

# **Assessing User Satisfaction to Determine the Effectiveness of Library Services: The focuses on the Public Library of Karachchi Pradeshiya Sabha, Kilinochchi**

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## **ABSTRACT**

The focus of this research is to Assess User Satisfaction to determine the Effectiveness of Library Services at the Public Library of Karachchi Pradeshiya Sabha, Kilinochchi. Public libraries play an important role in community learning and development, and measuring customer satisfaction may help them operate more effectively. This research focuses on three key service areas: reference, lending, and children's. This study calculated the optimum sample size for a population of 2,052. Based on this procedure, 322 individuals were chosen using the Krejcie and Morgan sample size table to assure statistical correctness. Among these, 298 answered, for a 93% response rate. Data were collected via structured questionnaires, allowing for a thorough assessment of users' requirements and experiences. To achieve a fair representation of diverse user groups, data were obtained using a stratified random sample technique. The study found a substantial positive correlation ( $R^2 = 0.177$ ,  $R = 0.420$ ,  $p = 0.000$ ) between Library Physical Resources and user happiness. Information Resources significantly increased user satisfaction ( $R^2 = 0.214$ ,  $R = 0.462$ ,  $p = 0.000$ ), showing a strong association. Organisation of information resources significantly increased user satisfaction ( $R^2 = 0.284$ ,  $R = 0.533$ ,  $p = 0.000$ ). Library Human Resources significantly impacted user satisfaction ( $R^2 = 0.284$ ,  $R = 0.533$ ,  $p = 0.000$ ), accounting for 28.4% of the variation. This high level of involvement indicates great engagement and validates the study's conclusions.

According to these findings, numerous recommendations have been made to improve service efficiency, renew the library's collection, and enhance the overall user experience. These findings identify both strengths and areas for development, which can help local governments and library professionals enhance service quality and user satisfaction.

**KEYWORDS:** User satisfaction, Public library, Information resources, Library services Kilinochchi.

## **1. INTRODUCTION**

A public library is designed to serve the public, regardless of their caste, gender, or religion, both academically and informally. Public libraries strive to meet the specific needs of their communities. They play a crucial role in promoting democracy by providing everyone with access to diverse knowledge, ideas, and viewpoints. Public

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libraries face challenges in meeting user expectations due to accountability, budget constraints, and limited shelf space.

In all societies, public libraries are vital. Libraries play a crucial role in providing people with access to internationally recognized information resources (Shah, 2013). Meeting patrons' needs has always been the primary goal of both librarians and libraries. A public library is a community organization established to educate the public using public funds (Ali, 2007). According to (Iwhiwhu & Okorodudu, 2012), the library aims to satisfy users' information needs by offering current and relevant content. Developing a comprehensive collection is a fundamental library activity.

This research study focuses on user satisfaction at the Public Library of Karachchi Pradeshiya Sabha in Kilinochchi. This library is located in the Kilinochchi district, northern province, Sri Lanka, and functions under the administration of the Karachchi Pradeshiya Sabha, Kilinochchi. There are three primary service areas: the reference section, the lending section, and the children's section. This is a grade III library, which was graded by the National Library of Sri Lanka in 2005.

### **2. OBJECTIVE**

To Assess User Satisfaction to Determine the Effectiveness of Library Services at Public Library of Karachchi Pradeshiya Sabha, Kilinochchi.

### **3. RESEARCH QUESTION**

What is the extend of user satisfaction with the services and facilities provided by the Public Library of Karachchi Pradeshiya Sabha, Kilinochchi?

### **4. LITERATURE REVIEW**

The ultimate purpose of a public library is to ensure user satisfaction (Senevirante, 2006). Public libraries serve the entire community. User satisfaction with public library services is a significant issue nowadays (Joy & Idowu, 2014).

Users assess the quality of the library's information resources and services, as well as whether their expectations are met, by evaluating their level of satisfaction with these offerings (Iwhiwhu & Okorodudu, 2012). The public library aims to help individuals in the community spend their leisure time wisely (Maurois, 1961). Public libraries often assess their output, and with the use of recently developed assessment models, this level of user satisfaction can be raised over time (Maurois, 2017). User satisfaction indicates that a product or service satisfies their requirements and expectations (Zeitham & Bitmar, 2000). User satisfaction at the Peradeniya branch library of PGIM: it was found that the majority of respondents were either moderately or extremely happy with the staff's performance and the overall library services (Seneviratne, 2006).

Identifying user satisfaction, (Gunasekera, 2010) evaluated user satisfaction with present information services and resources. The survey revealed that students were happy with the library's offered materials, facilities, and services. The author discovered that learners were not fully using library resources and services. The author suggests implementing an information literacy programme to encourage people to use electronic resources and raise their knowledge.

