

A STUDY OF USER SATISFACTION ABOUT LIBRARY RESOURCES, SERVICES AND FACILITIES: OF CLUSTER COLLEGES UNDER LEAD COLLEGE SCHEME OF ICHALKARANJI REGION

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ABSTRACT

This study aims to evaluate user satisfaction with library information resources, identifying strengths and weaknesses to inform improvements. A mixed-methods approach was employed, combining surveys and focus groups. Findings indicate high satisfaction with print collections but concerns regarding digital resource accessibility and database navigation. Recommendations include enhancing user education, streamlining database interfaces, and expanding digital offerings. This study is regarding user's satisfaction in library facilities, resources and services of the students of Cluster Colleges of Ichalkaranji Region, 150 questionnaires were distributed among students to collect relevant data and 137 responses has been received i.e (83%)of respondents are highly satisfied with the collection of general books, majority 124(93.0%)are highly satisfied with collection of text books 89 (67%) respondents considered circulation services as excellent. The study suggested that college library should update software, website and ICT facilities carry out user studies at regular intervals, in order to identify user's information needs and their information gathering behaviors.

KEYWORDS: *Cluster College, Library Resources, Library Services, Library Collection, User's Satisfactions*