

User Satisfaction of Information Resources, Services and Facilities in Libraries in Sri Lanka: based on Selected Public Libraries in Kurunegala District.

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Abstract

The main purpose of a library is to fulfill the information needs of the society. With the advent of new ICTs, information is increasingly being emerging in various media. Therefore, as did earlier, the library services should act as a social service provider to serve the needs of the reader community at present. The main objective of this paper is to study the readers' satisfaction with the information resources, library services and facilities provided by the public libraries in Sri Lanka. Other objectives include identifying the library resources available in public libraries, studying what text services are provided by the public libraries, identifying the reader's understanding of the services and facilities provided by the public library's information sources, and studying the relationship between library staff and readers and the identification of the problems that affect, how readers are satisfied and the problem and issues facing public libraries in Sri Lanka. The survey method is expected to be used as the research method. Public Libraries in the country as per the Census of Libraries published by the Sri Lanka National Library and Documentation Service Board (NLDSB) will be the study population and the sample will be selected from 20 libraries using ten readers who registered in each types of library under the Municipal, Urban and Pradeshiya Sabha authorities totaling 200 readers as the study sample. It is expected to be collect data using the age group 16 to 55 of the reader category. It is expected to obtain primary data through a structured questionnaire and interviews with librarians. The aim is to obtain secondary data from the annual reports and directories published by NLDSB and respective libraries, dissertations, research journals, As a result of this research, steps can be taken to further development of the services of the public libraries in Sri Lanka. Actions can be identified for the improvement of reader services in such libraries.

Keywords: *Public libraries, User satisfaction, Information sources, Library services, Information dissemination*