In addition to providing resources, libraries must guarantee that their patrons and the community use them effectively (Emojoroh, 2005). The utilisation of public libraries is based on the services supplied. Inadequate public library services may lead to low usage (Brophy, 2007). Users' satisfaction with library services is based on the availability of appropriate learning resources, adequate space, and competent staff (Abagai, 1998).

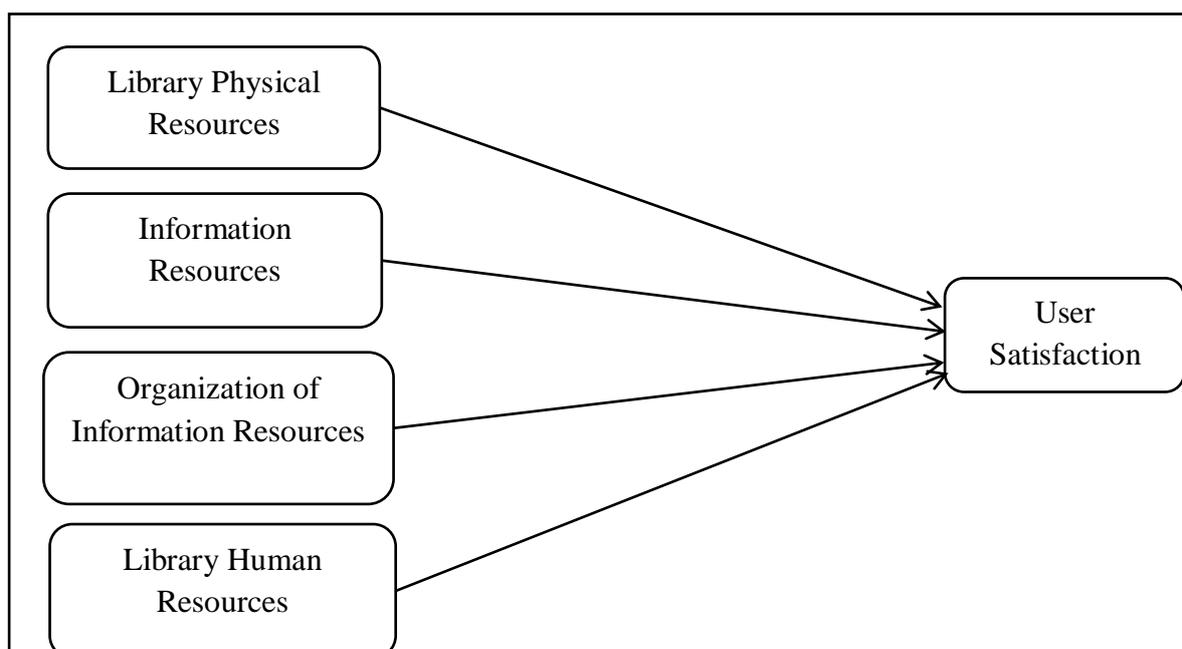
According to (Goulding, 2006), the primary reasons individuals seem to be avoiding public libraries are a lack of interest and necessity, which makes them not want or need to use the services offered by the library. Several indicators may be used to determine how satisfied library patrons are. According to some research, collections and library employees can gauge these elements by observing their conduct and abilities (Abad, Ali Shah, & Shehryar, 2021). evaluates library structures as amenities that affect patron pleasure (Syam, 2022).

The architecture of libraries plays a significant part in explaining the purpose of the services they offer. Additionally, the facility needs to be easily accessible and user-friendly for the community (Saur, 2001). According to (Tukur & Kannan, 2020), because technological infrastructures offer users access to helpful electronic resources, they improve user happiness. In order for librarians to offer their patrons high-quality services, infrastructure is a crucial component of library services.

## **5. METHODOLOGY**

The study area is the Public Library of Karachchi Pradeshhiya Sabha, Kilinochchi. The study population was 2052. A stratified random sampling method was employed to choose the sample. The sample size was calculated using Krejcie and Morgan's approach, which yielded 322 library users. The primary data-gathering method was the use of structured questionnaires. Among the 322 questionnaires, 298 were completed properly and included in the research. Response rate is 93%. The Statistical Package for the Social Sciences (SPSS) version 29.0 was used to analyse the collected data.

