

## **Perceived Service Quality of Government District Public Libraries in Bangladesh: An analysis through the lens of LibQUAL+**

### **ABSTRACT**

Public libraries are referred to as the ‘people’s university’ where members of society irrespective of gender, background, educational level, age, religion, caste, etc. can obtain information and knowledge according to their needs. Government district public libraries play a crucial role in bridging the information gap and fostering lifelong learning in Bangladesh where regional restrictions and economic inequality can limit access to knowledge. Therefore, ensuring the quality of services in these institutions is a must. This study aims to assess the perceived service quality of government district public libraries in Bangladesh. This research is directly linked to the SDG target 16.10 of goal 16. Overall quality assessment of public libraries will eventually contribute to ensuring public access to information and protecting fundamental freedoms.

The research will be quantitative in nature. The study will adopt a survey method to collect the data from the users of government district public libraries in Bangladesh. The LibQUAL+ tool will be adopted for the study which includes 22 core elements under three dimensions. The target respondents will be the users of the 56 government district public libraries. However, no exact data has been found, which could indicate the total number of users across the country. Using Cochran’s method, with 95% confidence level and  $\pm 5\%$  precision, the calculated sample size for the study is 384. The convenience sampling method will be adopted to collect data from users of 56 government district public libraries. Both online platforms and manual methods like hard copies of questionnaires will be used for data collection. The collected data will be checked for any error or incompleteness. The final responses will be analyzed by using SPSS software. Descriptive statistics like mean and standard deviation will be calculated for each item under three dimensions. Non-parametric tests like the Kruskal-Wallis and Mann-Whitney U test will also be employed for testing the hypotheses.

The overall service quality of the government district public libraries will be explored, which could be a novel finding in the literature on service quality. The study might provide a clear picture of the minimum, desired and perceived levels of users regarding the services offered by government district public libraries.

This study will be original as no prior study on service quality assessment has been done on the government district public libraries in Bangladesh. The policymakers will get a clear picture from this study when formulating development policy or strategies for the government public libraries of Bangladesh.

**Keywords:** Service quality, government public libraries, LibQUAL+, Bangladesh.