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USERS' SATISFACTION WITH LIBRARY AND INFORMATION RESOURCES AT ISA MUSTAPHA AGWAI 1 POLYTECHNIC, LAFIA, NASARAWA STATE, NIGERIA

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Abstract
This paper examines the library information resources available, and users' satisfaction with information resources at IMAP Library. A questionnaire was used as instrument for data collection. A Survey research design was adopted for the study and three hundred and forty-six (346), registered academic staff and students users were used as target population. While the sample size for the study was one hundred and eighty (180) uses drawn from the target population. To determine the sample size for the study, the researchers made use of Krejcie, and Morgan determining sample size of the study. Thus, 180 copies of questionnaire were distributed to respondent and response rate recorded was 145(80.55%) which was used for data analysis. Questionnaire were used for data collection and statistical package for social sciences (SPSS) was used to analyze the data. Mean and frequency counts were chosen as metrics to measure the responses. The study revealed that majority respondents (147.98.0%) are satisfied with the available resources in library. The respondents (79.52.7%) are very satisfied with the resources in Imap Library resources. This implies that user-satisfaction with resources in libraries as well-stocked materials are well arranged and managed by qualified experienced staff. Findings of this study revealed that users' satisfaction is a function of the quality of resource of a library. Finally, the study recommends that: The feedback of the users is to be considered in the process of library collection developments and to be collected periodically. Computers with a high-speed internet connection, new modern versions systems are to be supplied in the library. Also, the user community should be adequately informed of what materials are available on the library database.

Keywords: User Satisfaction, Libraries Information Resources, Library Users

Introduction

Academic libraries are libraries that are attached to higher institutions of learning to serve teaching and research needs of academic staff and students. These libraries serve two complementary purposes: to support the polytechnic curriculum, and to support the research of the schools/college faculties and students. Academic libraries have been transformed in the 21st century to focus less on physical collection development and more on information access and digital resources. Today, academic libraries typically provide access to subscription-based online resources, including research databases and e-book

collections in addition to physical book and journals. Academic libraries also offer space for students to work and study in group or individually on "silent floors", reference and research help services, sometime including virtual reference services. Some academic libraries lend out technology such as video cameras, smart phone, iPads, and calculators. To reflect this changing focus, many academic libraries have been remodeled as learning commons. A major focus of modern academic libraries is information literacy instruction, with most America and some few African academic libraries employing a person or department to people dedicated primarily to instructions.

Library information resource are those materials, both print and non-print, found in the polytechnic libraries which support curricular and personal information needs. Print items include books, magazines, newspapers, pamphlets, microfiche, or microfilm; non-print items include films, disc records, filmstrips, slides, prints, and audiotape. Resources available within the Imap library includes Online databases such as Sciences direct, Springer, African Journal Online (AJOL), EBSCOhost, JSTOR, Education Resources Information in Agriculture (ERIC), Dictionary of Open African journals (DOAJ), Access Global Online Research in Agriculture (AGORA). While offline database comprises Open Public Access Catalogue (OPAC/koha), E-granary etc. These are indexes which enable one to search for articles within the library. Others are electronic books, electronic dictionaries and encyclopedias, journals and e-journals, official publications, newspapers, referencing resources, video, image, and sound resources.

Resources are vital component of the library and without relevant and massive library resources, effective and a prompt service for the readers is not possible. Thus, libraries can only distinguish themselves through effective resources provision and availability of adequate, qualitative, and updated resources. The overall criterion of assessment is the proportion of user demands that are satisfied bearing in mind that satisfaction is related to personal needs.

Without information resources, users cannot be satisfied, to this end, it becomes necessary to ensure that information resources are properly acquired, organized, and disseminated. Information resources are also aimed at retaining and meeting users' satisfaction by making them to be more efficient and effective in their pursuit of academic activities, and this is not different from the opportunities the Isa Mustapha Agwai 1 polytechnics libraries offer to users.

A user may be defined as someone who uses library's resources and responds at least every day or once in a week. Users are used as synonyms to patrons, clients, and customers and as anybody who visits the library with the purpose of exploiting its resources to satisfy his or her information needs. Aina (2004), sees the "users" to include all those who avail themselves of the resources offered by a library.

Furthermore, Isa Mustapha Agwai Polytechnic libraries provide and make accessible, current, adequate, and relevant information resources to satisfy all users. Users' satisfaction in the library is a function of how efficient the resources are rendered as

well as the quality of needed information resources. Information resources may be available in the library yet inaccessible to users due to one reason or the other (poor organization, cataloguing, abstracting) information resources and services mean the ability of users to identify and use information.

