified however analysis is finished, and additionally the services that tutorial libraries give to their analysis communities. Each researchers and librarians have welcomed the advantages of such changes, adapting speedily to them and seeking to use their potential to the total. For over a decade, tutorial library leaders have more and more recognized the importance of assessing their library services. Nkechi, O.E.R. (2015) this study seeks to determine how users of the university libraries perceive the services rendered to them. Department of Mechanical Engineering was chosen as the population of this study. It is heavily populated with students seeking for information. 600 copies of questionnaire were made, only 450 copies were returned, well-filled, that is 75% of the questionnaire. Results were gathered and findings were made. The result showed that University Libraries are underfunded, they lack qualified personnel and also the university libraries do not have a general standard that guild them to access if actually users of the libraries are satisfied with the library or not. *Sriram. B, M.K.G. Rajeev (2014)* the

developing countries need to provide various services in the academic libraries in order to sustain the development. The academic libraries have to afford services based on users' requirements. The users are attracted towards using the academic libraries due to these amenities. These services and facilities of the academic library users have significant impact on the users' satisfaction. This research is conducted to identify the various services and facilities required by the academic library users of Sur University College and their degrees of impact on its users' satisfaction. Primary data were collected from the academic library users. The data related to services such as photocopying facilities, printing facilities, study desk facilities, PC provisions and library catalogue which were provided by the Sur university college academic library were analyzed with the different statistical measures to identify the impact levels. An impact model was constructed and developed in measuring the aforesaid factors and the degrees of impacts on the users' satisfactions. Printing and photocopying facilities found to have high significant impact on the Sur university college academic library users. Also, some suggestions were made to provide quality services and increase users' satisfactions. Shah Naim Januar (2013) the purpose of the study was to empirically investigate the relationship between the quality of services provided by the library and the level of user satisfaction from these services. The data was collected with self administered questionnaires from the SCEE NUST (School of Civil and Environmental Engineering, National University of Science and Technology) library users. The study used regression analysis to analyze the data. Results showed a significant positive relationship between library services quality and user satisfaction. The article also provided some practical implications based on the results. Limitations and future research directions were also mentioned. Khan Abdul Mannan (2012) in his study examines user consciousness and Library effectiveness regarding level of satisfaction with library collections, organization, and facilities as well as traditional and IT enabled services. The study makes a comparative account of the users' evaluation of four Universities. A questionnaire was administered to the faculty members, research scholars and students of the Aligarh Muslim University (AMU), Banaras Hindu University (BHU), Allahabad University (ALU) and Baba Bhim Rao Ambedkar (BBRAU). Overall, respondents indicated that library collections were adequate. In the case of newly established central university libraries, users were dissatisfied with library collections, particularly at BBRAU, though they were satisfied with the existing infrastructure. Overall, satisfaction levels of users at old central universities were good. Baikady and Mudhot (2011) on web learning resources in a medical college in India, they discovered that staff and students prefer using web resources than going to the library to use books or journal, which they are not sure are in the library. They use of OPAC is one of the greatest things that have happened to the university libraries. It provides current information resources to the users. Sheeja N.K (2010) conducted a study to investigate research scholars' consciousness of the information sources, services and infrastructures in university libraries in Kerala. A survey questionnaire was sent to research scholars working in four universities. The study revealed that the organization of resources and services in university libraries was not fully oriented towards supporting the process of research and scholars were not satisfied with existing primary resources and personalized services. The study provided recommendations to enhance research-oriented library resources and services. Lihitkar Shalini.R and Rajyalakshmi (2009) conducted a user study in Library and Information Centers (LICs) of Nagpur City. Total of 18 LICs were identified for user study. In each center, random sample of 20 users were selected in Nagpur. Total of 360 questionnaires were distributed to various Information Centers in Nagpur City, out of which, 258 questionnaires were received. The questionnaire was designed to obtain data about the frequency of use of Library & Information

