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EXPLORING USER SATISFACTION WITH LIBRARY SERVICES IN KADUNA STATE UNIVERSITY, KADUNA

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Abstract
The study investigates user satisfaction with library services at Kaduna State University, Kaduna, utilizing a survey research method. A total of 222 respondents within the study area were sampled, and questionnaire were employed for data collection. Out of the distributed questionnaires, 194 which represent 87.3% of 222 was completed and were deemed usable for analysis. Statistical techniques were then applied to analyze the collected data. The findings indicate a high frequency of responses, emphasizing the perceived importance of addressing user behavior and attitudes within the library context. Strategies aimed at fostering a culture of respect, cooperation, and appreciation for library resources among users were identified as instrumental in enhancing the relationship dynamics between staff and users, ultimately leading to a more positive and productive library experience for all. The study concludes that fostering good relations between library staff and users is crucial for the success and relevance of school libraries in today's competitive environment. It highlights the significant impact of positive relationships on users' understanding of the library's role and their engagement with academic work. The study recommends that the library should prioritize conducting comprehensive library orientations at the start of each academic session year. The orientations should aim to educate students about the diverse resources and services offered by the library and demonstrate the potential benefits of utilizing them. By proactively engaging students and providing them with valuable information about the library's offerings, the university can encourage greater usage and appreciation of library resources among its student body.

Keywords: User satisfaction, library, library services, Kaduna State University, accessibility, resources, staff assistance, user experience.

Introduction

Kaduna State University (KASU) stands as a cornerstone of higher education in the northern region of Nigeria, committed to providing quality learning experiences to its diverse student body. The university library, being a vital component of the academic infrastructure, plays a pivotal role in supporting the teaching, learning, and research

endeavors of the university community. Understanding the level of user satisfaction with library services is crucial for assessing the effectiveness of the library in meeting the information needs of students, faculty, and researchers within the dynamic academic environment of KASU. KASU, situated in the city of Kaduna, has experienced significant growth in enrollment and academic programs. As the university evolves, the library must adapt to the changing needs and expectations of its users. This study is prompted by the recognition that user satisfaction is not only a key performance indicator for library services but also a reflection of the overall academic experience at KASU.

Several factors contribute to the importance of studying user satisfaction with library services at KASU. First and foremost, satisfied users are more likely to make optimal use of library resources, engage in research activities, and contribute positively to their academic achievements (Adegbilero-Iwari 2014). Moreover, understanding the specific factors that influence user satisfaction, such as the availability of resources, the competence of library staff, and the accessibility of facilities, can inform strategic planning and decision-making within the university library. While there has been a wealth of research on user satisfaction with library services in various academic institutions globally, there is a distinct need for a focused study on KASU. Each university possesses unique characteristics and challenges, and thus, a tailored investigation into the satisfaction levels of its library users is imperative (Mitchel, Ape, & Ugbagir, 2022). This study aims to fill this gap by providing insights into the strengths and weaknesses of library services at KASU and offering recommendations for improvement.

The research objectives of this study include assessing the overall satisfaction levels of library users, identifying specific factors influencing satisfaction, and exploring opportunities for enhancing library services. To achieve these objectives, a surveys was distributed to a representative sample of KASU library users, encompassing students, faculty, and staff, to gather quantitative data. Anticipated outcomes of this study include a comprehensive understanding of the dynamics of user satisfaction with library services at KASU, providing a basis for strategic initiatives aimed at improving service quality, resource allocation, and staff training within the library. Ultimately, the findings will contribute to the ongoing efforts to ensure that the library remains a vibrant and responsive hub for academic and research activities at Kaduna State University, Kaduna.

User satisfaction is a crucial aspect of library evaluation processes, serving as a measure of how content users are with the services provided (Bangun, Dachyar, & Nurcahyo, 2023). It primarily hinges on the library's ability to understand and cater to user needs effectively. In essence, user satisfaction reflects the level of fulfillment experienced by patrons when utilizing library resources. Iwhiwhu and Okorodudu (2012) define it as the judgment users make regarding how well library services meet their expectations, while Ikenwe and Adegbilero-Iwari (2014) stress its significance in determining users' willingness to return for future information needs. Factors such as staff quality, resource availability, and information infrastructure significantly influence

user satisfaction. Evaluating user satisfaction is vital, as satisfied patrons not only continue using library services but also advocate for the library, thereby attracting more users.