Despite the role played by the library in providing information resources, they are faced with problems of inadequate funding, insufficient training of library staff, and administrative lapses, lack of empathy and no human relationship to facilitate users' satisfaction. In processing information resources in the form of books, periodicals, audio-visual and electronic media, users are very important. Libraries exist because of them, therefore, they should to be satisfied with resources they received as users, satisfaction is considered as a reliable criterion for determining information resources effectiveness.

Purpose of the Study

The main objective of the study is to find out users' satisfaction with library information resources by library users at Isa Mustapha Agwai Polytechnic, Lafia, Nasarawa State. The specific objectives of the study are to:

1. Examine the library information resources available in Isa Mustapha Agwai 1 Polytechnic Lafia, Nasarawa State.
2. Examine the level of users' satisfaction with the information resources available in Isa Mustapha Agwai 1 Polytechnic Lafia, Nasarawa State

Research Questions

The study will be guided by the following research questions:

1. What are the information resources available in Isa Mustapha Agwai Polytechnic library, in Nasarawa State?
2. What is the level of users' satisfaction with the information resources available in Isa Mustapha Agwai Polytechnic library, in Nasarawa State?

Statement of the Problem

Library is established mainly to provide information resources to meet the users' information needs and user satisfaction. The significant functions of any academic library are to facilitate learning and provide the basic information resources to library users. Therefore, there is no educational programme that can achieve its objectives fully if library is left out in the implementation of such programme.

However, despite the role played by library in providing information resources, it is faced with problems of inadequate funding, insufficient training of staff, administrative lapses, and lack of users' satisfaction. The purpose of a library will be defeated if its users are not satisfied with the resources it provides. This study is therefore set to find out whether users of IMAP Library are satisfied with library resources available in the library.

Literature Review

Users' Satisfaction

The most important functions of any libraries are to satisfy the users' needs through provision of adequate and sufficient information resources to meet the user's satisfactions.

In a related study, Veeramallu, D., Koma, R, and Rudraksha, G. (2021) conducted research to examine the user satisfaction about library information resources in engineering college libraries in Krishna District, in the state of Andhra Pradesh, India. It is evident from the study that most faculty members of various departments of engineering colleges visit the library for borrowing books and reference books, and 89% of the respondents have a pleasant feeling about the convenience of library working hours. Most respondents prefer electronic resources. Considering all kinds of library and information sources, respondents consider the presence and availability of electronic resources as much effective in their teaching and research purposes. The study recommended to improve the infrastructural facilities within the library and there was an urgent need to digitalize the rare collection in the library. Agreed with in other to meet the global practices.

A survey was conducted by Amarasekara and Marasinghe (2020) in the main library of the Open University of Sri Lanka to evaluate user satisfaction. To them, the service quality of a library would be measured by conducting a user satisfaction survey. The study concluded that the library was used for reading, accessing resources and information, and borrowing and returning books. Though the respondents were all satisfied with library resources, services, and facilities, they were not much satisfied with user awareness programs, training on information searching, dissemination of services through social networking sites, access to WiFi and audio-visual materials, and online library services. This survey suggested that user awareness and information literacy programs were to be periodically conducted by the library.

A comparative study was done by Mohammed Tukur and Kannan (2020) to know the faculty's satisfaction with the information resources and facilities of the three Agricultural libraries in Nigeria. The study found that journals, textbooks, thesis, newspapers, technical reports, ebooks, and e-thesis dominated the available information resources in these Agricultural libraries. All types of information resource in both print and digital forms assisted faculty members to meet their teaching, learning and research tasks. They posited the need of the librarians to know the profiles of the faculty members so that materials could be timely and suitably provided according to their area of specialization. According to the opinion of respondents, training to the library staff and users, alternative power supply and the provision of internet facilities were the three factors that would improve the utilization of information resources and services.

Maina, J., Masese, J.M, George, B.O, and Makware, E.N (2017) conducted a study named "Usage and User Satisfaction of Library Resources in Kisii University Library,

Kenya". The study noted that a library should make generous provisions for space and a pleasant atmosphere that would result in high productivity of library staff and library users. The university library staffs (52.82%) and the display boards within the library (15.38%) were the most used ways through which the users were able to find their needed resources from the library. It was found in the study that 48.72% of respondents used library materials daily. It was recommended that the library should be automated and market its resources while providing better training to users.

