A Study of Users’ Satisfaction Level on Sources and Services Available in Tirunelveli District Central Library

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Abstract: User study and user need in the environment of Library and information systems are conducted to obtain the real and prospective needs of users of such systems. In the present era of information, different kinds of Libraries have been set up to provide services. The provision for collection development must be judged so as to satisfy the needs of the users to some extent. After allocations are over, the focus must be on choices to be made and priorities to be assigned. Public Libraries cater to the general and the special needs of the public. The study has covered the users of Tirunelveli District Central Library only. It examines the users’ satisfaction level on Library sources and services available in the District Central Library, Tirunelveli. Questionnaire was the instrument for collecting data. Structured questionnaires were used to collect data from a representative sample of 100 users. The users’ opinions regarding Library resources, services, physical facilities, internet, etc. were sought.

Keywords: User Satisfaction, Library Services, Resources, Physical Facilities, User Needs, District Central Library, Public Library.

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