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User Satisfaction towards Public Libraries: A Study with Special Reference to National Library of India

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Abstract: The purpose of this study is to understand and study about the purpose of visiting, perception level, user satisfaction level, use of resources etc. of the users in the Main Reading Room of the National Library, Kolkata, from August 2023 to March 2024 (i.e. a span of 8 months). A total of 320 (three hundred and twenty) duly filled questionnaires were received back making 80% response rate. According to the study, some users were satisfied with the collection of newspapers/magazines (36.7%), the ease of access to libraries (31.2%), and the stock of resources on local history (22.5%). Maximum users are fully satisfied with Circulation Services, Reference Service, Membership Service, Reading Room Service, while there is partial satisfaction among the users towards the services for OPAC and Reprography. Overall 66.3% users are satisfied by all the features of National Library including services, resources, staff, building, physical and social environment. Almost all the users (93.3%) responded positively that they will encourage the people to visit and use the services of the Library.

Keywords: Library Services, National Library, Public Library, User Satisfaction

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