Reference services, tailored to meet users' information needs, require continuous evaluation of user satisfaction to gauge their effectiveness and identify areas for improvement. Luos and Buer (2015) highlight the importance of evaluating reference services to understand strengths and weaknesses. User satisfaction serves as a critical indicator in this evaluation, providing valuable feedback on users' perceptions of the services offered. Rehman, Shafique, and Mahmood (2011) found that while users generally expressed satisfaction with various aspects of reference services in university libraries across Punjab, none were rated highly satisfying. Similarly, Tella and Oyedokun (2014) discovered that users were not particularly familiar with online reference services in Nigerian university libraries due to deficiencies in user education and publicity efforts, impacting satisfaction levels.

In a related study, Ebijuwa, Salami, and Isamotu (2016) evaluated users' perception and satisfaction with reference services at Olusegun Oke Library, Ladoke Akintola University of Technology (LAUTECH). Their findings revealed that users did not rate any category of reference services as highly satisfying. Various constraints were identified, including staff reluctance to assist users, difficulties in accessing reference materials, and the negative impact of users' education levels on their information literacy skills. These studies underscore the importance of continuous evaluation and improvement of reference services to enhance user satisfaction and overall library experience.

Libraries offer a wide range of services tailored to meet the diverse needs of their users, with variations based on factors like library type, collection, and staff size. However, certain fundamental services are common across all libraries, regardless of their specifics: 1. Lending or Circulation Service: This service involves lending books and other materials to registered library members for a specified duration. Also known as circulation service, it follows specific issue systems for lending and receiving books. While some libraries manage this manually, others have computerized systems in place. 2. Reservation of Documents: Libraries provide the option to reserve books in a user's name if the desired item is already on loan. Upon return, the library notifies the user, allowing them to borrow the reserved book. 3. Inter Library Loan: Recognizing that no library can possess every document required by its users, libraries often collaborate with others to share resources. Through interlibrary loan agreements, users can access materials unavailable in their home library. 4. Assistance in the Use of Library and Library Tools: Users unfamiliar with library layout or tools such as catalogues receive assistance to navigate the library effectively. This includes guidance on finding materials, using catalogues (including online versions), and locating reference books. 5. Reference Service: Providing personalized assistance in response to user queries, reference service aids in fact-finding, literature searches, bibliography compilation, and general inquiries.

Librarians utilize both in-house and external resources to fulfill user needs. 6. Reader Advisory Service: This service aids users in selecting appropriate reading materials, fostering a reading culture, particularly among schoolchildren. It aims to instill a positive attitude towards libraries and reading for lifelong learning. 7. User Orientation: Academic libraries often organize user orientation programs for new students at the beginning of each academic year. These programs acquaint users with library facilities, rules, collections, and services through lectures, tours, brochures, or audiovisual materials. These essential library services play a crucial role in facilitating access to information, supporting research and learning, and promoting a culture of reading and lifelong learning among users (Emem, 2017).

The utilization of library information resources and services by senior administrative staff of polytechnics in south-west Nigeria is impeded by various significant factors. Omotosho and Okiki (2012) highlighted inadequate funding as a primary challenge faced by library staff, hindering their ability to provide effective services to users. Consequently, library users, including senior administrative staff, may not be sufficiently motivated to access library resources and services. Moreover, many users lack awareness of the diverse services offered by libraries and the associated comfort and convenience. Tella and Ojo (2012) emphasized the importance of satisfying users' needs to enhance library services, advocating for a deeper understanding of user requirements to improve service delivery.

Another notable challenge is the lack of user training, trained staff, and maintenance, which can deter users from accessing CD-ROM database services, as observed by Khan (2011). Additionally, Mirtz (2010) and Ojedokun (2000), cited in Bhatti & Jumani (2012), identified various problems faced by libraries and their patrons, including inadequate funding, staffing, communication gaps, users' lack of information literacy skills, and insufficient infrastructure and resources. These challenges contribute to long service queues, outdated materials, and unreliable services, ultimately hampering user engagement with library resources.

