

## **USER PERCEPTION ABOUT THE LIBRARY SERVICES: WITH SPECIAL REFERENCE TO WAYAMBA UNIVERSITY OF SRI LANKA.**

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The study sought to identify user perception about the quality of library services: with special reference to Wayamba University of Sri Lanka. Library customers expect different quality of services from their libraries. Especially university library is a heart of the university, so it is depend on the quality of its services. The objectives of the present study are to examine the purpose of a visit to the library, user perception about the library staff, perception about services rendered in the library, user satisfaction with library services and user perception about library service quality.

The simple random sampling technique was used and 200 questionnaires were distributed among student to collect relevant data and 180 questionnaires were received back. The response rate was 90%. The finding of the study shows that 97 (54%) respondents visited the library to find information, majority 165 (92%) of respondents mentioned that library staff who understand my information need, more than 75% have agreed to the printed materials are available in the library, 145 (81%) respondents mentioned that the library is a gateway for study, research or research, more than 66% respondents had mentioned that generally satisfy with library support and most of them are mentioned that library has quality services.

The study suggested that library services should be implemented and make aware user that services, library staff need to make arrangements to fulfill users' information needs and should be implemented new library services through online.

**Key words:** Library services, Quality of library services, User sensitivity, Academic libraries

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