

## **User Satisfaction on the Reader Services Provided by the University of Kelaniya Main Library: A Case Study**

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Academic libraries provide various services and these services help to sustain the development in the developed countries. Thus academic libraries in developing countries also need to provide various services in order to sustain the library development. The services and facilities provided by the academic library has a significant impact on the users' satisfaction. The purpose of this study is to measure library user satisfaction and awareness of the reader services provided by the University of Kelaniya, Main Library. The research was carried out among the students of the University of Kelaniya library users. A Questionnaire was distributed the selected from the University of Kelaniya Main Library users, using systematic sampling system. Totally 100 questionnaires were distributed. Result revealed that the overall satisfaction level of library services was eighty-five percent. Moreover, the survey results helped to identify highly demanding services, less demanding services and new services expected by users and the services which need more improvements.

**Keywords:** Academic Library, Library Users, Library Services, Library User Satisfaction, User Awareness

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