

A Study on User Satisfaction of Undergraduates of Vavuniya Campus of the University of Jaffna, Sri Lanka.

Shanmugathan, S.

shan@mail.vau.jfn.ac.lk

Academic libraries play a pivotal role in the transmission of information and knowledge in higher educational institutions. The user community is the most important component of a library. Every information service exists for the sole aim of satisfying its users. This study investigates to explore the utilization and user satisfaction of the Vavuniya Campus Library. The study was carried out using a survey methodology by employing 150 undergraduates chosen across two faculties of five degree programs on the stratified random sampling technique for the study. The results showed that though overall satisfaction with the Library services recorded a satisfactory rating, there is more room for improvement as far as the services and resources. There is lack of adequate facilities, especially inadequate space and non conducive environment, and internet or ICT services in the Campus Library. It is recommended to house the library in a permanent building with full fledged facilities.

Keywords : *Academic Libraries, User satisfaction, Library services*