User perception of Electronic Services (E-Services) in university libraries Sri Lanka

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Abstract

Electronic services in university libraries refer to the digital and electronic resources, tools, and services provided by the library to support teaching, learning, research, and information access in an online environment. These services aim to enhance access to information, facilitate efficient research processes, and provide a seamless user experience for users. This study investigates how users perceive E-services in university libraries and examine their satisfaction levels when utilizing various information services to fulfill their information requirements. Furthermore, the study aims to identify any difficulties faced by users while utilizing E-services. The study aims to provide recommendations for improving the current state of E-services in the researched universities. These recommendations will focus on enhancing service quality, improving accessibility, and implementing new initiatives to serve the information needs of users.

The survey research method was utilized, involving dividing the population into two distinct groups. The first group consisted of 500 randomly selected users who frequently visited the main libraries. The second group comprised randomly selected permanent library staff members.

It was observed that there is a lack of adequate infrastructure for E-services in the university libraries. Most users surveyed, reported using E-services for accessing e-journals, utilizing online databases, using e-tutorials, and preparing assignments. The majority of users reported their limited knowledge about E-services. Based on these findings, several recommendations are proposed. Firstly, it is crucial to ensure regular updates to the library website to keep it current and user-friendly. Additionally, it is essential to provide a broader range of E-resources to cater to the diverse information needs of users. Conducting user training programs focused on effectively utilizing E-services can enhance user experience and promote optimal utilization of available resources. Introducing innovative E-services is also crucial to meet user expectations in university libraries.

Keywords: E-Services, Sri Lanka, University Library, User Perception

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