

## **User Satisfaction with Library Resource & Services: With special reference to Ambepussa Maha Vidyalaya, Warakapola, Sri Lanka.**

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### **Abstract**

*The habit of reading is lifelong continuous and regular performance of the act of reading as a result of the perception of reading as a necessity. The habit of using libraries, however, means continuous and regular use of a library of the individual with the purpose of meeting his/her intellectual requirements. Particularly for the student teachers constituting the teachers of the future having their education in the education faculties, it is expected that they have gained the habit of reading and developed the skill of using libraries efficiently.*

*In the present study an attempt is made to investigate the User Satisfaction with Library Resource & Services in Ambepussa Maha Vidyalaya, Warakapola, Sri Lanka. The survey was conducted by using questionnaires with close and open ended questions. School teachers 48 selected for this study using Krejcie and Morgan sample table. The response rate was 92%, considering the frequency of going to the library 39% mentioned as every 2-3 days. 32% responded have mentioned that they go to the library to gather new information in the subject area. According to their responses, 59% mentioned that they spend less than one hour in the library. There are good percentages of users, 70% who are satisfied with the resource & services of the library but others wish for improvement. The study identified that users faced lack of current reading materials, lack of sitting facilities and borrowing time is not sufficient. Based on the findings of the study the following recommendation is made, upgrading the school library with necessary information resources and services to develop knowledge and skills of teachers and providing more up-to-date information materials relevant to school teaching and learning.*

**Key words:** *Library use, School teachers, Sri Lanka, Education, Library services.*

### **Introduction**

The school library is the backbone of functional education, without which academic excellence cannot be achieved. Kolade (2001) defines school library “as the nerve center of the school for it is expected to play an important role in the school curriculum since it has unlimited fields of knowledge”. In her own contribution Fayose (1983) defines “school libraries as that part of the school where there is an organized collection of books, periodicals, newspapers, filmstrips, videotapes, audio recordings of all types, slide, computers, study kits and other information bearing materials housed for learning and personal interest and recreational activities”.

Owate and Okpa-Iroha (2013), said that a school library is a collection of a wide variety of library materials and resources housed in each school, centrally organized by staff, professionally prepared to offer services to students and teachers that will enrich and support the educational enterprises. Therefore, the role of a library in any school in Nigeria cannot be overemphasized as the library provides the necessary impetus to all categories of learners in schools from the slowest learner in the kindergarten to the most intelligent senior in high school through the provision of print and non-print materials to aid learning.

## Objectives

This study aims at answering the following research questions:

- To identify the frequency of library, use by the teachers.
- To identify reasons for going to the library by teachers.
- To assess the level of user satisfaction towards the library resources and services.
- To identify the problems faced by the teachers when using school libraries.

## Methodology

The survey was conducted by using questionnaires with close and open ended questions.

## Population of the study

As a sample used school teachers 48 and they were selected using Krejcie & Morgan table. 44 responded and the rate was 92% from Ambepussa Maha Vidyalaya.

## Result & discussion

*Table 01. Frequency of going to the library*

Item Type	No. of usage	% of Users
Never	00	00
Every day	09	20
Every 2-3 days	17	39
Once a week	08	18
Once a month	03	07
When I need	07	16
Total	44	100%

Table 01 shows that, 39% respondents mentioned that they use the library every 2-3 days, 20% mentioned that they are going to the library every day & 18% respondents mentioned that they use once a week.

*Table 02. Reasons for going to the library.*

Item Type	No. of usage	% of Users
For research	01	02
For preparing for exams papers	08	18
For spending spare time	04	09
For gather new information in the subject area	14	32
For meeting friends	02	05
Reading books	06	14
Reading journals & newspapers	09	20
Using audio-visuals	00	00
Total	44	100%

Table 02 shows that 32% of respondents mentioned that they use the library to gather new information on the

subject & 20% mentioned that they used the library for reading journals and newspapers.

*Table 03. Duration of stay in the library*

Item Type	No. of usage	% of Users
Less than 1 hour	26	59
1-2 hours	16	36
3-4 hours	02	05
More than 5 hours	00	00
Total	44	100%

Table 03 shows that 59% of respondents mentioned that they spend less than one hour and 36% mentioned that they spend 1–2 hours in the library.

*Table 04 Satisfaction with library resources and services*

Statement	No. of usage	% of Users
Yes	31	70
No	13	30
Total	44	100%

According to table 04, 70% respondents mentioned that they are satisfied with library resources and services.

*Table 05. Problems & challenges when library use*

Problem	No. of usage	% of Users
Lack of current reading materials	23	52
Lack of subject knowledge among library staff	03	07
Not well trained staff	00	00
Borrowing time is not sufficient	06	14
Lack of time	05	11
Lack of knowledge in using the library resources	00	00
Lack of sitting facilities	07	16
Total	44	100%

According to table 05, respondents mentioned that they face several problems using the library, especially the lack of current reading materials, lack of sitting facilities & borrowing time is not sufficient.

## **Conclusion**

Based on the findings of this study, it is concluded that considering the frequency of going to the library most of them are mentioned as they go to the library every 2-3 days. Respondents mentioned that they go to the library to gather new information in the subject area. According to their response they spend less than one hour in the library. There are good percentages of users satisfied with the library resource & services, but others wish for improvement. When they use the library they face several difficulties like, lack of current reading materials, lack of sitting facilities and borrowing time is not sufficient. The library should be aware of facilities among teachers. The library should upgrade library facilities with necessary information resources and services to develop the knowledge and skills of teachers and provide more up-to-date information materials relevant to school teaching and learning. Enhance library facilities relevant to subject areas in the school syllabus.

## **Recommendations**

Based on the findings of the study, the following recommendations were made;

- Upgrading school libraries with necessary information resources and services to develop the knowledge and skills of teachers.
- Providing more up-to- date information, materials relevant to school teaching and learning.
- Improve sitting facilities in the library.
- Extend the borrowing time period, especially academic staff of the school.
- Conducting information literacy skills courses for teachers to make their use of the library more effectively and to enable them to transfer these skills to the learners.
- Developing innovative marketing strategies in libraries to promote services that are offered for school teachers.

## **References**

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