LAFIA JOURNAL OF LIBRARY AND INFORMATION SCIENCE
Volume 2, Number 1, 2022.
https://lalibjournals.org/index.php/LJLIS
ISSN: Print - 2814-0702, Online - 2814-0710
LJLIS

USE AND USER SATISFACTION WITH LIBRARY INFORMATION RESOURCES AND SERVICES IN FEDERAL UNIVERSITY OF KASHERE LIBRARY

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Abstract
This study investigated the use and user satisfaction with library information resources and services at the Federal University of Kashere Library Gombe State, Nigeria. Survey research was adopted, using a population of 3920 registered users with the Library. The sample of 350 users was selected using Sample Size Calculator. Four research questions were formulated to guide the study. A structured questionnaire was used for data collection. In all, 350 questionnaires were distributed but only 342 were found usable, which gave a response rate of 97.7%. Findings revealed that majority of respondents used the library on daily bases for academic purposes; they used hardcopy and secondary sources of information resources more than electronic format; respondents were more satisfied with serial, circulation and reference services; they were dissatisfied with electronic resources services among others. The study recommended that, the library management needs to be intensify user education and orientations to enlighten the users more on the use of electronic information resources like e-books, e-journal, e-newspapers, e-magazines, online databases rather than the present practice where they use printed information resources more; and to extending the library operational hours to afford users the opportunity of utilizing the services maximally, among others.

Keywords: User Satisfaction, Information Resources; Library Services; Library Use; Information Services.

Introduction

University libraries are charged with the responsibility of acquiring, processing, organising and disseminating information resources, also providing services in-relation to the aims and objectives of the library. Libraries provide various services all in order to meet the objective of the parent organisation and especially to the user of the libraries. Saikia and Gohain (2013) supported the statement thus, university library is a library attached to the university; it has a very vital role to play in meeting the multi-dimensional demands for information and knowledge of students, teachers and research scholars.

The library acquires information resources in various format of (hard copy such as book, journals, magazines, reference book and the soft copies like, e-book, e-journal, e-reference, database and their likes). Libraries, not just acquires such information resources to stack the library, but to provide necessary information and services in order to meet the needs of its user. In other to satisfy the need of the library user, the library must provide the right information resources to the user at the right time, which will satisfy patron information needs. It is necessary for information professionals to evaluate the use of information resources, services, events and the community they serve. They have the need to periodically measure the resources and services of their library as a way of ensuring that they are meeting the set objectives of the library. User satisfaction is widely used by Information professional to evaluate Information retrieval system success.

Similarly, Tiemo and Ateboh (2016) defined users' satisfaction as the means which users determine that a product or service meet the required needs and expectations. Users satisfaction with 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 library usage 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 federal university Kashere Library, Federal University of Kashere in order to ensure that users' information needs are continually being met.

Objectives of the Study

The main objective of the study is to examine the use of library resource and user satisfaction with Services of federal university of kashere library. The specific objectives were:

1. Identify the level of use of library resources and services by users.
2. Investigate the purpose(s) for using library resources and services.
3. Identify the extent of users' satisfaction with resources and services provided.
4. To find out the challenges associated with the use of resources and services provided.

Research Question

Stemming from the objectives the following research questions were raised

1. What are the use patterns of library resources and services by users in Federal University of Kashere, Library?
2. Find out the purpose(s) for using library resources and services.
3. How satisfied are users' with the resources and services provided by Federal University of Kashere, library?
4. What are the challenges associated with the use of resources and services provided in Federal University of Kashere, Library?

Statement of the Problem

In academic environment, libraries are the nucleus of their academic activities. They are known for providing information resources and services to support teaching, learning and research. Therefore the quality of information resources and services rendered should be standard to meet the users' information needs and services. It is through the users that library management can know if the library information resources and services are rendered efficiently. 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 has been observed by the researchers that FUK Library has invested heavily in acquisition of information sources, both print and electronic format. The library, having operated from 2012 to-date, is ripe enough for the stakeholders to assess her performance in terms of users' perception about the library

resources and services provided. Therefore, this study has been carried out, to know the actual use of the library resources and users' satisfaction with services rendered to facilitate the modification of the resource development and library services in this digital era.