Finally, the wide range of ideas of scholars regarding the resources available and users' satisfaction by Imap Libraries were taken into cognizance and adhered, which helped to improve the quality of the study.

Polytechnic Libraries:

The IMAP Library is an integral part of its parent institution which is vested with the responsibility of supporting the core mission of the polytechnic's teaching, learning and research activities. According to Maidabino and Ladan, (2015) academic library has been set-up to build up a need-based, balanced, and up-to-date collection of reading materials in both print and electronic formats as this will enable the library to serve as a reservoir of scholarly literature.

IMAP Libraries are libraries that provide support to members of an academic community, including students, researchers, and lecturers. Their collection is tailored towards achieving of the institutional goals of teaching, learning and research. They serve the students, lecturers, administrative members of the polytechnic community as well as general society where they are located. They are central to learning, research, and have always depended on relevant new technologies, which on the other hand are driven by emerging trends in education and research. The major function of academic libraries is to provide resources to meet the needs of users. Their materials are diversified to support teaching and programmes that take place within them and outside the state.

Therefore, the IMAP Library has built a strong collection of information resources in physical and digital formats to cater for the knowledge requirements of students, faculty members and research scholars of the institution. To remain relevant, libraries must fulfill some set of roles for serving their parent institutions. To function and serve the information needs of users, the library needs to have information resources (both print and electronic materials like CD-ROM data base, e-journals, internet, etc.), render different services and provide facilities for effective service delivery.

Use of Information Resources in IMAP Libraries

Library resources could be seen as both printed and non-printed materials such as books, journals, e-resources, e-books, e-journals, CD ROMs, DVDs, magazines, internet, audio-visual materials, atlases, and maps, subscribed online databases as well as bibliographic databases and so on. They are available in an IMAP Library for effective utilization. Gama (2012) pointed out that, the printed resources found in academic

libraries are newspapers, magazines, journals, books, etc, which information seeker can read and become informed while non-printed resources are broadcasting media like radio, television, etc; the Internet, CDs, microforms, cassettes, tapes, flashes, etc. In a similar vein, print and non-printed resources found in IMAP Libraries are enormous. The payment subscriptions to all kinds of specialized online database cut across all knowledge of discipline, access to internet, web sites, e-books, e-journals etc, is daily taken care of Another e- resources may include the offline resources that are kept inside the library in the form of electronic materials. Users will be able to touch physically and use it. Some examples of resources are CD ROM, Diskettes, and other portable computer databases. Governor Sule attested the level of resources and said" even by US standard that is the best we have".

The study also reveals the availability of resources in IMAP Library is about 29,876 volumes in engineering, science, and other related fields, with 48,000 volumes of reference materials, and reports of student research, including research project. The library is connected to the internet, and subscribes to more than 12,000 print journal titles, local and foreign, as well as national newspapers and magazines. The Isa Mustapha Agwai 1 Polytechnic, Library which is made up of six (6) service points with more than 450 seating capacity, has over twenty-nine thousand eight hundred and seventy-six (29,876) volumes of books covering all the twenty-nine (29) programmes offered and six academic schools at the Polytechnic.

Research Methodology

The survey research method was adopted for this study because 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.