## **6. CONCEPTUAL FRAMEWORK**



**Table:** Conceptual framework

## 7. HYPOTHESIS

H<sub>1</sub>: Library Physical Resources Positively Impacts User Satisfaction

H<sub>2</sub>: Information Resources Positively Impacts User Satisfaction

H<sub>3</sub>: Organization Information Resources Positively Impacts User Satisfaction

H<sub>4</sub>: Library Human Resources Positively Influences User Satisfaction

## 8. FINDINGS AND DISCUSSION

Library Physical Resources

**Table . 1** Library Physical Resources

| Model Summary |                   |          |                   |                            |                   |          |     |     |               |
|---------------|-------------------|----------|-------------------|----------------------------|-------------------|----------|-----|-----|---------------|
| Model         | R                 | R Square | Adjusted R Square | Std. Error of the Estimate | Change Statistics |          |     |     | Sig. F Change |
|               |                   |          |                   |                            | R Square Change   | F Change | df1 | df2 |               |
| 1             | .420 <sup>a</sup> | .177     | .174              | .69691                     | .177              | 63.537   | 1   | 296 | .000          |

a. Predictors: (Constant), Avg\_LPR

Table 1 shows that a positive relationship exists between the independent variable and dependent variable, with a correlation coefficient  $R = 0.420$ , and  $R^2 = 0.117$  shows that approximately 11.7% variants dependent variable is explained by the independent variable.

Information Resources

**Table 2** Information Resources

| Model Summary |                   |          |                   |                            |                   |          |     |     |               |
|---------------|-------------------|----------|-------------------|----------------------------|-------------------|----------|-----|-----|---------------|
| Model         | R                 | R Square | Adjusted R Square | Std. Error of the Estimate | Change Statistics |          |     |     | Sig. F Change |
|               |                   |          |                   |                            | R Square Change   | F Change | df1 | df2 |               |
| 1             | .462 <sup>a</sup> | .214     | .211              | .68113                     | .214              | 80.396   | 1   | 296 | .000          |

a. Predictors: (Constant), AVR\_IR

The above regression table 2 shows that a positive relationship exists between the independent variable and dependent variable, with a correlation coefficient  $R = 0.462$ , and  $R^2 = 0.214$  shows that approximately 21.4% variants dependent variable is explained by the independent variable.

Organization of information resources

**Table 3** Information Resources

| Model Summary |                   |          |                   |                            |                   |          |     |     |               |
|---------------|-------------------|----------|-------------------|----------------------------|-------------------|----------|-----|-----|---------------|
| Model         | R                 | R Square | Adjusted R Square | Std. Error of the Estimate | Change Statistics |          |     |     | Sig. F Change |
|               |                   |          |                   |                            | R Square Change   | F Change | df1 | df2 |               |
| 1             | .420 <sup>a</sup> | .177     | .174              | .69691                     | .177              | 63.537   | 1   | 296 | .000          |

a. Predictors: (Constant), Avg\_OIR

The above regression table 3 shows that a positive relationship exists between the independent variable and dependent variable, with a correlation coefficient  $R = 0.420$ , and  $R^2 = 0.117$  shows that approximately 11.7% variants dependent variable is explained by the independent variable.

Library Human Resources

**Table 4** Information Resources

| Model Summary |                   | Change Statistics |                   |                            |                 |          |     |     |               |
|---------------|-------------------|-------------------|-------------------|----------------------------|-----------------|----------|-----|-----|---------------|
| Model         | R                 | R Square          | Adjusted R Square | Std. Error of the Estimate | R Square Change | F Change | df1 | df2 | Sig. F Change |
| 1             | .533 <sup>a</sup> | .284              | .281              | .64997                     | .284            | 117.347  | 1   | 296 | .000          |

a. Predictors: (Constant), AVR\_HR

Table 4 shows that a positive relationship exists between the independent variable and dependent variable, with a correlation coefficient  $R = 0.533$ , and  $R^2 = 0.281$  shows that approximately 28.1% variants dependent variable is explained by the independent variable.

## CONCLUSION

The purpose of the study is to assess the level of user satisfaction with the services and facilities provided by the Public Library of Karachchi Pradeshhiya Sabha, Kilinochchi. The analysis and statistical evaluation of user feedback show that the library does a good job of providing many of the basic services that users expect, such as reading materials, study space, and basic services. However, there is still room for improvement in a few important areas.

The regression analysis shows a positive relationship between user satisfaction and the independent variables (Library Physical Resources, Information Resources, Organization of Information Resources, Library Human Resources).

Overall, the research indicates the need for public libraries to keep growing and getting better so that they can satisfy the needs of present and future users in terms of education and technology.

## RECOMMENDATIONS

- Internet access should be given on computer workstations.
- Reprographic services, such as photocopying, scanning, and binding, ought to be offered.
- Courses for patrons to improve their reading skills should be offered by public libraries.
- To increase user awareness of acquisition rules and processes, a marketing strategy and a user education campaign have to be implemented.
- Weekends should be considered in the evaluation of library operating hours.
- Libraries should expand their collections and incorporate religious literature.

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