

User satisfaction of library services: A case study of undergraduates in Speech and Hearing Sciences of the Faculty of Medicine, University of Kelaniya

M. P. L. R. Marasinghe, Medical Library, University of Kelaniya

The university library is a service institution that continuously caters to the needs of teaching-learning processes and research activities. This study investigates the user satisfaction of undergraduate Speech and Hearing Sciences (SHS) students of the Faculty of Medicine, University of Kelaniya.

The objectives of the study were to assess the use of current information sources and services available at the Medical Library by the undergraduate SHS students; to determine how satisfied undergraduate SHS students are with the current library resources and services and to identify the unmet needs of the undergraduates for the future improvement of the library services.

The self-administered questionnaires were distributed among all SHS students in level 2, 3 and 4. Major findings include: most respondents were satisfied and somewhat satisfied with the overall resources and services in the Medical Library. The majority of the students do not have any clear idea about the satisfaction level of the collections of periodicals and electronic resources as they rarely or never use these resources. They are not aware of most of the resources and services available in the Medical Library.

Most of the students were not satisfied because of the non-availability of essential and new editions of textbooks, journals and sufficient numbers of copies of frequently used textbooks in Audiology and Speech and Language Therapy disciplines. User perception about the staff performance and the infrastructure facilities of the Medical Library is at the satisfactory level.

Furthermore, many respondents asked for an increase in the number of books they are allowed to borrow, provision of Tamil reading materials, improvement in novel/fiction collections and Information Technology (IT) facilities, and an efficient photocopy service in the Medical Library. The findings of the study give a good insight to improve user satisfaction through the provision of a better service in identified areas.

Keywords: User Satisfaction, Services, SHS students, Medical Library