From the users' perspective, Okello-Obura & Ikoja-Odongo (2010) highlighted negative attitudes towards e-resources access as a significant constraint, possibly stemming from difficulties encountered during access. Similarly, Agaba, Kigongo-Bukenya, and Nyumba (2008) noted inadequacies in facilities, connectivity issues, and poor computer communication systems as constraints to library information resources and services utilization. Furthermore, Gwang (2011) identified challenges related to the provision of library and information services in Nigeria, describing the professional practice as passive, reactive, and assertive, which further complicates efforts to address these constraints.

Statement of the Problem

The user satisfaction with library services provided by Kaduna State University Library, Kaduna, presents a critical concern within the academic community. Despite the

institution's efforts to cater to the needs of its users, there may exist persistent challenges or areas of dissatisfaction among library patrons. These issues could encompass various aspects of the library experience, including accessibility, resource availability, staff assistance, and overall service quality. Understanding the root causes of user dissatisfaction is essential for ensuring that the library effectively serves its academic community and meets the evolving needs of its users.

Okello-Obura & Ikoja-Odongo (2010) stated that factors contributing to user dissatisfaction is crucial for addressing the underlying issues and improving the overall quality of library services. This requires a comprehensive examination of the various components of the library experience, including user interactions with library staff, the adequacy of available resources, the accessibility of facilities, and the effectiveness of communication channels. By pinpointing areas of concern and understanding the reasons behind them, the institution can develop targeted strategies to enhance user satisfaction and optimize the library's contribution to the academic mission of the university (Bangun, Dachyar, & Nurcahyo, 2023).

Furthermore, the findings of this study on user satisfaction with library services at Kaduna State University Library, Kaduna, will provide valuable insights for library administrators and stakeholders. By understanding the specific needs and preferences of library users, the institution can tailor its services and resources to better meet the expectations of its academic community. This not only enhances the overall user experience but also contributes to the institution's reputation and competitiveness in the academic landscape. Ultimately, by addressing user dissatisfaction and improving library services, Kaduna State University can better fulfill its mission of providing a conducive learning environment for its students, faculty, and staff.

Objectives of the Study

The primary aim of this research is to assess the level of user satisfaction with library services provided by Kaduna State University Library, Kaduna.

Specific Objectives:

1. To analyze the factors contributing to a strained relationship between library staff and users at Kaduna State University, Kaduna.
2. To identify and propose strategies to resolve any issues causing a poor relationship between library staff and users of Kaduna State University Library, Kaduna.

Research Questions

To guide the study, the following research questions were formulated:

1. What are the underlying factors that contribute to a strained relationship between library staff and users at Kaduna State University, Kaduna?
2. What strategies can be implemented to alleviate any challenges leading to a poor relationship between library staff and users of Kaduna State University Library, Kaduna?

Research Methodology

This study utilizes a survey research design to comprehensively assess user satisfaction with library services at Kaduna State University (KASU). Employing a total enumeration approach, all 222 identified users who regularly access the library's resources and facilities are included in the study. (*Source: Student's Registration Record provided in the Reader's Services Section)*. The decision to employ a total enumeration approach in this study, encompassing all 222 identified users who regularly access the library's resources and facilities at Kaduna State University in Kaduna, is warranted due to several factors. Firstly, the relatively small size of the population ensures comprehensive coverage without introducing sampling errors. Secondly, the homogeneity of the population suggests that their experiences and perceptions of library services are likely to be similar, further justifying a complete enumeration. Additionally, conducting a total enumeration is logistically feasible and eliminates the need for complex sampling techniques, facilitating a detailed analysis of individual responses and providing nuanced insights into user satisfaction levels.

A structured questionnaire is developed based on validated scales and instruments used in previous research to ensure the reliability and validity of the data collected. The questionnaire encompasses various dimensions of library services. Data collection involves the distribution of the survey questionnaire to all 222 identified users either in-person or electronically, depending on respondents' preferences and convenience. A cover letter accompanies the questionnaire, explaining the study's purpose, ensuring confidentiality, and providing instructions for completion to facilitate informed consent. Ethical considerations, including confidentiality and anonymity, are strictly adhered to throughout the research process, with participants assured of the confidentiality of their responses. The research protocol is reviewed and approved by the relevant institutional review board or ethics committee to ensure compliance with ethical guidelines and standards. Upon completion of data collection, descriptive statistical analysis is employed to summarize the quantitative data obtained from the survey. Frequencies, percentages, means, and standard deviations are calculated to summarize respondents' satisfaction levels across various dimensions of library services. SPSS Version 23 was used to analyzed the data. The findings of this study will contribute to the enhancement of library services at KASU, informed by the comprehensive understanding of user satisfaction levels and preferences within the university community.

