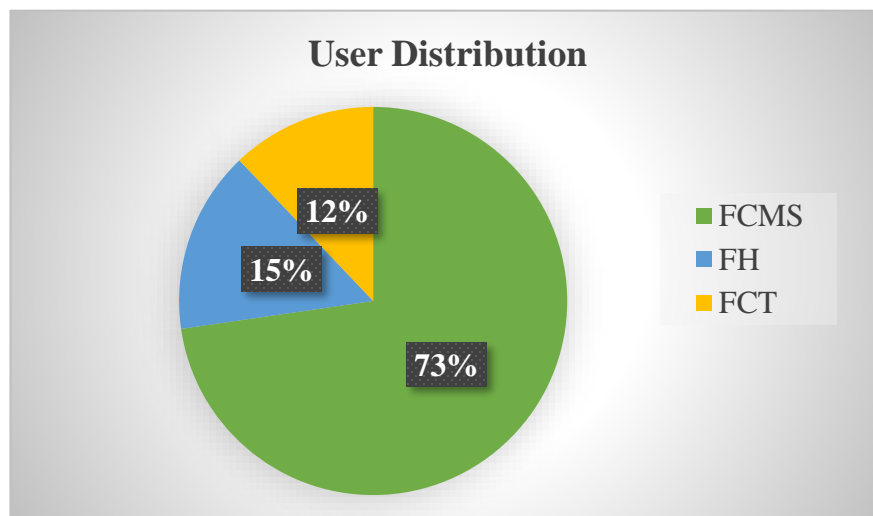**User survey on online library resources and services during the Covid-19 pandemic: A case of University of Kelaniya**
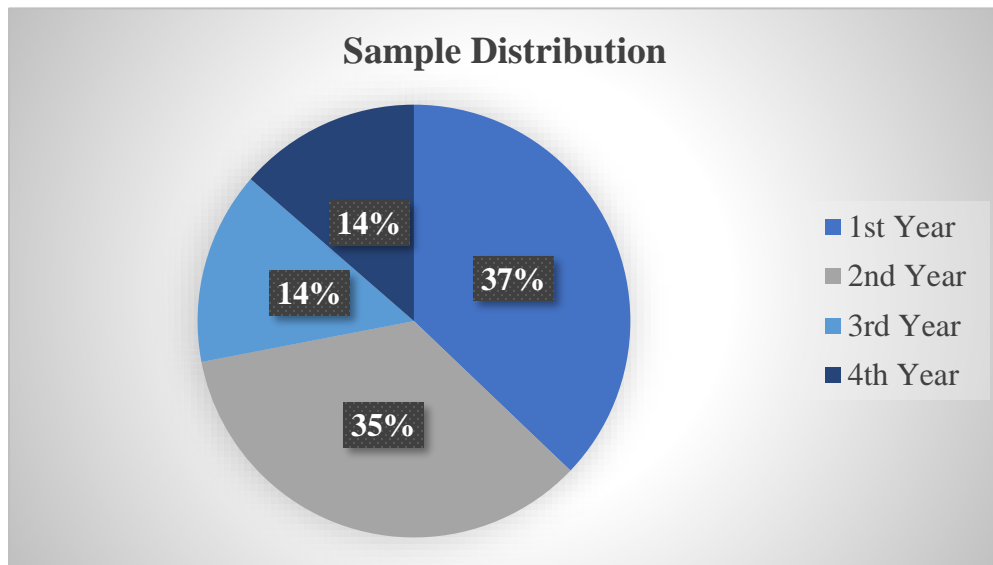
R.A.A.S. Ranaweera[1,] A.P.U. De Silva[2] & A.S. Rubasinghe[3]

