ABSTRACT

Today's world is the era of information overloads. In Colleges and schools, libraries are mesh-up with databases. To maintain databases emerged as a big concern for Librarian. In library science, where now online journals, research papers and articles playing a major role in comparison to offline hardbound book, journals etc., It's a challenge to Librarian to deal with and to maintain a smooth handling of online database, its record keeping, Account maintenance, etc. Emergence of ICT (Information Communication Technology) in library science is working like a game changer in first look. But, through this research, an in-depth study was carried out to study an impact of ICT on various service quality dimensions of library science. Objective: To study an impact of ICT implementation on service quality of the Library management. Research methodology: Qualitative study. Data collection method: In-depth Interview. Sample unit: Librarian of Arts and Commerce College affiliated with Hemchandracharya North-Gujarat University. Sample Size: 5 Librarians. Conclusion: ICT has significant impact over all five dimensions of service quality. Due to implementation of ICT, task handlings and work efficiencies of Librarians has significantly improved. Librarians were highly satisfied with the usage of ICT software's. Managerial implication: Findings of this research may enlighten the usage of new technologies in the field of Library science. Further scope: The findings of this research can be useful to improve service quality of Library Science Management.

KEYWORDS

ICT (Information Communication Technology), Qualitative study, Service Quality and Library Science.
less job burden and mentally free. They all realized significant increase in work efficiency. Service time has reduced.

Responsiveness:
7. Librarians feel capable to respond to users' requests. They were all agreed with this statement. Librarians were being dealing with user and delivering better services. Personalization, customization increases. Database management helps a lot.
8. Be ready to provide prompt service. They were all agreed with this statement. They said due to the implementation of ICT, service delivery time has significantly reduced. Now they all are comfortable to provide interim services and waiting time has significantly reduced.
9. Be willing to help users. They were all agreed with this statement. They said due to the implementation of ICT, their work efficiency has increased and they feel comfortable and enjoy dealing with number of users.

Assurance:
10. Employees should be able to build confidence into users? They were all agreed with this statement. Due to ICT implementation, digitalization of resources has properly maintained. Users and librarians both rely on database. It built confidence in to users.
11. Make users feel secure about transactions? They were all agreed with this statement. Due to ICT implementation, error rate is reduced. Users feel confidence on database management system. Also, the database is kept confidential which develop a sense of security in users.
12. Be courteous in contact with users? They were all agreed with this statement. They said workload now shifted to electronically, also well manage. They feel free and respond to customers more politely and courteous.
13. Have the knowledge to answer user questions? They were all agreed with this statement. They said proper implementation of ICT is not a burden to the user. Implementation of ICT has empowered the librarian and made them self-reliant. Also, ICT has significant impact over Database management and Tracking system. Now, to maintain registers of issue and returns of books is not a burden to the librarian. ICT gives on-time tracking system.

Empathy:
14. Individualized attention the library provides to its users? They were all agreed with this statement. College library has convenient working hours. Staff and students have sufficient time space. They said now they may pay more attention to resolve customer's queries. Now, whole Library management is automated self-driven system. Now, the Librarian may add a more human touch to the system and work like a facilitator between self-running automated system and the users.

15. Employees should be paying attention to each individual user? They were all agreed with this statement. The librarian may add value by interacting with the users. Due to ICT, librarians get empowered and having sufficient time to interact with users. Even, now they feel happy to resolving queries for users and also, to train them.

Stress level:
16. By implementing ICT in the library, stress level of employees has reduced? They were all agreed with this statement. They said implementation of ICT has worked like a game changer. Due to it, not only work efficiency has increased, but also library management has work like a self-reliant. Tracking of information and rectifications of error became very fast. Now, Librarians can able to resolve queries of users. Librarian feels relax.

CONCLUSION:
ICT has significant impact over all five dimensions of service quality. The tangibility of library service was improved. Libraries now look more sophisticated and well-managed. Due to proper database management and proper tracking of issue and return of books, significant reduction in Reliability of services has observed. Also, bar code scanning, scanning, significant reduction in service time was observed. After stunning result, it is concluded that ICT has a positive and significant impact on library management. Also, the drastic decrease in error rate in the system. Trustworthiness among users is also increased. Even, we can say that because of ICT human errors are eliminated from the system.

ICT having significant impact on the responsiveness of the librarians. The librarian is now giving prompt responses and having fast update of accounts. ICT also increases assurance of database. Librarians are now dependent more over artificial intelligence and software's which made things very easy. ICT having significant impact over to reduce stress levels of librarians. Overall, I conclude that ICT having significant and transforming impact on the service quality of library management and it reduces the stress levels. Usage of online journal and database has tremendous increases; simultaneously there are challenges to maintain records and database user of it. Implementation of ICT has empowered the librarian and made them self-reliant. Also, ICT has significant impact over Database management and Tracking system. Now, to maintain registers of issue and returns of books is not a burden to the librarian. ICT gives on-time tracking system.

Managerial implications:
This research paper will be helpful to study an impact of change in education, Information and Knowledge world. Here, we see how technology replacing a manual job and how its changes the whole scenario. Now, World is facing Information overloads and Knowledge sharing happen at lightning speed. So, definitely technology especial artificial intelligence will play more and more crucial role in all areas. Take away of this research paper is to how we can design training programmes for both to users and service providers so that; we can make such change easier and more beneficial to education world.

REFERENCES