

# Users' Satisfaction with Library Information Resources and Services: A Case Study College of Health Sciences Library Niger Delta University, Amassoma, Nigeria

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## Abstract

This study investigated users' satisfaction with library information resources and services at the College of Health Sciences (CHS) library Niger Delta University, Nigeria. The objective was to determine the level of users satisfaction with library information resources and services. 2 (two) research questions were formulated to guide the study. The survey research design was adopted, using a population of 687 registered users in the College of Health Sciences Library. The sample size of 180 was selected through random sampling technique. The instrument used for data collection was a self-designed questionnaire. Among the results of the study showed that users were satisfied with the lending services of library, renewal of library materials and longer hours of internet services in the library. It was also revealed in the study that users were dissatisfied with the limited reference materials in their various subject areas, national and international journals because they were not up to date.

**Keywords:** university library, library information resources and services, users satisfaction.

## INTRODUCTION

The university library is seen as the heart of the university because the library can stand on its own, but the university cannot stand on its own. In universities, the three major infrastructure are laboratories, teachers/classrooms and libraries that contain rich and balanced information resources including equipment that can support the teaching, learning and research work

(Ajibero, 2004). It is for this reason that Olanokun and Salisu (1985) described the library as the nerve centre of an educational institution and a place where information is provided to serve all patrons irrespective of their ages, political and ethical background, religion, sex, etc. It could be seen that the role of universities cannot be achieved without the presence of library that is adequately equipped with printed materials, information and communication technology and its related facilities, well trained staff and a high level of services to users that will satisfy their information needs.

Zeithman and Bitmar (2000) defined users' satisfaction as the means which users determine that a product or service meet the required needs and expectations. If the products or services do not meet their needs or expectations, it is therefore assumed that they are dissatisfied with the product or services. Similarly, Iwhiwhu and Okorodudu (2012) stated that users satisfaction of library information resources and services is a way in which users judge the adequacy of the library information resources and services rendered to them and also if their expectations are provided to them. Library user satisfaction implies how users feel after using the information resources and services and their willingness to return to the library when next they need information (Ikenwe and Adegbilero-Iwari, 2014). According to Ijiekhuamhen, Aghojare and Lerdinand (2015) the level of using the library depends on users' satisfaction with the available information resources and services rendered to them.

In a nutshell, users' satisfaction could be considered as the satisfaction users derive from the library by using the various types of information resources and services to fulfil their information needs for their various daily activities. Thus, the availability of quality information resources and services in libraries do have a significant influence on users' satisfaction. When users are satisfied with library information resources, they not only come back but speak well of the library to other users. It is therefore important to investigate users' satisfaction with library information resources and services in CHS Library, Niger Delta University in order to assure that users' information needs are continually being met.

## Statement of the problem

In any institutions libraries are known for providing information resources and services to support teaching, learning, research and community services. Therefore the quality of information resources and services rendered should be standard to meet the users' expectations. It is through the users that librarians can determine if the library information resources and services rendered to users are satisfactory or not. Without the users patronizing

the library information resources and services it will look like a warehouse.

Therefore, investigating users' satisfaction with library information resources and services will determine the level of satisfaction of library resources and services for future developments. It is in the light of the above that the researchers wish to answer the question; are users of CHS library, Niger Delta University satisfied with the information resources and services render to them?

### **Purpose of the study**

The general purpose of this study is to determine users' satisfaction with information resources and services in CHS library, Niger Delta University. The specific purposes of the study are:

1. To examine users' satisfaction with library information resources in CHS library, Niger Delta University.
2. To determine users' satisfaction with library services in CHS library, Niger Delta University.

### **Research questions**

The following research questions were formulated to guide the study.

1. What is the level of users' satisfaction with library information resources in CHS library, Niger Delta University?
2. What is the level of users' satisfaction with library services in CHS library, Niger Delta University?

