

Paper 10-AN ASSESSMENT OF THE USER SATISFACTION OF THE LIBRARY RESOURCES, SERVICES AND FACILITIES: A CASE STUDY

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AUTHOR: Ashish Kumar

TITLE :

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ABSTRACT:

The purpose of this paper is to examine the user satisfaction regarding the resources, services and facilities of the Central Library, Doon University, Dehradun. The survey was carried out from 1st of May, 2016 and ended on 31st May 2016 with the objective to collect valuable feedback from the users. The present paper describes the finding of the survey including the suggestion made by the users for the improvement of the library.

Keywords :

User satisfaction, Feedback analysis, User survey, Doon University.

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