

# **An Assessment of the Undergraduate Satisfaction of the Allied Health Science Library of University of Peradeniya: a Case Study**

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The library of the Faculty of Allied Health Science was established in 2007. The resources of the library include about 4500 publications such as books, periodicals, pharmacopeias, reports and CDs, DVDs, electronic journals and databases. The library serves the students and the staff members of the faculty. Examining the user satisfaction of the current services and future needs is important to provide an effective and proactive library service. The objectives of the study are to assess the user satisfaction of print and electronic resources, services, facilities offered by the library and future expectations of the undergraduates. A random sample of 10% of the total population (976) was selected. A structured questionnaire was developed as a Google form and the respective QR code was kept in the library for students to access the questionnaire. The response rate was 76.53% which included the undergraduates of all four academic years following all degree programmes. The results depicted that the undergraduates were satisfied about lending (64%), reference (75.6%), print journal (66.7%) and thesis collections (65.4%). The circulation of books was the most satisfying service provided by the library (86.6%) followed by the reference services (77.4%), staff assistance in using library catalogue and databases in the web page (76%). The students were satisfied about the facilities provided by the library such as the location of the library, (81.33%) opening hours (81.3%), lighting (86.6%), reading environment (84%) etc., except the number of student computers. (45.5%). Their future expectations were to have e-books (89.3%), Wi-Fi facility (81.3%), discussion areas (72%), computer lab (66.7%) and leisure reading areas (65.3%). The students were satisfied with the print books but they expected to have e-versions of books too. Students' requirements of e-books, Wi-Fi facilities and better facilities to use computers, discussion and reading areas show that their needs are focused towards modern library concepts. Librarians and the university authorities should be sensitive towards students' needs and take necessary steps to provide e-books, facilities to use computers in the library such as Wi-Fi and spacious reading areas.

**Keywords:** *Allied Health Science undergraduates; Library collections; Library facilities; Library services; Student satisfaction*