Review of Related Literature

The core functions of university libraries is to satisfy the information needs of its users by providing relevant and current information resources and timely services in line with objectives of establishing the University. The academic and research productivity of faculty members and students in a university, depend on their access to quality information resource, which could only be found, mainly in their libraries. Therefore the role of the library in acquiring these resources cannot be over emphasized (Iyoro & Alade, 2020). Yeboah, Adams and Boakye (2018) state that library resources are beyond just the collection of the library, it include all facilities, personnel and financial resources. They also views library resources as materials (information resources), facilities, personnel, functions or activities of a library meant for helping users to satisfy their information needs. Library facilities include physical facilities such as accommodation, library furniture, ICT tools and equipments. In any academic environment, library resources are critically important for the achievement of the goal and objectives of the institution.

Academic libraries procure information resources, facilities and hire personnel so as to provide information services in order to meet the objective of its parent organisation. In meeting the need of its institution, it has to satisfy the need of it users, which are primarily students. Padmabvathi, Ningaiah and Biradar (2017) posit that University library invests huge amount of money every years on the purchase, process and storage of Information resources to satisfy the user needs. Hence there is the need for university library to understand the need of the user, how the use and how to satisfy them.

Arumugam, Balasubramani and Pratheepan (2019) revealed that most of the respondents (53.8%) use the library every day, 15.3% of respondents use library once in two days and once in a week and 8% respondents visit the library monthly once. Saikia and Gohain (2013) established that about 50% of the total respondents visit the library regularly mainly to borrow books, read newspapers/magazine and access online journals. They also found out that printed books are still occupying a predominant place in libraries to meet student information needs. Users of the library use a different kind of information resources available in the libraries for various reasons depending on the information need. The use of library

information resources involve all activities that the user of a library make use of the library information resources such as books, journals, e-books, e-journal, references resources, reading rooms, audio visual, magazine, newspaper and their likes.

Rajyalakshmi (2019) observed that, there is significant difference between the faculty members and the UG students with regard to the usage of Consortia and other electronic information resources in their libraries as indicated by Chi-square test, which is found to be statistically significant at 0.05 levels with 1 degree of freedom. It is also obvious that there is significant difference between the PG students and the UG students with regard to the usage of Consortia and other electronic information resources in their libraries as indicated by Chi-square test, which is found to be statistically significant at 0.05 levels with 1 degree of freedom. Moreso, Verma and Lalrokhawma (2018) revealed that majority of the respondents used the library to borrow books, 50% respondents for study, 42% respondents for update their knowledge. The other purposes of visit library are reading Newspaper (37%), photocopy (37%). Writing assignment (27%) and preparing the lecture (12%).

Tiemo, and Alaowei (2016) posited that user's satisfaction is derived from the library by using the various types of information resources and services to fulfil their information needs for their various daily activities. 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. In order to understand how satisfied the users of the library are, one needs to determine how the library users make use of the library. Library users come to the library to make use of the library for various reasons, assignment, research, reading or relaxing.

The provision of information resources and services by library is to meet the needs of its users. Therefore, this research is conducted to investigate the user's satisfaction with the information resources and services provided by federal university of kashere library.

Methodology

Survey research method was adopted for the study and questionnaire was the instruments used for data collection. The population of the study is 3920 undergraduate students that had registered with the University Library 2020/2021 academic session. Stratified sampling technique was employed to sample the entire registered population of undergraduate library users from each

level (100-500) in Federal University of Kashere respectively. Thus, 350 respondents were selected for the study based on 95% confidence level and 5% confidence interval of Sample Size Calculator. However, out of 350 questionnaires that were distributed, 342 were returned and were found useful because 8 copies were not returned. The completed and returned questionnaires were analyzed using descriptive statistics, percentage and frequency distribution.

Data Analysis and Discussion

This section is designed to examine the rate of University library users who have responded to the questionnaire which were used for the purpose of answering research questions. The analysis is presented in line with objectives of the study.

Table 1: Response Rate (350)

Status	Questionnaires Administered		Questionnaires Returned		Questionnaires Not Returned	
Statistics	N	%	N	%	N	%
	350	100	342	97.7	8	2.3
Total	350	100	342	97.7	8	2.3

NOTE: N = Frequency, % = Percentage

Table 1 shows that, out of 350 copies of questionnaires administered to the respondents, 342 copies was successfully completed and returned for analysis while the remaining 8 copies were not returned despite all the effort made by the researchers. This 342 (97.7%) out of 100%, which shows that, the responses for the study are sufficient to provide convincing data on behalf of the remaining 8 (2.3%).

