

Assessing user experience, satisfaction, and service gaps in enhancing library information services: A case study

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ABSTRACT

This study investigates user experiences, purposes of use, satisfaction levels, and service gaps affecting the quality of library information services at the Student Knowledge Centre, Agricultural College, Bapatla. Using a case study design with a mixed-method approach, data were collected from 150 library users through structured questionnaires and supplemented with interviews of frequent users and library staff. Quantitative data were analyzed using frequency and percentage methods, while qualitative inputs provided deeper insights. The findings reveal that most users visit the library for academic purposes such as examination preparation, research, and project work. Although a majority reported moderate satisfaction, key service gaps were identified, including limited awareness of digital resources, inadequate Internet/Wi-Fi and computer facilities, outdated collections, and insufficient seating during peak hours. The study recommends strengthening digital infrastructure, enhancing staff training, conducting regular user orientation programs, and improving feedback mechanisms to ensure better service delivery and effective resource utilization.

Keywords: *Library Services Quality, Service Gaps, User Experience and User Satisfaction*