### **REVIEW OF RELATED LITERATURE**

The essence of libraries is to satisfy the needs of its users by providing information resources and services that meet the university programmes curriculum. According to Igben (1993) a library is most functional if the services provided correspond closely with the information needs of its users. Edem and Edem (2002) conducted a study on level of utilization of reference information resources in the University of Calabar Library. Two hundred and fifty (250) respondents returned usable questionnaires. The findings showed that 127(50.80%) respondents were satisfied with the quality of reference information sources services, but 73(29.20%) respondents were neutral in assessing their level of satisfaction. With this result, it could be said that the library users were satisfied with the reference information services provided in the University of Calabar

In the same vein, a study on user satisfaction with library information resources and services in Nigeria Agricultural Research Institutes was conducted by Ezeala and Yusuff (2011) the finding shows that users were dissatisfied with the library orientation, photocopying services, bindery services, inter library loan services, weekend library services, electronic library information resources and internet services. It was also found that users were satisfied with duration of loan services, opening hours of library, the lighting system of the library and the number of computers available. It could be said that the reasons why users might be dissatisfied with inter-library loan services is that most libraries are not willing to engage in inter-library loan because the information resources they have are not sufficient for their users.

Oyelekan and Iyortsun (2011) conducted a study on evaluative study of reader services in University of Agriculture library, Makurdi. The study revealed that users were satisfied with lending services, reserve materials services and bindery services. The study also showed that inter library loan, current awareness, library orientation and photocopying services were not suitable to them.

Saika and Gohain (2013) conducted a study on user's satisfaction on Library Resources and Services in Tezpur University (India). The finding shows that majority 71 (44.65%) of the respondent were satisfied with the text books, 63 (39.62%) of the respondent were highly satisfied with the online database resources and 63 (39.62%) of the respondent were also satisfied with the regular supply of newspapers/magazine. The finding also revealed that majority of the respondents were satisfied with the electronic information services, library orientation programme to fresher, current awareness services, reservation of library resources to users, reprographic services. It was however, discovered that users were dissatisfied with the mobile alert services.

Ogbuiyi and Okpe (2013) evaluated the use of library materials and services in private universities in Nigeria. Among the objectives of the study was to investigate the degree of users satisfaction in the library materials and perception of services. The study shows that 60% of the respondents agreed that the textbooks were adequate, 72% of the respondents agreed that the supply of newspaper in the library was regular and 59.9 % respondents accepted that the reference services was perfect.

An evaluation of user satisfaction with library services at the University of Limpopo, South African, was conducted by Motiang, Wallis and Korodia (2014) the study shows that the level of user satisfaction of library opening hours, library registration, duration of loan services and available resources such as books and journals, was generally high. It was discovered that access to electronic resource databases and quality of photocopy services was also high. It can be seen from this study that there is need to provide high quality services to library users. This encourages users to use the library for their information needs.

Ikenwe and Adegbilero-Iwari (2014) investigated utilisation and user satisfaction of public library

services in South West, Nigeria in the 21<sup>st</sup> century. Among the objectives of the study was to determine if users were satisfied with the library services. The showed that users were satisfied with lending services, user's education and current awareness services, while they expressed dissatisfaction with internet services and photocopying of materials in the library.

Users satisfaction with academic library performance was conducted by Ijiekhuamhen, Aghojare and Ferdinand (2015) the study revealed that users were satisfied with the photocopying and scanning services, current books on shelves, access to electronic information resources such as books and journals, complete relevant journals, friendly users card catalogue to locate resources, longer hours to locate resource via the internet and the opening hours were suitable.

Ikolo (2015) examined user's satisfaction with library services: a case study of Delta State University Library. It was discovered that library users were not satisfied with reference services, inter-library loan services, electronic database services, photocopying services, bindery services, weekend library services, book lending services, CD- ROM services and indexing and abstracting services. It was also seen that library users were not satisfied with the existing textbooks available on shelves, internet services, newspapers/ magazines, journals and the inability to borrow books from the library. But they were satisfied with working hours of the library, thesis/ dissertation services.

Despite the availability of studies on users satisfaction with library resources and services in university libraries. However, no study was found to have been conducted on user's satisfaction with library resources and services in the College of Health Sciences Library, Niger Delta University. It is in the light of the above that this study tends to fill this gap in knowledge.