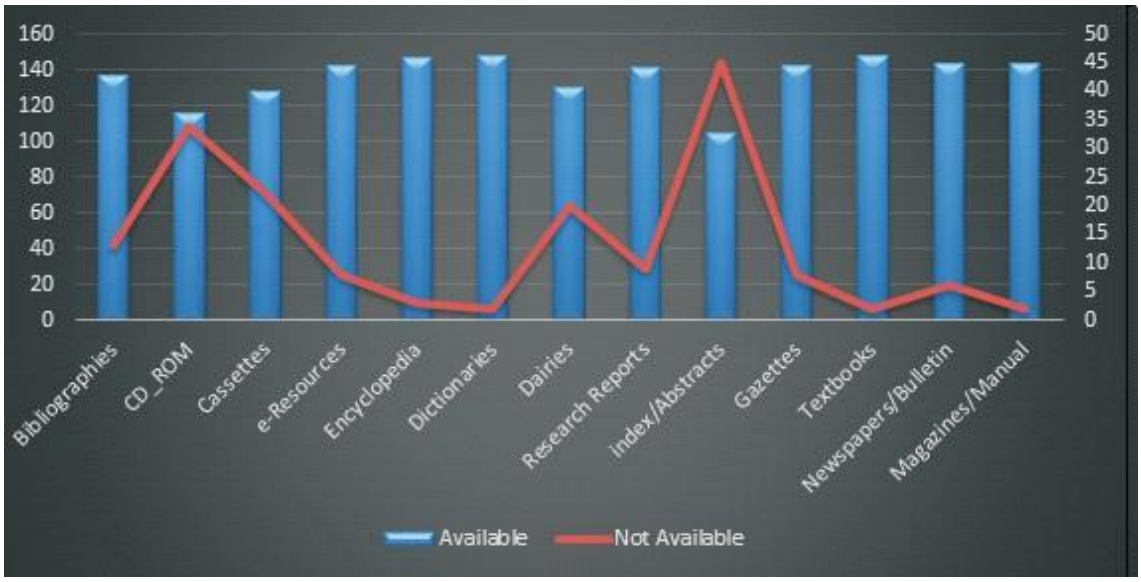
This type of research allows for a variety of methods to recruit participants, collect data, and utilize various methods of instrumentation. The population of this study comprises of 346 registered academic staff and students who visited and used the IMAP Libraries within period of research academic session 2022/2023. Out of the 346 registered academic staff and students, the sample comprised of 180 respondents. To determine the sample size for the study, the researchers made use of Krejcie, and Morgan (1970) table for determining sample size for a finite population. Therefore, a total of 180 copies of questionnaire were administered, of which were 145 were filled and returned. A self-structured questionnaire titled: Users Satisfaction with Information Resources in IMAP Library was used to collect data. The collected data was worked out with the relevant statistical tools like tables and graphs.

Results

Out of the 180 copies of the questionnaire distributed 145 was retrieved. Results were presented din line with research questions.

F1. What are the information resources available in Isa Mustapha Agwai1 Polytechnic library, lafia in Nasarawa State?

Figure1. Analysis the level of percentage of available information resources in IMAP Library

