

# University Students' Satisfaction Level of Information Services in Sport Science Libraries of Tehran University, Tarbiat Moallem University, and Shahid Beheshti University

**Majid Shirzad**

Postgraduate of library and information science  
Mshm1362@yahoo.com

**Fereshteh Sepehr**

Assistant professor, Azad Islamic University, Tehran north branch  
Fereshteh.sepehr@yahoo.com

## Abstract

University libraries are among the significant fundamentals of educational and research system. Therefore, viewpoints of the clients, along with their use and satisfaction level of these libraries and provided services can be an appropriate criterion for assessment of this important basis of academic system, which finally leads to change in existing methods and employing new information methods with the purpose of higher utilization by clients and elucidating the obstacles against their access to resources under search. The goal of this research is investigating satisfaction level of sport science students in Tehran University, Tarbiat Moallem University, and Shahid Beheshti University, of the services provided in libraries and information centers of these universities, which was accomplished by interviewing the students via survey method. The society under study in this research involved 800 persons of undergraduate and postgraduate students being members of sport science libraries and 205 questionnaires were distributed among them (25%). In current research, different aspects of library from students' views were studied, including collection development, reference services, welfare equipments and facilities, laws and prescriptions of libraries, together with computer and information services. Regarding the calculated value of  $t$  at  $\alpha$  level of 0.05, the research results indicate that by  $t$  value being positive, the students who are members of sport science libraries are significantly satisfied of the existing equipments and facilities, laws and prescriptions of libraries, and behavior of librarians, while by  $t$  value being negative, the students are not satisfied of reference services, computer and information services, and general services of their libraries.

## Keywords:

Sport science department; Library; Information services; Satisfaction; Undergraduate students; Postgraduate students.