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## **User satisfaction of library service quality amongst students and staff of the Buddhist and Pali University of Sri Lanka**

The academic library has been described as the “heart” of the learning community as it provides a place for the students and university staff to do their research and advance their knowledge. The librarians and library staff provide numerous services to these users, addressing their diverse needs and interests. By providing quality services and satisfaction to users, academic and research librarians can discharge their services in a friendly and helpful manner and give knowledgeable advice for their future objectives. As academic library users have varying needs and expectations which they strive to meet, user satisfaction is an important measure of service quality in university libraries.

The present study was conducted to explore user requirements and perception on the library with regard to the existing services of the library and allow user suggestions and comments in future directions. The study mainly aimed at evaluating user satisfaction on currently available resources, quality of service and assessing future information needs of the users of Buddhist and Pali University of Sri Lanka. A questionnaire was distributed among a random sample of 120 users.

The collected data was analyzed using qualitative and quantitative methods. User perception on library staff qualities such as respect and helpfulness was high. They showed satisfaction over the prompt service at issue desk and photocopy service. Majority of the users were satisfied with aspects with regard to library space, individual study spaces, seating facilities and sound level. The users have also given valuable suggestions for future development of the library. Most of the users commented that collections of books in the library were not adequate in respect to their specific field of study. They have commented on the inadequacy of library opening hours. To achieve the total quality in information service the library of the Buddhist and Pali University should be improved with an advanced library environment to fulfill the demands of the users and to support their needs in obtaining information.

**Keywords: User satisfaction, Library service, Information needs, Service quality**