Services; use of offline-online databases, computerized services, use of internet, user satisfaction and feedback mechanisms in Library and Information Centers. Based on the analysis consciousness and suggestions were drawn. This paper is outcome of the Research work for PhD in Library and Information Science submitted to RTMNU, Nagpur in the year 2008. Xie Hong Iris (2008) investigated users' use, their criteria and their evaluation of the two selected digital libraries. Nineteen subjects were recruited to participate in the study. They were instructed to keep a diary for their use of the two digital libraries, rate the importance of digital library evaluation criteria, and evaluate the two digital libraries by applying their perceived important criteria. The results showed patterns of users' use of digital libraries, their perceived important evaluation criteria, and the positive and negative aspects of digital libraries. Finally, the relationships between perceived importance of digital library evaluation criteria and actual evaluation of digital libraries and the relationships between use of digital libraries and evaluation of digital libraries as well as users' preference, experience and knowledge structure on digital library evaluation were further discussed. Liu Ziming (2006) seeks to explore the extent to which graduate students in a metropolitan university setting use print and electronic resources. Reading preferences and use of print and electronic resources vary among different disciplines. Graduate students seem to expect a hybrid of print and electronic resources. They desire to meet their information needs through a mix of print and online resources, even though reasons for supplementing another type of resource differ. Circumstances that affect the selection of use between digital libraries and traditional libraries are also discussed. Majid (2001) found that the adequacy of collection, services and facilities were closely linked to the consciousness of library effectiveness. Certain other factors contributing positively to the consciousness of library effectiveness were the adequacy and effectiveness of library promotion, involvement of users in the selection of library materials, convenient library location, participation in user education programmer and availability of assistance for using library resources and facilities and subject background of library professional. According to Davies and Kirkpatrick (1995) changing a library from a 'traditional' to a 'service-led' model "raises the issue of hidden (unintended) costs to the user, emerging from attempts to bring about improvements in service quality and change in professional work roles" (pp. 896-797). Hidden costs are those that might be incurred as decisions about library service are based less on professional judgment and more on customer consciousness. However, Nitecki (1995) asserts that "managers and researchers recognize the importance of the user's unique judgment of what transpires during the delivery of library services. Some librarians are transforming their perspective of libraries to a user-driven view. 'The assessment of how well a library succeeds in this new perspective must depend heavily on the user as judge of quality'" (Nitecki, 1995).

Research Design and Methodology

This paper describes the methods and procedures that guided this research study. A rapidly changing information technology environment, along with shifts in teaching and learning styles and tight budgets make evaluation of resources and services imperative to ensure that the needs of library clientele are being met. Further optimum utilization will also justify the efforts and expenditure that have gone into acquiring the library resources. This chapter presents significance of the study, overall research design, objectives and procedures related to data collection and analysis, as well as population selection.

Significance of the study

Universities are spending huge amounts towards providing the necessary infrastructure, variety of resources in different formats for teaching, learning and research, to cope with the use of ICT in libraries, and to provide competent qualified human resources to serve the clientele with right information at the right time. It is therefore imperative to know how the Library resources and services are utilized by the users, how much satisfied are the users with the various dimensions of the library services, infrastructure, collection, IT enabled services, environment and the responsiveness of the library staff in helping the users in their information requirement. The evaluation of the users' needs, usage of the library and their consciousness of the performance of the library are all the more necessary in these days of spiraling prices and shrinking budgets.

Objectives of the Study

The following are the objectives of the study:

- ❖ To find out the Intention of the library users on the various attributes with regard to the following Dimensions: Infrastructure, Collection, IT Enabled Services, Environment and the Responsiveness and Empathy of the Library staff
- ❖ To determine their ranking of Intention and consciousness of the various attributes with regard to the various Dimensions of library Resources and services of Karpagam University Library System
- ❖ To establish the service quality gap analysis between the Intention verses consciousness of Karpagam University Library System

Data Analysis and Findings

Ranking Of Infrastructure Intention Vs Consciousness

Table 1 demonstrates the relationship between respondents 'perceived importance to each of the ten attributes under Infrastructure Dimension, ranked from 1 to 10, with their corresponding performance ranking. In the opinion of the respondents the order of importance attached to the 10 attributes-the intention of the respondents- in the decreasing order of importance are: (1) Library should be housed in a separate Block/Building (3.8245 out of 5); (2) Library should be spacious with more seating capacity (3.8097 out of 5); (3) Library should be equipped with uninterrupted Power supply and Generator facility (3.7624 out of 5); (4) Library should have sufficient supporting staff (3.7248); (5) purified drinking water facilities (3.4667); (6) Library should have good borrowing facility with sufficient Counters (3.4521); (7) Library should be easily accessible for Persons with Disabilities (3.4436); (8) Library should have rest room Facilities (3.1935) ; Library should have sufficient security arrangements such as security personnel, security cameras, CCTV etc (3.0037). The perceived importance of each attribute in the Infrastructure Dimension is reflected in their responses to Intention. The Table also reveals a comparison of the ranking of the mean values of Intention and Consciousness. The rankings are identical for intention and consciousness for the attributes 1, 7, 8 and 9 and an interchange of just one position regarding 2, 3, 5 and 6. (E2 P3; E 3 P 2; E 5 P 4; E6 P5) the attribute, 'Library should have sufficient number of support staff' is 4th in importance for Intention but consciousness wise it is in the 10th rank. The Intention rank is 10 for the attribute 'sufficient number of professional staff' with the corresponding consciousness rank as 6th.

