

## **PERCEPTION OF UNDERGRADUATES ON THE LIBRARY RESOURCES AND SERVICES OFFERED BY MAIN LIBRARY, RAJARATA UNIVERSITY OF SRI LANKA: A CASE STUDY**

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### **ABSTRACT**

The university library plays a vital and central role in the teaching and learning processes of undergraduate education at Rajarata University in Sri Lanka. The aim of this paper is to explore the perceptions and satisfaction levels of undergraduates while utilizing the main library at Rajarata University. For this purpose, undergraduates from the Faculty of Social Sciences and Humanities and the Faculty of Management Studies were selected as the sample, as these are the two faculties that receive services from the Main Library of Rajarata University in Sri Lanka. A questionnaire survey was conducted to gather information from the respondents. It was revealed that the majority of students express satisfaction with the support provided by the library staff when using the main library of the university. Additionally, respondents are satisfied with the supportive physical environment provided by the library, and they express satisfaction when using the main library of the university, including satisfaction with the library's official website, considering it to be up-to-date and containing ample information to meet their academic needs. However, some respondents are dissatisfied with a few aspects such as library opening hours, the adequacy of electronic facilities at the library, and the availability of library e-resources. This investigation suggests that actions are required, including extending library opening hours for users, providing additional electronic facilities to meet the needs of library users, and increasing awareness of online resources among undergraduates in the university to fulfill user requirements satisfactorily.

**KEYWORDS:** Undergraduates, Library resources, Library services, User satisfaction, Rajarata University.

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