### Methodology

The research design adopted for this study was survey research design. Odimegu-Ike (2014) stated that survey research seeks to document and describe a situation, what exist or the present state of existence at the time of investigation. The population of this study consists of 687 registered undergraduate library users in the College of Health Sciences in 2014/2015 academic season. Out of the 687 registered undergraduate library users, a sample size of 180 users was used. A self-structured questionnaire titled: Users Satisfaction with Information Resources and Services in College of Health Sciences Library, Niger Delta University was developed in gathering data from respondents. Four Likert like scale technique of highly satisfied, highly dissatisfied and dissatisfied was used. Data gathered were analyzed using mean and standard deviation.

### Discussion of Findings.

Out of the 180 copies of the questionnaire distributed 160 (88.9%) was retrieved, comprising of 110 (68.75%) male and 50 (31.25%) female users in CHS library, Niger Delta University.

**Research Question 1.** What is the level of users' satisfaction with library information resources in CHS library, Niger Delta University?

**Table 1.** Analysis of Mean of Level of Users' Satisfaction with Library Information Resources in CHS Library, Niger Delta University.

S/N	Satisfaction with library resources	Highly Satisfied	Satisfied	Dissatisfied	Highly Dissatisfied	Mean
1.	Library bulletin and newsletters	-	-	76	84	1.47
2.	National and international journals	24	20	53	63	2.04
3.	Books on the shelves.	16	23	45	76	1.87
4.	Comprehensive online databases resources in my subject areas.	-	-	63	97	1.39
5.	Comprehensive project and thesis collection.	-	-	91	69	1.57
6.	Comprehensive electronic resources such as CD ROMs	-	-	82	78	1.51
7.	Reference materials in my subject areas.	25	21	56	58	2.08
8.	Newspapers in the serial section.	45	23	65	27	2.54
9.	Numbers of computers in the library for users to source information.	23	26	70	41	2.19
10	Regular subscription of online databases.	-	-	67	93	1.42

Table 1 shows that respondents with a mean score of 2.54 respondents accepted that they were highly dissatisfied with the newspapers services in the serial section. A mean score of 2.19 respondents agreed that they were dissatisfied with the number of available computers in the library for users to source online information. A mean core of 2.08 respondents accepted that the reference materials in their subject areas were not up to date. It was also seen that a mean score of 2.04 respondents accepted that they were dissatisfied with the national and

international journals because they were not up to date.

It could be seen from the table that respondents with a mean score of 1.87 respondents accepted that they were highly dissatisfied with the books on the shelves, this finding contrast Ogbuiyi and Okpe (2013) findings that majority of the respondents used for their study accepted that there were adequate text books in the private universities library that were used for their study. Respondents with mean score of 1.57 accepted that they were dissatisfied with project and thesis collection resources in the library. Respondents with mean score of 1.51 did agree to the fact that electronic resources such as CD ROMs were not comprehensive. In support of this finding was the study by Ikolo (2015) that library users in Delta State University were dissatisfied with CD ROMs services provided. Respondents with mean score of 1.47 accepted that they were highly dissatisfied with the library bulletin and newsletters. Respondents with mean score of 1.42 accepted that the subscription of online databases were not regular and were inadequate online databases resources in subject areas had mean score of 1.39 respondents that agreed to this fact. This finding is not in agreement with the study by Saika and Gohain (2013) on user's satisfaction on library resources and services in Tezpur University, India, which showed that users were satisfied with electronic databases information services provided.

**Research Question 2.** What is the level of users' satisfaction with library services in CHS library, Niger Delta University?

