

Using LibQUALTM to improve services of library: a report on academic libraries of Iran experience

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The objective of this paper is to urge the new culture of assessment of library service quality among Iran academic libraries and to assess the overall service quality of libraries from the user's perspectives.

In this survey researchers used the LibQUAL model to assess service quality in the university libraries at Tehran State Engineering and Technical Universities, and LibQUAL questionnaire in a non-electronic format. The questionnaire in printed format was translated into Farsi and distributed among library users.

It was found that library users were dissatisfied with their library building. But these libraries performed very well in the "Information Control" dimension. Also the examination of users' expectations showed that the item "Employees who are consistently courteous" was most importance, and "Employees who instill confidence in users" had less importance

Using LibQUAL Survey helped the university libraries at Tehran State Engineering and Technical Universities to better serve their main user groups, and for the first time researchers used the non-electronic format of LibQUAL questionnaire in our survey.

Key words: Assessment, Customer services quality, LibQUAL model, Academic library, Iran

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