Data Presentation, Analysis and Discussion

The section on "Data Presentation, Analysis, and Discussion" serves as a critical component of research findings interpretation, providing a comprehensive overview of the collected data and its implications. In this section, the researcher presents the results of the study, analyzes the data to draw meaningful conclusions, and discusses the findings in the context of existing literature and research objectives, this section offers insights into user satisfaction with library services at Kaduna State University (KASU). The

presentation and interpretation of data aim to inform strategic decisions aimed at enhancing library services and addressing areas for improvement, ultimately contributing to the overall academic success and satisfaction of the university community. This table shows the factors that causes poor relationship between library staff and users of Kaduna State University Library, Kaduna.

Table 1: The factors that causes poor relationship between library staff and users of Kaduna State University Library, Kaduna

Options	Frequency	Percentage	Grand Mean	Grand Standard deviation
Users' lack of information literacy skills	26	28%		
Librarians are not approachable	-	0%		
Aggressive nature of the library staff	14	15%		
Exhibiting poor attitude towards using the library by the users	54	57%		
Total	**94**	**100%**	**3.02**	**1.2991**

Interpreting the data provided on Table 1, it's evident that respondents at Kaduna State University attribute a significant portion of the poor relationship between library staff and users to users' poor attitudes towards utilizing the library. With this factor comprising 57% of responses and contributing prominently to the overall grand mean of 3.02, it emerges as a focal point for improvement. The high frequency of responses underscores the perceived importance of addressing user behavior and attitudes within the library context. Strategies aimed at fostering a culture of respect, cooperation, and appreciation for library resources among users could prove instrumental in enhancing the relationship dynamics between staff and users, ultimately leading to a more positive and productive library experience for all.

Conversely, the absence of responses for the factor "Librarians are not approachable" does not diminish its potential significance. While it did not directly contribute to the grand mean due to its omission, the lack of mention may reflect either a genuine perception that librarians are approachable or a reluctance among respondents to voice concerns about staff accessibility. Nonetheless, ensuring the approachability of librarians remains a vital aspect of creating an inclusive and supportive library environment. Librarians' availability and willingness to assist users play a crucial role in facilitating effective communication, addressing concerns, and meeting the diverse needs of library patrons.

Overall, the data underscore the importance of addressing user attitudes and behaviors as a primary focus for improving the relationship between library staff and users at Kaduna State University. By implementing strategies to promote positive user engagement and fostering a supportive library culture, the university can work towards enhancing the overall satisfaction and effectiveness of its library services. Additionally, while the absence of responses for certain factors may suggest areas of strength, it's essential to remain vigilant and proactive in addressing potential concerns to ensure a positive and inclusive library experience for all stakeholders.

Table 2: The problem of poor relation between library staff and users of Kaduna State University Library, Kaduna

Options	Frequency	Percentage	Grand Mean	Grand Standard deviation
Educating users on using the library's resources	31	33%		
Provision of readers advisory services	17	18%		
library displays and exhibitions	-	0%		
Use of Library directional guides	15	16%		
Organization of library week to enlighten new students	31	33%		
Total	**94**	**100%**	**18.8**	**13.847**

Based on the provided data in Table 2, the options presented represent various strategies aimed at improving the relationship between library staff and users at Kaduna State University. Each option received a different frequency and percentage of responses, reflecting the perceived importance of these strategies among respondents.

The option "Educating users on using the library's resources" emerged as the most frequently chosen strategy, with 31 responses, accounting for 33% of the total. This indicates a strong recognition among respondents of the significance of educating users on effectively utilizing the resources and services offered by the library. Such educational initiatives can empower users with the necessary skills and knowledge to navigate the library independently, thereby fostering a more positive and productive interaction between users and library staff.

