survey. In contrast, a number of user expectations on resources (printed/electronic), library website and information searching tools were fewer satisfaction areas. Users mostly complained on issues related to locating materials and the fact that, they were less aware about the resources and services that the libraries offered. Furthermore, the majority of users negatively responded on internet related matters, unavailability of sufficient books for their own field of study in Sinhala language, noisy environment since people can be loud, telephone conversations and user behaviors. From users' views libraries could not meet minimum users' expectations except in some cases. Finally, the examination of users' minimum expectations showed that the proposition of "making information easily accessible for independent use" was most important and the proposition of "giving users individual attention" was relatively less important.

This study mainly identified 15 service areas which were in need of improvement. Continuous formal and attractive online and offline user education programs, sufficient staff training to upgrade their professional knowledge and inculcate positive attitudes among them, the increment of the minimum staff requirements especially for IT related purposes, the renovation and proper maintenance of library buildings and repair of the equipment which were vital to providing effective services for users. In addition to that, frequent user survey is also essential for the better understanding of users ever-changing desires.

Keywords – LibQUAL, user perception, university libraries, service quality, Sri Lanka.

[1]*Senior Lecturer, Department of Library and Information Science, Faculty of Social Sciences, University of Kelaniya, Sri Lanka, Priyanwada@kln.ac.lk*