

Assessing the quality of services in public libraries of Qazvin using LibQUAL

Fatemeh Mohammad-Beigi

MA in Library and Information Science, Tarbiat Modares University
f_mohamadbeigi@yahoo.com

Mohammad Hassanzadeh

Assistant Pr., Tarbiat Modares University
hzadehm2@yahoo.com

Abstract: This study uses LibQUAL questionnaire in order to evaluate the overall service quality in the public libraries of Qazvin. A random sample of 381 users was drawn from the users of the public libraries of Qazvin and the questionnaires were distributed among them. Omitting incomplete questionnaires, a total of 355 questionnaires were analyzed. Results showed that the services provided by the public libraries were above the minimum level that users expected but did not reach a level of high quality. A factor analysis revealed five factors that have the most impact on users' evaluation of service quality. Two of them were staff's willingness to offer services, and information resources and their availability.

Keywords: evaluation, public libraries, users, services quality, LibQual tool.