Similarly, the option "Organization of library week to enlighten new students" also received 31 responses, representing another prominent strategy identified by respondents. This strategy aims to introduce new students to the library's resources, facilities, and services during a dedicated week-long event. By providing orientation sessions, tours, workshops, and interactive activities, the library can effectively engage

new students and familiarize them with the library's offerings, contributing to their integration into the academic community and enhancing their overall library experience.

Conversely, the option "library displays and exhibitions" received no responses in the survey, indicating a potential area that may require further consideration or promotion. While library displays and exhibitions can serve as effective means of showcasing resources, promoting literacy, and stimulating interest among users, their absence from respondents' preferences suggests either a lack of awareness or perceived importance. Nonetheless, exploring innovative ways to incorporate displays and exhibitions into the library's outreach efforts could enrich the user experience and contribute to a more vibrant and engaging library environment.

Discussion of Findings

Research question one identified the factors contributing to the strained relationship between library staff and users at Kaduna State University Library, Kaduna. Table 1 illustrates those 54 respondents, comprising 57% of the total, attributed the poor relationship primarily to users' poor attitudes towards utilizing library resources. Conversely, only 14 respondents, or 15%, identified the aggressive nature of library staff as a significant factor. This finding aligns with Bhatti & Jumani's (2012) study, which highlighted issues such as inadequate funding, staffing, and communication barriers, along with users' lack of information literacy skills, as key challenges faced by libraries and their patrons.

For research question two, strategies to ameliorate the strained relationship between library staff and users were explored. The results of research question four indicate that 62 respondents, representing 66% of the total, advocated for educating users on utilizing library resources and organizing library weeks to orient new students as major strategies. Conversely, the use of library directional guides received the least support, with only 15 respondents, or 16%, endorsing it. This finding resonates with Nnadozie's (2016) findings, which emphasized public relations practices like integrated readers' services, library displays, and user education as crucial for enhancing service delivery and ensuring maximum library utility.

In summary, the study sheds light on the factors contributing to the strained relationship between library staff and users at Kaduna State University Library, Kaduna. Additionally, it underscores the importance of strategies such as user education and library orientation in addressing these challenges. By implementing these strategies, libraries can bridge communication gaps, foster positive user attitudes, and ultimately enhance the overall library experience for patrons.

Conclusion

Based on the findings of this study, it can be concluded that fostering good relations between library staff and users is crucial for the success and relevance of school libraries in today's competitive environment. The study highlights the significant impact of positive

relationships on users' understanding of the library's role and their engagement with academic work. Furthermore, it identifies potential negative tendencies among library users, such as losing focus, becoming disengaged, or developing nonchalant attitudes towards academic responsibilities. Implementing effective public relations programs can address these challenges and foster a supportive and engaging environment within the library. By promoting positive interactions and communication between staff and users, libraries can mitigate negative tendencies and encourage users to actively participate in their academic pursuits. Moreover, well-conceived public relations initiatives have the potential to harness users' talents and learning for the benefit of the broader community, thereby contributing to their personal and academic growth.

Additionally, good public relations practices not only enhance the library's social image but also contribute to continued goodwill, patronage, and support from the community. By building a positive reputation and fostering positive relationships with users and stakeholders, libraries can secure the necessary financial and emotional support to thrive and meet the evolving needs of their users. Overall, investing in effective public relations programs is essential for school libraries to remain relevant, foster positive user engagement, and garner support for their continued success.

Recommendations

Based on the findings of the study, the following recommendations are proposed:

1. Increase Awareness of User Education Programs: It is recommended that Kaduna State University Library implement strategies to raise awareness about user education programs. This could include incorporating information about these programs into the student's library handbook and organizing library tours for new students before they are granted access to library facilities. By familiarizing students with the available resources and services early on, they can better understand how to utilize them effectively, thereby enhancing their overall library experience and academic success.
2. Conduct Library Orientations at the Beginning of the Academic Year: The library should prioritize conducting comprehensive library orientations at the start of each academic year. These orientations should aim to educate students about the diverse resources and services offered by the library and demonstrate the potential benefits of utilizing them. By proactively engaging students and providing them with valuable information about the library's offerings, the university can encourage greater usage and appreciation of library resources among its student body. Additionally, ongoing efforts to promote awareness and engagement with library services throughout the academic year should be implemented to ensure sustained usage and support from students.

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