

Satisfaction with Public Library Services and Usage Patterns Among Adult Users

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The purpose is to examine the degree of satisfaction of libraries' users, in order to improve the conditions of use branches in Haifa municipal libraries. Few studies indicate that library users consider it as quiet corner (American Library Association, 2002), as center of available databases (Dotan, 2008) and technologies that addresses the information needs of community (Klaasseeen & Wiersma, 2000). In order to measure satisfaction, questionnaire examines the degree of library users satisfaction, with respect to: number of books, accessibility of collection, genres proposed, arranging books, orientation of librarians, level of innovation, interlibrary loan, interior design, and more. I found that in general, the level of satisfaction among users (185 respondents) of municipal libraries in Haifa is high. High level of satisfaction was found in librarians service (familiarity, service delivery, response, lending literature). Lower level of satisfaction was found in quality of technology (copier, computer services, innovation and media). The human factor - librarians meet the expectations of users. Theme of satisfaction may contribute to a better understanding the needs of users. It's possible to implement information from this work in the library organization and to improve the library services. Due to the ability of libraries to find information and learn information skills, the recommendation is to make them more open systems that receive and process information from the environment, and distribute it to users.