

DIGITAL LIBRARY SERVICES AND READER'S SATISFACTION: A LITERATURE REVIEW

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ABSTRACT

In the present age of information, all libraries have been initiated to update and digitize themselves for the purpose of modernizing information services. The need for digital services has been met by providing ICT and machine oriented services. Therefore, in order to improve the services and survival of libraries, it is imperative to measure user satisfaction in terms of digital resources. Therefore, this paper attempts to determine the actual research gap by analyzing the previously organized research through a long literature review. So that a background can be identified for starting research gap oriented new research.

KEYWORDS: *Digital Library Services; User Centric Approach; User Satisfaction; User Perception; Digital Library Literature*

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