

## User satisfaction of Library Services during COVID – 19 pandemic: with Special Reference to Wayamba University Main Library, Wayamba University of Sri Lanka (WUSL).

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### Abstract

*The focus of the industrial age is on information. All the arts in the world are determined based on information and the library has moved towards the concept of a virtual library when it comes to the speed with which information is created in the world. The unpredictable impact of the COVID - 19 pandemic on all countries cannot be underestimated. That effect had a severe effect on the library system. Therefore, libraries and librarians should organize their services during its pandemic and lockdown. It focuses on how its services are run; the safety measures to be followed in maintaining those services; the responsibilities, and functions of library professionals in the event of a pandemic, as well as the technologies that libraries can use in providing services to their users. In the present study, an attempt was made to investigate the User satisfaction of Library Services during COVID – 19 pandemics.*

*The survey was conducted by using questionnaires with close and open - ended questions. Under graduate's students 100 selected for this study using a simple random sample method. The respondent rate was 88%. Respondents have mentioned that they use the library for their educational & research purposes. According to their response, 70% mentioned that they mostly requested past papers & research papers. Respondents mentioned that Ask a librarian service is the best service for requesting information. There are good percentages of users 75% are satisfied with the resources & services of the library, but others wish for improvement. The study identified that users were faced with a lack of photocopy services and non-availability of needed information materials. Based on the findings of the study the following recommendations were made, upgrading the library with necessary information resources and services and also enhancing photocopy service to fulfill their information needs.*

**Keywords:** COVID – 19, Library Services, User Satisfaction, Pandemic, Wayamba University

### Introduction

Libraries around the world have been facing lockdown challenges in providing access to its collections and services. All types of libraries have promoted their online/ electronic services during the coronavirus pandemic situation. However, the physical resources are often put on demand by users most preferably in scientific organizations where research on drugs and pharmaceuticals is being carried out for medical diagnosis and drug discovery. Libraries having significant numbers of e-resources may have enough opportunities to serve their users even during the lockdown period throughout the world. Several Libraries have brought out their digital services organizing virtual exhibitions, highlighting content on the websites and Let's Read Together online campaign. There have also been major efforts to boost access to the library resources online as well as offline, for example by increasing the number of e- Books/ e-Journals/ CD-DVD, etc. in order to lower the risk of virus spread.

### Objectives

- To identify the reasons for library use.
- To identify the best way for information requests.

- To identify the user satisfaction with library services.
- To identify the difficulties faced by library users.

## Methodology

The survey was conducted by using questionnaires with close and open - ended questions.

## Population of the study

As a sample used undergraduate students 100 and they were selected from using a simple random sampling method. 88 responded, and the rate was 88%.

## Result & discussion

*Table 01 Reasons for library use.*

Purpose	No. of users	% of users
For General study	08	09
Education and Research	60	68
For Preparing Competition	06	07
For Current Awareness	14	16
Total	88	100%

According to table 01, there are various reasons for library use. The above analysis shows that 68% respondents said they use library for their educational and their research work. 16% respondents use the library for current awareness and 9% respondents said that they use library for general study.

It is clear and obvious from the above data that the majority of respondents use the library for their Education and Research work.

*Table 02 Which services do you use in the library?*

Purpose	No. of users	% of users
Social Medias	04	05
E-mail services	09	10
Ask a librarian service	47	53
Documents Delivery Service (DDS)	15	17
Reprography service (Photocopy, scanning, printing)	06	07
Inter Library Loan Service (ILL)	05	06
OPAC (Online Public Access Catalogue)	02	02
<b>Total</b>	<b>88</b>	<b>100%</b>

According to table 02, there are various services in the library. The above analysis shows that 53% of respondents said they use Ask a Librarian service to fulfill their information needs. 17% of respondents use Documents Delivery Service (DDS).

*Table 03 Are you satisfied with library services?*

Answer	No. of users	% of users
Yes	66	75
No	22	25
Total	88	100%

According to table 03, the above analysis shows that 75% of respondents said that they are satisfied with the library services. 25% of respondents mentioned that they aren't satisfied with the library services and wish to improve.

*Table 04 Difficulties faced by using library services*

Problem	No. of usage	% of Users
Non-availability of needed information materials	20	23
Lack of electronic library services	15	17
Lack of guidance	06	07
Lack of photocopy service	35	40
Lack of time	08	10
Lack of knowledge in using the library resources	04	03
Total	88	100%

According to table 04, it's showed that 40% of respondents mentioned that lack of photocopy service is a major issue for them & 23% mentioned that non-availability of needed information materials

## **Conclusion**

As emerged from the conclusion, students used the library for their educational & research purposes. They mostly requested past papers & research papers to complete their exams and assignments. As a virtual reference service, ask a Librarian service has become a best service for requesting information. There are good percentages of users who are satisfied with the resources & services of the library but others wish to improve.

## **Recommendations**

Based on the findings of the study, the following recommendations are made;

- Upgrading the library with necessary information resources and services to develop knowledge and skills of users.
- Providing more up-to-date information materials relevant to fulfill user needs.
- Enhance reprography services especially photocopy service.
- Developing innovative marketing strategies in libraries to promote services that are offered to students.

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