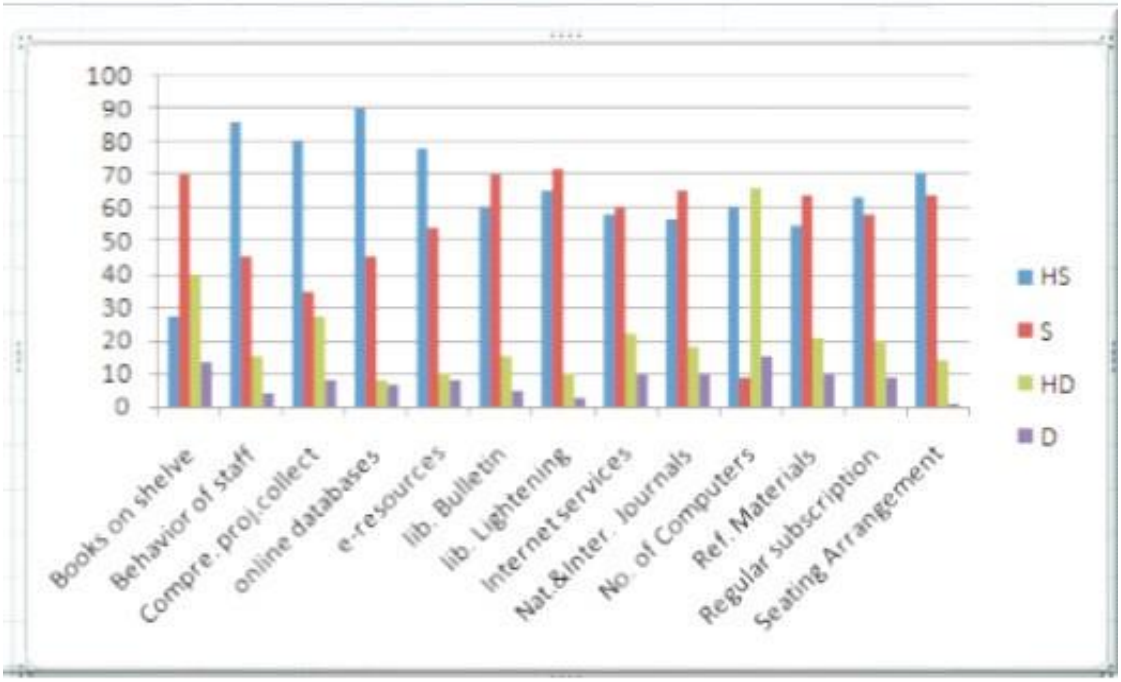


1. Figure one reveals available information resources by the respondents. The respondents choice on the available resources in the library arranges in descending order are biographies 137 with (91.3%), available while 13% (8.7%) not available; e-Resource142 with (94.7%) available while 8 with (5.3%)not available, Encyclopedia 147 with (98.0%) available while 3 with (2.0 %)not available, Dictionaries 130 with (86.7%) available while 20 with (13.3%) not available and research reports 101with(67.3%) available while 49 with (32.7%)not available. Others are indexes/abstracts 121 with (80.7%) available while 29 with (19.3%), Gazetteer/Atlases and Maps 142 with (94.7%) available while 8 with(5.3%) not available, textbooks 148 with (98%) available while 2 with (1.3%)not available, Newspapers/Bulletin 144 with (96.0%) available while 6 with (4.0%) not available, Magazines 135 with (90.0%) available while 15 with (10.0%) not available and Manuals 92 with(61%)available while 58 with (38.7%) Hence, textbooks, Encyclopedia and e-resources were record higher than any other information resources. The study corroborated with work of Veerammal (2021), Amaras Kara and Amerasinghe (2020) they posited the need of the librarian to know the profile of the faculty members so that materials could be timely and suitable provided according to their area of specialization. The studies also reveal that majority respondents (147.98.0%) are satisfied with the available resources in IMAP, library. All types of information resources in both print and digital forms assisted faculty members to meet their teaching, learning and research tasks available.

Figure: 2 Level of User's Satisfaction with library information resources in IMAP library

Library resources are one of the critical areas of concern that measure the satisfactory level of users. It is a common index that read availability of the resources decides the satisfactory level of the library users.

Figure 2 Level of User's Satisfaction with library information resources in IMAP library



1. The analysis of figure 2 reflects that (70.64%) of respondents are satisfied with books on shelves in the library. Question regarding e-resources, lighting of the library building, library bulletin & newsletter and seating arrangement of the library (76.52%) of respondents were "very satisfied". The majority options of the respondents regarding all other resources are "satisfied" and the percentage of the respondents are as follows: internet services (60.40%), national & international journal (57.38%), number of computers (65.43%), subscription of online database (63.42.3%) and references materials (64.42%). These findings confirm the earlier findings of Veerammal (2021), Amaras Kara and Amerasinghe (2020) they posited the need of the librarian to know the profile of the faculty members so that materials

could be timely and suitable provided according to their area of specialization. The studies also observed in their findings that with adequate and sufficient of resources, users will be encouraged to visit and use the library resources frequently, the respondents (79.52.7%) are very satisfied with the resources in Imap library. This implies that user-satisfaction with resources in libraries as well-stocked materials, well arranged and manage by qualified experienced staff.

Discussion

The Findings of the study revealed that users were much satisfied with information resources available in IMAP Library. This implies that Users satisfaction with resources in library which are well-organize, well-stocked and much sanities according to degree of classification and resources are properly manage by well-qualified experienced personal. Users will always be encouraged to make use of the library where the adequate resources are much available and well arrange to them, will help to satisfy their need. The study also revealed that provision of adequate and relevant information resources, access point, well- seat capacity and conducive environment for learning, teaching and research lead to constantly patronage. This findings confirm the findings of Simmonds and Andaleeb (2021), Martensen and Gronholdt (2003) these studies observed in their findings that with adequate resources and qualified experiences library personal, current and up- to-date resources available to users who will always be encouraged to visit the library frequently.

Summary of Findings

The findings of the study are as thus:

There were enough information resources available in IMAP Lafia.

The respondents are very satisfied with the information resources available in IMAP Lafia.

Conclusion

The study has attempted to evaluate the level of user satisfaction with library resources at Isa MustaphaAgwai1Polytechnic, Library.

Based on the findings of this study, it was concluded that users of Isa Mustapha Agwai1Polytechnic library were satisfied with the library resource. The major objective of this study is to enable the library to improve on the resources provided to its team users, especially polytechnic community. This paper will be of great important to libraries to improve their resources, particularly the academic staff in teaching and research.

Recommendations

1. The user community should be adequately informed of what materials are available on the library database.
2. The library collection has to be enhanced by supply current and updated resources both print and electronic formats.

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