Table-1 Ranking of Infrastructure Intention Vs Consciousness

Attribute	Intention		Consciousness	
	Mean	Rank	Mean	Rank
Library should be housed in a Separate Block/building	3.8255	1	3.8206	1
Library should be spacious with more seating capacity	3.8097	2	3.4897	3
Library should be equipped with Uninterrupted Power Supply and Generator Sets	3.7624	3	3.7564	2
Library should have sufficient number of Supporting Staff	3.7248	4	1.9576	10
Library should have Purified Drinking Water Facilities	3.4667	5	3.4630	4
Library should have good borrowing facilities with sufficient counters	3.4521	6	3.4473	5
Library should be easily accessible for Person with Disabilities	3.4436	7	2.5079	7
Library should have sufficient security arrangements such as security personnel, security cameras, CCTV etc.	3.1915	8	2.3152	8
Library should have rest room Facilities	3.0097	9	2.1467	9
Library should have sufficient number of Professional Staff (like Librarian, Assistant Librarian, Technical Staff etc)	2.8291	10	2.5830	6

Ranking of Collection Intention Vs Consciousness

Table 2 explains the Intention and Consciousness of the Faculty and Research scholars with regard to the eight attributes listed under the Collection Dimension. The Table is arranged according to the ranks of the Intention with corresponding ranks for Consciousness. The attributes, the library should have good collection of books for entertainment (4.3139 out of 5); library should have good collection of journals (4.1780 out of 5); library should have good collection of Reference books (4.1103 out of 5); Library should have good collection of Theses and Dissertations (4.0843 out of 5); Library should have enriched collection of books in the lending section with latest editions and multiple copies (3.9830 out of 5); Resources should be adequate and appropriate (3.9479 out of 5); Resources should be up-to-date and relevant (3.8388 out of 5); and Library should have good collection of Technical Reports (3.7661 out of 5). The corresponding ranks for Consciousness are also shown in the Table. Analysis of the ranks for Intention and

Consciousness reveals that they are identical for the attribute, 'library should have good collection of Technical Reports'(E8P8).The attributes 3.4 ,5, 6, and 7 show an interchange of 1 or 2 positions (E3 P1; E4 P2; E5 P3 E6 P4; and E7 P5).

Table-2 Ranking of Collection Intention Vs Consciousness

Attribute	Intention		Consciousness	
	Mean	Rank	Mean	Rank
Library should have books for entertainment	4.3139	1	2.2097	7
Library should have good collection of journals	4.178	2	2.9624	6
Library should have good collection of books in reference section	4.1103	3	4.1042	1
Library should have good collection of Theses / Dissertations	4.0848	4	4.0752	2
Library should have enriched collection of books in lending section with latest edition and multiple copies	3.9830	5	3.9745	3
Resources should be adequate & appropriate	3.9479	6	3.9358	4
Resources should be up to date and relevant	3.8388	7	3.8339	5
Library should have good collection of Technical Reports	3.7661	8	1.8194	8

Environment Intention Vs Consciousness

Nine variables were included under the Environment Dimension. The Mean Intention level of the respondents for all the variables are more than 4 in the Liker's 5 –point scale varying from 4.7042 to 4.0715.The Mean values for Consciousness are in the range of maximum of 4.6885 and a minimum of 1.5515. The above Table 3 shows that the highest level of importance is assigned to clearly visible sign boards and bay guides to ensure easy access and consciousness is also the highest for this variable. The second in importance is the Intention of getting a working environment, convenient and comfortable to the users, that is, the library to function on holidays and beyond the normal working hours of the parent Institution. The consciousness on this score is low with a mean of 2.3624 .A study of the ranks of Intention vis-a-vis Consciousness on the variables show that Intention and Consciousness ranks are identical with regard to the provision of bay guides and sign boards The attributes at S. Nos.3, 4, 5 and 6 show an interchange of one position (E3 P2; E4 P3; E5 P4 and E6 P5) while 3 attributes display an interchange of 2 positions (E7 P9; E8 P6; and E9 P7).