Use of the University Library

In order to know the respondents use of the university libraries, options were given in the questionnaire to which the users were requested to indicate yes or no of their usage. Their responses were presented in Table 2.

Table 2: Use of Library by the Respondents (N=342)

S/N	Level of Respondent	N	YES	%	NO	%
1	500	17	17	100	0	0
2	400	103	103	100	0	0
3	300	78	75	96	3	4
4	200	86	86	100	0	0
5	100	58	56	97	2	3
	Total	**342**	**337**	**99**	**5**	**1**

Table 2 indicated the use of the library resources and services by the respondents. The total number of respondents that used the library were 337(99%) of 342 respondents. This could be attributed to proper awareness created among the respondents on the availability of library resources and services through orientations and user education by the university and library management. The question on usage of library resources and services were analysed based the level of research respondents. The respondents level that used the library resources and services most were level 500, 400 and 200 all with 100% each of their respondents levels. The level of respondents with the least use of the library resources and services was level 300 with 75(96%). This reveals most of the respondents uses the University library.

This implies that the users of the library knew the important and the relevance of the information resources available and service provided for their academic pursuit. This finding supported that of Arumugam, Balasubramani and Pratheepan (2019) which revealed that most of the respondents (53.8%) use the library every day, 15.3% of respondents use library once in two days and once in a week and 8% respondents visit the library monthly once.

The reason(s) for none use of the library by the respondents could be attributed to lack of awareness of the available library resources and services and lack of relevant information resources. These signify that the number of respondents that do not make use of the library is very low. Because 99% of them were aware of the availability of the resources and services as reported on the Table 2.

This finding corroborate with Verma and Lalrokhawma (2018) which reported that frequency of visit to the library by users are not too regular. That few respondents visited library daily followed by 3 times a week (26%), Weekly (20%), Monthly (12%) and occasionally (12%). In overall, the respondents are not very much regular to visit library.

Frequency of Use

To find out the resources and services use patterns of the respondents, options of were given for the users to choose that is applicable to them. Their responses is provided in Table 3:

Table 3: Frequency of Use (N=337)

S/N	Time	N	%
1.	Daily	140	42
2.	Twice weekly	64	19
3.	Weekly	24	7
4.	Occasionally	109	32
	Total	**337**	**100**

Table 3 reveals that majority of respondents 140(42%) visits the library on daily bases to make use of the resources and services. On other hand, good of respondents 109(32%) indicates that they make use of library resources and services occasionally. May be when preparing for exams and continue assessment, which are usually considered as pick period of library usage by users. This implies that the frequencies of visit to the library by respondents were considered to be on the average of daily and occasionally, to make maximum use of resources and services.

This finding corroborate with Ijiekhuamhen, Aghojare and Lerdinand (2015) which revealed a high number of the respondents indicating daily visits of the library. The high level of using the library depends on users' satisfaction with the available information resources and services rendered to them. These reveals that user of federal university Kashere are satisfied with the resources and services provided to them.

Reason(s) for Using the Library

To ascertain the various reasons for which respondents use the library resources and services, the respondents were provided with options in the questionnaire and requested to tick as many as possible the reasons for which they use the resources and services provided by the library. Table 4 provides information on the reasons for using resources and services.

Table 4: Reason(s) for Using the Library (N=337)

S/N	Reasons	N	%
1.	Class assignment	80	24
2.	Examination	40	12
3.	Instructional preparation	20	6
4.	Leisure and recreational purposes	20	6
5.	Personal development	72	21
6.	Research work	128	38
7.	Searching for Job opportunities	0	0
8.	Searching for scholarships and grants	0	0
9.	Update knowledge	80	24
10.	Watching online games and videos	0	0

Table 4 indicated the reason(s) for using the library resources and service by the respondents which majority of them use the library for research work 124(38%), followed by class assignment (80/ 24%) and knowledge update (80/24%). This implies that majority of the respondents uses the library for academic purposes, which is the major objective for establishing a library in academic environment. On the other side, all the respondents were not using the library resources and services for searching for job, scholarships and grants, and watching online games and videos. This could be attributed to awareness of respondents about the cardinal objectives of the university library that is more of academic purposes than leisure and entertainment aspects. But respondents should be made to know that university library provides information resources and news on scholarship, grants and videos which are academically relevant.

