

Evaluation of Public Libraries from the Viewpoint of Library Users (Case Study: Yazd City)

Sepideh Fahimifar (Corresponding author)
Ph.D student of KIS, University of Tehran
sfahimifar@ut.ac.ir

Mahboobeh Farzin-Yazdi
M. A. of KIS, Alzahra University
farziny258@gmail.com

Received: 22th September 2012; Accepted: 29th January 2013

Abstract

Purpose: This article aims to investigate library users' satisfaction in the areas of resources, building and equipment, librarians and services within the public libraries of Yazd city.

Methodology: This is a Survey research project that uses a researcher- made questionnaire. Data was collected by a supervised and paper-based questionnaire. The research population includes active users of public libraries in Yazd city (more than 1000 users). The sample size is calculated using the Koukran formula and a total of 226 questionnaires were released.

Findings: Public libraries have satisfied users to an average degree which is promising. Librarians achieved the highest level of user satisfaction as a result of their own knowledge and behavior. Moreover, the lowest level of user satisfaction of public libraries was related to the lack of space for group study, inadequate library environments, insufficient welfare facilities, etc.

Originality/Value: The authors found no evidence that any research into evaluation of users' satisfaction of public libraries in Yazd had already been conducted. Moreover, most of the research studies to date on the evaluation of public libraries have been conducted based on LibQual.

Keywords: public library, users' satisfaction, library evaluation.