Table-3 Environment Intention Vs Consciousness

Attribute	Intention		Consciousness	
	Mean	Rank	Mean	Rank

Attribute	Intention		Consciousness	
	Mean	Rank	Mean	Rank
The library should have clearly visible and attractive sign boards and bay guides to ensure easy access	4.7042	1	4.6885	1
Working Days and Hours of the Library should be adequate and appropriate	4.6594	2	2.3624	8
The Library should have an inviting exterior, promising quietness and comfort to the Users	4.3188	3	4.3115	2
Users should feel safe and secure at Library	4.2982	4	4.2861	3
The Materials to be shelved or on hold to be organized and not cluttered on tables spoiling the neat and tidy environment	4.2158	5	4.2024	4
The appearance of the library building should be elegant	4.183	6	4.1855	5
Library should be air-conditioned	4.1721	7	1.5515	9
The noise level in library should be minimum	4.1527	8	4.1394	6
Library should be attractive, airy, clean and properly furnished	4.0715	9	4.0618	7

IT Enabled Services Intention Vs Consciousness

The level of importance assigned by the respondents is in the range of 4-5 in the Liker's 5 point scale in the case of 9 of the 16 attributes. The importance given to the attribute is the highest (4.9940 out of 5) for provision of Wi-Fi connectivity and the Mean value of Consciousness is also the highest (4.4921 out of 5) for this variable. The following attributes ,arranged in the descending order of Mean value of Intention also have high levels of importance from the respondents' point of view: Availability of Printer facilities, subscription to e-journals, Latest technologies like RFID and Bar-coding, High speed Internet, Access to online Databases, reprographic facilities, OPAC Library automation, sufficient IT infrastructure. The minimum Intention level for Intention is 3.for the attribute, online catalogue providing clear and useful information. The Mean values for consciousness show a minimum (1.9127 out of 5) for the aspect, reprographic facilities stress the need for improvement on the facilities. The resource collection regarding e-resources- CD ROM, DVD etc., Audio-visual collection, separate library website with access to OPAC with facilities for reservation and renewal are some of the aspect of IT enabled services requiring improvement.

Table-4 IT Enabled Services Intention Vs Consciousness

Attribute	Intention	Consciousness
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	Mean	Rank	Mean	Rank
Wi-Fi Connectivity should be available	4.9940	1	4.4921	1
Library should have printing facilities	4.3685	2	3.3103	9
Library should have subscription to good number of e-Journals	4.3248	3	2.12	14
Latest Technologies like RFID and Bar Code	4.2000	4	3.1127	11
High Speed Internet should be available	4.1006	5	4.0897	2
Library should have access to Online Databases	4.0788	6	4.0727	3
Computers in the library should be networked	4.0727	7	4.0667	4
Library should have reprographic facilities	4.0521	8	1.9127	16
Library should have Online Public Access Catalogue (OPAC)	4.0485	9	4.0339	5
Library should be automated	3.9806	10	3.9709	6
Library should have sufficient IT infrastructure	3.9382	11	3.9406	7
Library should have good collection of Audio-Visuals	3.8473	12	2.7067	13
Library should have good collection of e-Resources such as CD-ROM, DVD	3.7418	13	2.0291	15
Library should have a website with access to OPAC and with reservation and renewal facility	3.7406	14	2.76	12
Library should have sufficient computers for users	3.6715	15	3.663	8
Library online catalogue should provide clear and useful information	3.5358	16	3.257	10