This support the finding of Quardri *et al* (2014) who reported that majority of the users in private universities in Ogun state use the library for the purpose of doing assignment. This indicates that the respondents use the library mostly for academic and scholarly reasons. Also, supported that of Verma and Lalrokhawma (2018) which revealed that majority of the respondents visited library to borrow books, 50% respondents for study, 42% respondents for update their knowledge. The other purposes of visit library are reading Newspaper (37%), photocopy (37%). Writing assignment (27%) and preparing the lecture (12%).

Most Used Information Resources

The study sought to find out the information resources most used by the respondents, options were given for the users to choose as many types of information resources that is applicable to them. Their responses are provided in Table 5.

Table 5: Most Used Information Resources (N=337)

S/N	Information Resources	N	%
1.	E-Books	24	7
2.	E-Journals	16	5
3.	E-Reference Materials	6	2
4.	Printed Books	300	89
5.	Printed Journals	16	5
6.	Printed References Materials	12	4
7.	E-Magazines	0	0
8.	E-Newspaper	6	2
9.	Dissertation / Thesis / Projects	25	7
10.	Printed Newspaper	17	5
11.	Printed Magazines	16	5

Table 5 shows that majority of the respondents 300(89%) preferred to use hard copy books of the library than electronic format of information resources available in the library. The study further reveals that the most electronic information resources in the library were under-utilized as such. E-Magazines were never used by any respondents, e-newspapers 6(2%), e-reference materials and e-journals 16(5%) were minimal used by few respondents.

This implies that the most used information resources in the library were books in codex form, which are secondary sources of information. But the primary sources of information, which provides current information sources for scholarly activities, were not properly utilized by the respondents. This could be attributed to lack proper orientation and awareness on the importance of primary and electronic information resources by the respondents. Still, the ease of access, retrieval and use of current electronic information resources cannot be overemphasized to library users. This could enable the respondents understand the relevant of electronic primary source of information. The finding is in line with the findings of Verma and Lalrokhawma (2018) which revealed that preferred information source used by majority of respondents were text books followed by Newspaper (50%), Magazines/ periodicals (25%) and reference book and journals (20%). No respondents were using e-journals and e-book. Also, that of Rajyalakshmi (2019) which reported that there is significant difference between the PG students and the UG students with regard to the usage of Consortia and other electronic information resources in their libraries as indicated by Chi-square test, which is found to be statistically

significant at 0.05 levels with 1 degree of freedom. This implies that majority of the respondents used hard copy information resources in the library compare to other format, which are primary sources of information.

User Satisfaction with Services in the Library

To find out the level of the satisfaction of the respondents, they were asked to express their satisfaction or not with regard to services provided in the library, as presented in Table 6.

Table 6: Services Provided in the Library

S/N	Library Services	Satisfied		Undecided		Not Satisfied	
		N	%	N	%	N	%
1	Resources development services	212	63	45	13	80	24
2	Access points services	157	47	110	33	70	21
3	Circulation services	245	73	42	12	50	15
4	Reference services	245	73	52	15	40	12
5	Reserved services	200	59	70	21	67	20
6	Serial services	250	74	36	11	51	15
7	Current Awareness Services [CAS]	180	53	83	25	74	22
8	Selective Dissemination of Information [SDI]	164	49	104	31	69	20
9	E-Resources services	184	55	36	11	117	35
10	Printing services	170	50	92	27	75	22
11	Reprography services	201	60	80	24	56	17
12	Bindery Services	196	58	75	22	66	20
13	Cleaning services	201	60	46	14	90	27
14	Convenience services	182	54	57	17	98	29

Table 6 reported the library services respondents were satisfied and otherwise with as provided by the library. Serial service 250(74%) were indicated by majority of the respondents which they were satisfied with. While on the most used resources on the Table 5, the respondents stated minimal use of the periodicals like e-magazines were never used by any respondents, e-newspapers

6(2%), and e-journals 16(5%) merely reporting contrary observations by the respondents on the two variables. Again, circulation services and reference services 245(73%) were all stated by the respondents as the satisfied services. These services are the major front line ones that serves as the image maker of the library, where library users have direct contact with library personnel most.