Summary: This descriptive research was conducted to identify the user satisfaction on online library resources and library services offered by the University of Kelaniya during the Covid-19 pandemic. University of Kelaniya has six faculties, i.e. Social Sciences, Humanities, Science, Commerce and Management Studies, Medicine and Computing and Technology. This study was limited to the three faculties located in the Dalugama and Paliyagoda premises. The total population of this study was 5460 undergraduates and based on the Krejcie and Morgan sample size determination table, 357 undergraduates were selected as the study sample from the faculties of Commerce and Management Studies (FCMS), Computing and Technology (FCT) and Humanities (FH). Convenience sampling method was used for this study. Primary data for this study was collected through a structured questionnaire developed under key areas of library services and resources used by the undergraduates of the University of Kelaniya. An online questionnaire was distributed among the study sample via Google form.
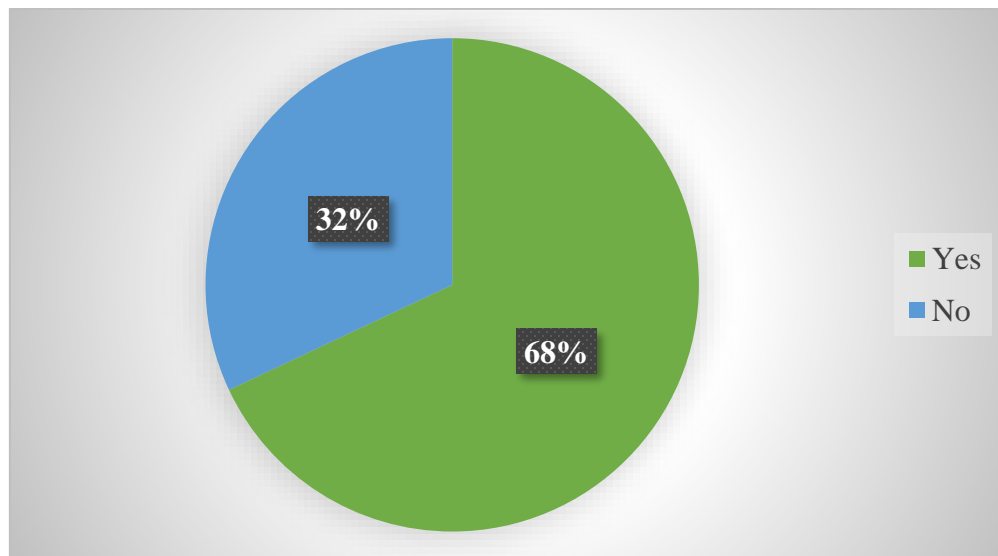
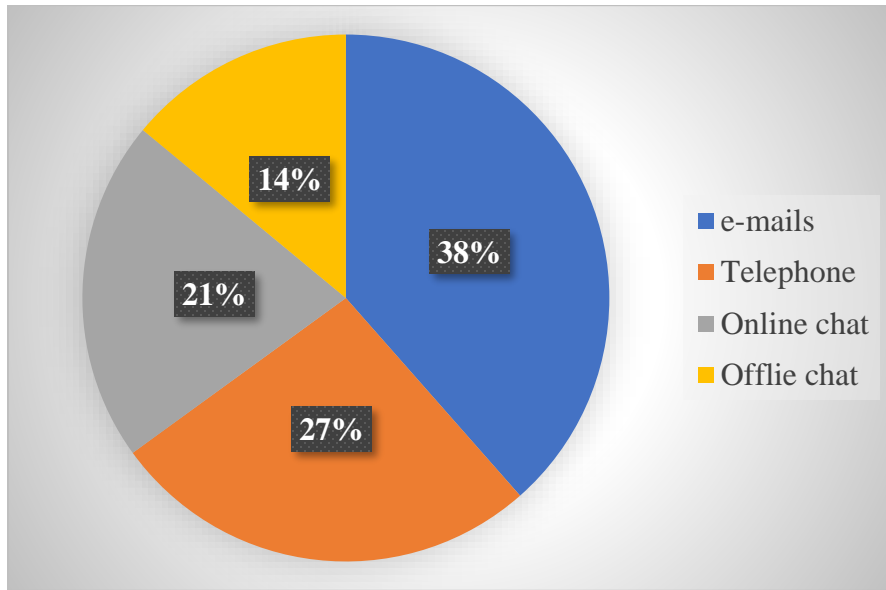**Sample distribution- Faculty wise**
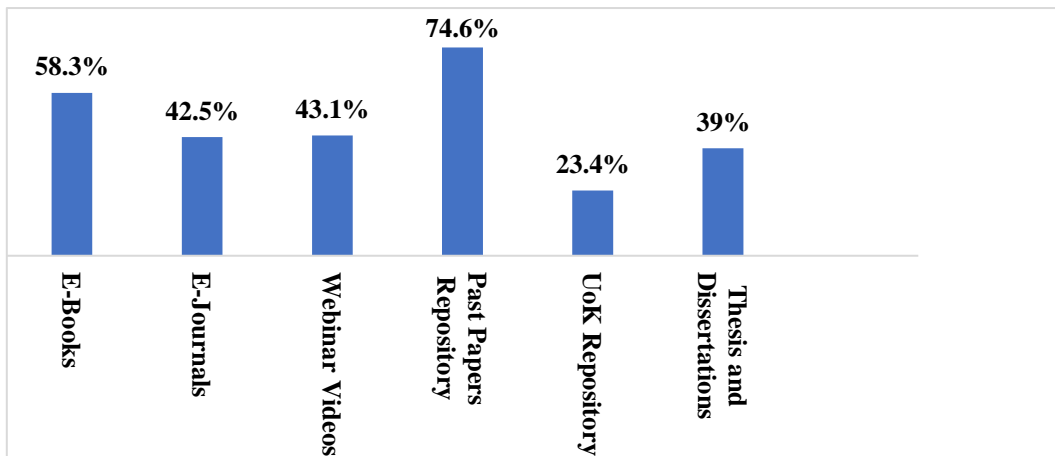
Sample distribution- Year wise

Sample Distribution

Legend: 1st Year, 2nd Year, 3rd Year, 4th Year

37% — 1st Year
35% — 2nd Year
14% — 3rd Year
14% — 4th Year

Visiting the library

Legend: Yes, No

68% — Yes
32% — No

Contacting Library Staff

■ e-mails	38%
■ Telephone	27%
■ Online chat	21%
■ Offlie chat	14%

Usage of Online library resources

Resource	Percentage
E-Books	58.3%
E-Journals	42.5%
Webinar Videos	43.1%
Past Papers Repository	74.6%
UoK Repository	23.4%
Thesis and Dissertations	39%

User satisfaction on online library resources and library services