Responsiveness and Empathy of the Library Staff Intention Vs Consciousness

13 attributes were listed under the Dimension 'Responsiveness and Empathy of the Library staff. The Mean value of Intention indicative of the Respondents' importance to each of the 13 items ranged from a minimum of 3.657 out of 5 to 4.2873 out of 5. The values were between 3 and 4 for 6 of the 13 attributes and between 4 and 5 for the remaining 7 variables. The Mean values of Consciousness ranged from 2.2182 to 4.2085 for the 13 variables. The mean Consciousness values were between 2- 3 in the case of two of the 13 aspects, 'clear and accurate response to enquiries' and 'provide accurate and precise answers'; between 3-4 in the case of six aspects and ≥ 4 in the case of the remaining 5 aspects of services. The five aspects of services which have attracted good mean values for Consciousness are: Listening to the users' suggestions for introduction of new

resources/ services; providing accurate and precise answers to the users' enquiries; giving appropriate time and attention to users' requests; conducting periodic orientation and training programmer to users; treating the user fairly and without any discrimination; and giving individual attention to users.

Table -5 Responsiveness and Empathy of the Library Staff Intention Vs Consciousness

Attribute	Intention		Consciousness	
	Mean	Rank	Mean	Rank
Library staff should keep the users informed about new services and collections	4.2873	1	3.0945	11
Library staff should provide accurate and precise answers	4.2376	2	2.2182	13
Library staff should listen to recommendations of users for new or different resources	4.2097	3	4.2085	1
Library staff should give appropriate time and attention to the user's enquiries	4.1976	4	4.1855	2
Library staff should conduct periodic orientation programs for new users	4.1879	5	4.1842	3
Library staff should give individual attention to users	4.1515	6	4.1406	4
Library staff should treat the users fairly and without any discrimination	4.1067	7	4.0958	5
Library staff should be professional in their dealings	3.9539	8	3.9394	6
Library staff should respond clearly and accurately to enquiries	3.9273	9	2.8909	12
Library staff should do what they say they will do	3.92	10	3.9139	7
Library staff should be friendly	3.8691	11	3.8558	8
Library staff should make the users feel secure about transactions	3.8412	12	3.8303	9

Library staff should take an interest in users and their needs	3.657	13	3.4424	10
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Ranked Gap Score Infrastructure Intention Vs Consciousness

The gap analysis provided insight into the gap between the opinion of the respondents on the importance of the library services to the users and the library's performance as perceived by respondents. The gap between the Intention mean and the consciousness mean for each attribute is provided in Table 6 and the gap score tabulated in descending order. Actually Service Quality is measured as the difference between Consciousness and Intention, that is, when performance exceeds intention the service Quality is rated as good but many previous studies have reported that human nature is to opt for all or most of the available items and very rarely does the Consciousness measure exceeds Intention. In our study, with regard to Infrastructure, the Gap score for the various attributes listed ranges from 1.7672 to 0.0037 with only one attribute showing more than 1 gap score. A low gap score itself may be considered as an indicator of users' satisfaction of the library's performance and a high gap score need for improvement of the services with respect to that aspect.

Table-6 Ranked Gap Score Infrastructure Intention Vs Consciousness

Attribute	Intention Mean	Consciousness Mean	Gap score	Gap Rank
Library should have sufficient number of Supporting Staff	3.7248	1.9576	1.7672	1
Library should be easily accessible for Person with Disabilities	3.4436	2.5079	0.9357	2
Library should have sufficient security arrangements such as security personnel, security cameras, CCTV etc.	3.1915	2.3152	0.8763	3
Library should have rest room Facilities	3.0097	2.1467	0.863	4
Library should be spacious with more seating capacity	3.8097	3.4897	0.32	5
Library should have sufficient number of Professional Staff (like Librarian, Assistant Librarian, Technical Staff etc)	2.8291	2.583	0.2461	6
Library should be equipped with Uninterrupted Power Supply and Generator Sets	3.7624	3.7564	0.006	7

Library should be housed in a Separate Block	3.8255	3.8206	0.0049	8
Library should have good borrowing facilities with sufficient counters	3.4521	3.4473	0.0048	9
Library should have Purified Drinking Water Facilities	3.4667	3.463	0.0037	10

Ranked Gap Score Collection Intention Vs Consciousness

Gap Score (E- P) analysis shows that the gap score varies from 0.0049, 0.0061, 0.0085, 0.0096, 0.0121 in the case of attributes at S. Nose 4-8; Only 2 attributes have more than 1 Gap score. and one attribute more than 2. Thus, in the opinion of the respondents, the attributes, 'library should have good collection of books for entertainment' 'Library should have good collection of Technical Reports' and 'Library should have good Collection of Journals' show more difference between Intention and Consciousness and need improvement. The up-to-date nature and relevance, the adequacy and appropriateness of the collection, Number of reference books, latest editions in multiple copies of books for lending, and number of Reference books show only very small Gap score and hence satisfy the need of the Faculty and research scholars.

