

## Study of the Status of Building and Facilities of Tabriz Central Library, Its Comparison with Standards of Public Libraries, and Evaluating the Satisfaction Level of Users Concerning the Library Environment

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### Abstract

**Purpose:** This study was performed to investigate the status of building and facilities of Tabriz central library, to compare it with standards of public libraries, and to evaluate the satisfaction level of users regarding the library environment.

**Methodology:** The research was performed as a descriptive-survey study. The population under study included Tabriz central library and users who were chosen by random sampling. To analyze the data, Microsoft Excel software was used. Also, descriptive statistics such as abundance and abundance percentage was used for data description.

**Findings:** According to the findings, 92.53% of the users have easy access to the library and 69.69% of them believe that the necessary places outside the library are obvious when entering the library. Also, 87.09% of users think that ramps have been made properly for handicaps' use. In addition, 68.57% of users have easy access to computer list and among them 74.24% use it without difficulty. 75.47% of the users have easy access to the reference unit and are satisfied by the existing facilities there. Besides, 60.65% and 81% of the users believe that the light and humidity of different parts of the library are desirable, respectively. Nevertheless, 62.29% of the users have mentioned the hygienic facilities of the library are insufficient. In total, it can be concluded based upon the findings that the status of building and facilities of Tabriz central library are much consistent with IFLA standards concerning public libraries.

**Originality:** Since promotion of services quality in public libraries and their standardization always requires the recognition and analysis of needs and demands of users, the present research has in this regard identified and analyzed the users' expectations in order to make a contribution in promotion of services provided by this library and thus enhancing the satisfaction level of users.

**Keywords:** Library building and facilities; Tabriz central library; Building standard for public libraries