

Identifying the User Satisfaction of the Public Library of Karachchi Pradeshiya Sabha, Kilinochchi

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The purpose of this research is to identify user satisfaction with the public library of Karachchi Pradeshiya Sabha, Kilinochchi. Public libraries play a crucial role in community learning and development, also for understanding the level of patron satisfaction can enhance their effectiveness. This study focuses on three primary service areas: the reference section, the lending section, and the children's section. This study determined the appropriate sample size for a population of 2,052. Based on this, 322 participants were selected by using the Krejcie and Morgan sample size table to ensure statistical accuracy. Of these, 298 responded, resulting in a 93% response rate. Data were collected through the use of structured questionnaires, allowing for an in-depth assessment of users' needs and experiences. To ensure a balanced representation of various user groups, data were collected using a stratified random sampling method. The analysis revealed that Library Physical Resources had a positive impact on user satisfaction ($R^2 = 0.177$, $R = 0.420$, $p = 0.000$), indicating a significant relationship. Information Resources had a significant positive effect on user satisfaction ($R^2 = 0.214$, $R = 0.462$, $p = 0.000$), indicating a strong relationship. Organization of information resources also showed a strong positive effect on user satisfaction ($R^2 = 0.284$, $R = 0.533$, $p = 0.000$), indicating a significant relationship. Library Human Resources had a strong and significant impact on user satisfaction ($R^2 = 0.284$, $R = 0.533$, $p = 0.000$), explaining 28.4% of the variance in satisfaction. This high level of participation reflects strong engagement and supports the reliability of the study findings. Based on these findings, a number of recommendations have been made to increase service efficiency, refresh the library collection, and improve the overall user experience. These findings show both strengths and areas for improvement, providing useful assistance to local governments and library personnel in improving service quality and user satisfaction.

Keywords: *Information resources; Kilinochchi; Public library; User satisfaction*