Table-7 Ranked Gap Score Collection Intention Vs Consciousness

Attribute	Intention Mean	Consciousness Mean	Gap score	Gap Rank
Library should have books for entertainment	4.3139	2.2097	2.1042	1
Library should have good collection of Technical Reports	3.7661	1.8194	1.9467	2
Library should have good collection of journals	4.178	2.9624	1.2156	3
Resources should be adequate & appropriate	3.9479	3.9358	0.0121	4
Library should have good collection of Theses / Dissertations	4.0848	4.0752	0.0096	5
Library should have enriched collection of books in lending section with latest edition and multiple copies	3.983	3.9745	0.0085	6
Library should have good collection of books in reference section	4.1103	4.1042	0.0061	7

Resources should be up to date and relevant	3.8388	3.8339	0.0049	8
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Ranked Gap Score It Enabled Services Intention Vs Consciousness

The Gap Score analysis for the nine attributes under the Environment Dimension provides an interesting finding in that in the case of the attribute 'good appearance of the library Building, Consciousness has a slight edge over Intention indicating that the library building is really elegant and exceeds the intention. The Gap score is very low in the case of seven attributes from 0.0025 to 0.0157. The Gap Score regarding other two variables are 2.6026 and 2.297 suggesting that action has to be taken to air-condition the library and increase the working Days and hours of the library.

Table-8 Ranked Gap Score It Enabled Services Intention Vs Consciousness

Attribute	Intention Mean	Consciousness Mean	Gap score	Gap Rank
Library should be air-conditioned	4.1721	1.5515	2.6206	1
Working Days and Hours of the Library should be adequate and appropriate	4.6594	2.3624	2.297	2
The library should have clearly visible and attractive sign boards and bay guides to ensure easy access	4.7042	4.6885	0.0157	3
The Materials to be shelved or on hold to be organized and not cluttered on tables spoiling the neat and tidy environment	4.2158	4.2024	0.0134	4
The noise level in library should be minimum	4.1527	4.1394	0.0133	5
Users should feel safe and secure at Library	4.2982	4.2861	0.0121	6
Library should be attractive, airy, clean and properly furnished	4.0715	4.0618	0.0097	7
The Library should have an inviting exterior, promising quietness and comfort to the Users	4.3188	4.3115	0.0073	8
The appearance of the library building should be good	4.183	4.1855	-0.0025	9

Ranked Gap Score Environment Intention Vs Consciousness

Gap analysis reveals that the Gap score ranges from a minimum of -.0024 to 2.2048. With regard to the attribute, 'Library should have sufficient IT Infrastructure', as a rare case, Consciousness has exceeded Intention, though by a slight extent. Thus the IT Infrastructure is to the satisfaction of the Faculty and Research Scholars. Networking, Sufficiency of computers for users, Access to online Databases, High speed Internet services and OPAC are some more aspects of IT enabled services with a low gap score. Subscription to good number of e-journals, Reprographic facilities, Collection

of CD ROMs, DVDs etc, Audio- Visuals, Introduction of RFID system, separate website for the library with access to OPAC with renewal and reservation facilities are some aspects of IT enabled services requiring improvement in service based on Gap Score Analysis.

Table-9 Ranked Gap Score Environment Intention Vs Consciousness

Attribute	Intention Mean	Consciousness Mean	Gap score	Gap Rank
Library should have subscription to good number of e-Journals	4.3248	2.12	2.2048	1
Library should have reprographic facilities	4.0521	1.9127	2.1394	2
Library should have good collection of e-Resources such as CD-ROM, DVD	3.7418	2.0291	1.7127	3
Library should have good collection of Audio-Visuals	3.8473	2.7067	1.1406	4
Latest Technologies like RFID and Bar Code	4.2	3.1127	1.0873	5
Library should have printing facilities	4.3685	3.3103	1.0582	6
Library should have a website with access to OPAC and with reservation and renewal facility	3.7406	2.76	0.9806	7
Wi-Fi Connectivity should be available	4.994	4.4921	0.5019	8
Library catalogue should provide clear and useful information	3.5358	3.257	0.2788	9
Library should have Online Public Access Catalogue (OPAC)	4.0485	4.0339	0.0146	10
High Speed Internet should be available	4.1006	4.0897	0.0109	11
Library should be automated	3.9806	3.9709	0.0097	12
Library should have sufficient computers for users	3.6715	3.663	0.0085	13
Library should have access to Online Databases	4.0788	4.0727	0.0061	14
Computers in the library should be networked	4.0727	4.0667	0.006	15
Library should have sufficient IT infrastructure	3.9382	3.9406	-0.0024	16