**Table 2.** Analysis of Mean of Level of Users' Satisfaction with Library Services in CHS Library, Niger Delta University

S/N	Satisfaction with Library Services	Highly Satisfied	Satisfied	Dissatisfied	Highly Dissatisfied	Mean
1.	Opening hours of the library.	74	42	34	10	3.13
2.	Operate an enquiry/reference service.	15	21	52	72	1.87
3.	Photocopying services.	6	4	68	82	1.59
4.	Inter-library loan service.	-	-	67	93	1.42
5.	Library orientation services.	-	-	87	73	1.45
6.	Lending services of the library.	89	61	7	3	3.47
7.	Downloading and printing of Online resources services.	45	67	23	25	2.82
8.	Full access to subscribe database resources.	-	-	98	62	1.61
9.	Projectors lending services.	33	12	50	65	2.08
10.	Laptops lending services.	-	-	89	71	1.56
11.	Notification of conferences, seminars and workshop services.	-	-	69	91	1.43
12.	Notification of new arrival of library materials.	-	-	72	88	1.45
13.	Renewal of library materials.	67	88	3	2	3.38
14.	Bindery services.	-	-	70	90	1.44
15.	Computer literacy skill services.	-	-	50	110	1.31
16.	Current awareness services.	-	-	76	84	1.47
17.	Document delivery services.	-	-	88	72	1.55
18.	Weekend library services.	-	-	74	86	1.46
19.	Longer hours of internet services in the library.	89	50	13	8	3.37
20.	Library catalogue is user friendly.	-	-	97	63	1.61

Looking at table 2 it could be seen that mean score of 3.47 respondents were highly satisfied with the lending services of the library. This finding is not in line with Ikolo (2015) who found out in Delta State University library that users were dissatisfied with the lending services because they cannot borrow books from the library to use. Renewal of library materials was rated with a mean score of 3.38 respondents. Longer hours of internet services in the library had a mean score of 3.37 respondents. The opening hours of the library was rated by the responded to be highly satisfied with mean score of 3.13 respondents. This confirms the findings of Motiang, Wallis and Korodia (2014) and Ikolo (2015) that library users were satisfied with the library opening hours of their library services. A mean score of 2.82 respondents accepted that they were highly satisfied with down loading and printing of online resource services in the library.

Based on the means score of 1.89 – 1.31 respectively, it could be seen from the table that respondents were dissatisfied with the following library services; operate an enquiry/ reference services, full access to subscribe database resources, library catalogue to locate materials, document delivery services, current awareness services, weekend library services, notification of new arrival of library materials, library orientation, bindery services, inter library loan and computer literacy skills services.

### Summary of the Findings.

The major findings of this study conducted on users' satisfaction with library information resources and services: a study of College of Health Sciences Library, Niger Delta University can be summarized as follows:

That library users were dissatisfied with the following library information resources: reference materials in their subject areas were not up to date, national and international journals because they were also not up to date, inadequate books on the shelves, adequate project and thesis collection in the library, electronic resources such as CD ROMs were not comprehensive, library bulletin and newsletters, subscription of online databases were not regular and inadequate online data base resources in their different subject areas.

The study also revealed that library users were satisfied with the following library services: Lending services, renewal of library materials, longer hours of internet services in the library, suitable opening hours, downloading and printing of online resource services. It was also seen that library users were dissatisfied with the enquiry/reference services, full access to subscribe database resources, library catalogue to locate materials, document delivery services, current awareness services, weekend library services, notification of new arrival of library materials, library orientation, bindery services, inter library loan, computer literacy skills services, newspapers in the serial section, computers in the library for users to source information.

### Conclusion.

It is interesting to states that users of this study were not totally dissatisfied with the library information resources and services rendered to them. It was also seen from this study that there were lots of deficiencies in library information resources and services in CHS library Niger Delta University. This indicates that there are lot of work to be done in order to improve on the library resources and services rendered to library users.

### Recommendations.

Based on the above findings the following recommendations are made:

1. There is need to train library staff in order to improve on the library services rendered to library users.
2. The library should improve on the bindery services section, computer literacy skill for users, electronic information services and photocopying services this are avenues which the library can use in generating internal funds to develop it resources and services to users.
3. The parent body should provide adequate funds to the university library to enable the library Funds from agencies such as Tertiary Education Trust Fund (TETFUND) meet for libraries should be used judiciously to develop the library.
4. Levies paid by students such as library and ICT services should be geared toward such purpose only and not deviated to other purposes by the university management.

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