On the other side, respondents were not satisfied with electronic resources services. This is in agreement with minimal use of electronic information resources indicated on the Table 6 by the respondents. It could be attributed to inadequate facilities for provision of electronic library resources and services such as the networks, databases, computers, technical skills, printers etc. Selective dissemination of information 164(49%) was reported as one of the services respondents were not satisfied with. This could be because SDI by nature of its service is difficult to reach out to individual respondents whom are many in number. Equally, good number of respondents 110(33%) were undecided on the access points services of the library resources accessible electronically.

This corroborates with the findings of Saika and Gohain (2013) which shows that majority of the respondents were satisfied with the use of text books, while, 40% of the respondent were highly satisfied with the use of online database resources and 39% of the respondents were also satisfied with the regular supply of newspapers/magazine. The finding also revealed that respondents were satisfied with the electronic information services, library orientation programme to fresher, current awareness services, reprographic services. The finding implies that users of the library were satisfied with the services provided.

Challenges Associated with the Use of Library Resources and Services

In order to establish the challenges associated with the use of Library resources and services. The respondents were asked to states challenges they face in the course of using the resources and services respectively and the responses were presented on the Table 7:

Table 7: Challenges Associated with the Use of Library Resources and Services

S/N	Challenges	N	%
1	Attitude of library staff	72	21
2	Inability to access material from the electronic resources	48	14
3	Inadequate facilities/poor supportive infrastructure	48	14
4	Lack of assistance from librarians	40	12
5	Lack of awareness of electronic information resources/services	112	33
6	Lack of constant power supply	224	66
7	Lack of time to search the library information resources	64	19
8	Lack of training on how to access and use the library resources	96	28
9	Library fine of defaulters	8	2
10	Library Not user friendly	32	9
11	Library opening hours are not convenient	144	43
12	Poor shelf reading	32	9
13	Relevant books are kept in reserve section	40	12
14	Slow / low bandwidth	40	12
15	Unclear terminology of EIRs search	24	7

Table 7 reflects the challenges affecting the use of library resources and services by respondents. The challenges that mostly affect the use of library resources and services in the University library were: lack of constant power supply 224(66%) and inconvenient library opening hours 144(43%). Again, lack of awareness of electronic information resources/services 122(33%) and lack of training on how to access and use the library resources are also some major challenges reported by the respondents that affect the use of the library information resources and its services. This may be that the library users are not exposed to workshops, conferences and orientations on how to access and use the resources and awareness were not timely created about the existence of the resources and services.

Conversely, library fine of defaulters 8(2%), unclear terminology of EIRs search 24(7%), and library not user friendly 32(9%) were the challenges reported by a few respondents. These challenges only affected fewer library users in the course of accessing and using library resources and services. This implies that challenges associated to the use of libraries resources and services of this study were mostly challenges that the library management and staff could resolve it by applying ideal

library operations like organising more train on the appropriate use of library resources and its services.

This finding is most similar to that of Arumugam, Balasubramani and Pratheepan (2019) which highlights that 39% of the respondents indicates library timings as main barrier, 38.5% respondents feel that resources are inadequate, 15% of the respondents feel that internet connection is slow, 8.% respond that there is a lack of library staff support in indentifying the resources.

Conclusion

The satisfaction of library patron's with library resources and services need development of relevant information resources and delivery of high quality users services in order to achieve the objectives of establishing libraries in an academic environment. The libraries are changing from print to electronic information resources to provide relevant and up-to-date information resources with a view to satisfy needs of users. To this end, it is expected of management of the libraries to carefully assess their user's information and services needs and thereafter make adequate provision for such. It is only then, that users will be satisfied with the library available resources and services.

Recommendations

The study made the following recommendations:

1. The library management should improve their awareness campaign on library resources and services to users, this will inform user of the resources available like e-books, e-journal, e-newspapers, e-magazines, online databases etc rather than the present practice where they use printed information resources more.
2. The library management need to increase the library operation hours in order to afford users the opportunity of utilizing the resources and services maximally.
3. Acquire more electronic information resources that are relevant to the curriculum of the institution.
4. The Library should provide State of the Art ICT facilities. Ensure that all the challenges, such as power outages, denial of access, network fluctuations and system breakdowns, are minimized in order to promote access and use of the electronic information resources and services in the library.

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