Ranked Gap Score Responsiveness and Empathy of the library staff Intention Vs Consciousness

Gap Score Analysis shows that for the 13 attributes studied, the Gap score ranges from a minimum of 0.0012 to a maximum of 2.0194. The different aspects of Library services involving library staff's responsiveness and Empathy which have resulted in very low values for Gap score are furnished below in the increasing order of Gap Scores: Listening to library users recommendations for new or different resources (0.0012); conducting periodic orientation Programmers' for new users (0.0037); doing what they say they will do (0.0061); make the users feel secure about the transactions (0.0109); treating the users fairly and without any discrimination (0.0109); individual attention to requests (0.0109); giving time and attention to users' requests (0.0121); being friendly with the users (0.0133);being professional in their dealings (0.0145); taking interest in the users' interests and needs (0..2146)

Table-10 Ranked Gap Score Responsiveness and Empathy of the library staff Intention Vs
Consciousness

Attribute	Intention Mean	Consciousness Mean	Gap score	Gap Rank
Library staff should provide accurate and precise answers	4.2376	2.2182	2.0194	1
Library staff should keep the users informed about new services and collections	4.2873	3.0945	1.1928	2
Library staff should respond clearly and accurately to enquiries	3.9273	2.8909	1.0364	3
Library staff should take an interest in users and their needs	3.657	3.4424	0.2146	4
Library staff should be professional in their dealings	3.9539	3.9394	0.0145	5
Library staff should be friendly	3.8691	3.8558	0.0133	6
Library staff should give appropriate time and attention to the user's enquires	4.1976	4.1855	0.0121	7
Library staff should give individual attention to users	4.1515	4.1406	0.0109	8
Library staff should treat the users fairly and without any discrimination	4.1067	4.0958	0.0109	9
Library staff should make the users feel secure about transactions	3.8412	3.8303	0.0109	10
Library staff should do what they say they will do	3.9200	3.9139	0.0061	11
Library staff should conduct periodic orientation programs for new users	4.1879	4.1842	0.0037	12

Attribute	Intention Mean	Consciousness Mean	Gap score	Gap Rank
Library staff should listen recommendations of users for new or different resources	4.2097	4.2085	0.0012	13

Discussion and Conclusions

The study was carried out with the main intent of ascertaining the extent of usage of the resources and services of the central library of Karpagam University and to ensure that the intention of the users are met or managed effectively by the Library's Performance. The optimum use of the resources and services is essential in these days of spiraling prices and shrinking budgets. The priority of the respondents for various Resources will help in investing intelligently on the needed resources relevant to the requirements of the user community. Finding the gap between the intention and consciousness of the users in various attributes of Infrastructure, collection, Environment, IT Enabled services and Responsiveness and Empathy of the Library staff will help to augment the strong areas and improve the weak areas. The study shows that the Members of the Faculty and Research scholars are overall satisfied with the library resources, services and facilities, but the findings of the study and suggestions given by the respondents show that library resources and services are lacking in the case of some attributes under the broad Dimensions of Infrastructure, Collections, Environment, IT Enabled services and responsiveness and Empathy of the Library staff.

The study has shown the various aspects needing improvement. The study has elicited positive responses with respect to many attributes under each dimension. Gap analysis and T tests have brought out the need for Improvements regarding, facilities for Persons with Disabilities; rest room Facilities; sufficient security arrangements such as security personnel, security cameras, CCTV etc.; sufficient number of professional Staff and supporting staff. The Respondents have requested more number of e-resources-eBooks, e-journals, online Databases, CD ROMS, reprographic facilities in the library premises, printers, RFID and security systems like CCTV, research Carols for serious study for researchers. The faculty and research scholars seek 'working Environment' of the library on Sundays and government holidays and beyond the working hours of the institution to have more access resources.

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