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SATISFACTION OF LIBRARY USERS ON THE USE OF ELECTRONIC INFORMATION RESOURCES IN POLYTECHNIC LIBRARIES IN JIGAWA STATE

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Abstract
The study investigated the satisfaction of library users with the use of electronic information resources (EIRs) in polytechnic libraries in Jigawa State. A quantitative research methodology employing a cross-sectional survey design was adopted to collect data from library users. Three hundred and eighty-four (384) respondents were randomly selected from a total population of nine thousand five hundred (9,500) library users across the target institutions in Jigawa State. The stratified sampling technique was used to ensure adequate representation of the population, and Taro Yamane's formula was applied to determine the sample size. A total of 384 copies of questionnaires were distributed, out of which 341 were successfully retrieved and found usable. Data were analyzed using descriptive statistics such as percentages and frequency distribution tables with the aid of the Statistical Package for the Social Sciences (SPSS) version 23.0. Findings revealed that the majority of library users were satisfied with the use of ***e-books, e-journals, e-newspapers, and CD-ROMs****. However, a substantial number of respondents were* ***very dissatisfied*** *with the use of* ***databases, wireless internet access, and digital maps and images****. About half of the users expressed* ***strong dissatisfaction*** *with the* ***projector****, while more than half were dissatisfied with* ***e-magazines****. In contrast, more than a quarter of the respondents were satisfied with* ***e-audio-visual resources*** *and* ***webpage resources****, while almost a quarter expressed satisfaction with* ***email*** *and* ***e-abstracts****. Many respondents were* ***undecided*** *regarding their satisfaction with* ***e-theses/dissertations, OPAC, e-dictionaries/encyclopedias, institutional repositories,*** *and* ***computer****. The study recommends the provision of modern information and communication technology (ICT) facilities – such as adequate Internet bandwidth and computer systems – and the extension of e-library operating hours to enhance teaching, learning, and research in polytechnic libraries.*
Keywords: Satisfaction, Library Users, Electronic Information Resources, Polytechnic, Jigawa

Introduction

The use of electronic resources refers to the utilization of digital information materials by individuals or organizations to enhance information access, facilitate learning, and support research and innovation. These resources can be accessed through computers, handheld devices, and other ICT facilities. Some materials may require the use of peripheral devices directly

connected to a computer, such as a CD-ROM drive, or a network connection, such as the Internet. Electronic resources offer significant convenience, as users can access them from anywhere with an internet connection. This flexibility allows individuals to conduct research and obtain information at their own convenience. Such accessibility is particularly beneficial for students and other library users who have limited time or need to access information outside traditional library hours. Moreover, electronic resources are updated more frequently than print materials, enabling users to access the most current information available. For instance, digital libraries allow for regular updates and revisions, helping users stay informed about the latest research and developments in their respective fields.

Tella and Adekunle (2021) conducted a study on the use of electronic resources by undergraduate students in Nigerian academic libraries. Using a survey method, they collected data from 350 students. The findings revealed that the use of electronic resources among undergraduates was relatively low, with many students continuing to rely on print materials. The authors recommended that academic libraries increase their efforts to promote the adoption and effective use of electronic resources among undergraduate students.

Statement of the Problem

Electronic information resources are vital components of all academic libraries, offering numerous advantages over traditional print-based resources. These resources provide significant opportunities for library users by enabling easier access to information, saving time, offering up-to-date content, and providing links to related sources. They also enhance library operations by facilitating various tasks such as online selection, acquisition, organization, and reference services within academic libraries.

The use of electronic information resources encourages library users to generate new ideas, apply knowledge more effectively, and share information with others in real time. However, existing literature indicates that academic libraries face several challenges in managing these resources effectively. Such challenges include a shortage of qualified professionals to oversee electronic resources, misplaced priorities in library budgeting and acquisitions, poor management practices, and subsequent underutilization of available resources.

Preliminary investigations have revealed that although polytechnic libraries possess a considerable number of electronic information resources, their level of usage among patrons remains low. Yet, the use of these resources offers numerous benefits, including enhanced accessibility, convenience, timeliness, cost-effectiveness, customization, multimedia integration, improved search efficiency, and sustainability. These advantages are well-documented in the literature, which emphasizes the critical role electronic resources play in modern library services. This situation may be influenced by factors such as the types of electronic information resources available, the extent of their use, and the level of satisfaction users derive from them. Therefore, a study on user satisfaction with electronic information resources in polytechnic libraries in Jigawa State is essential, as it aims to address the existing gap and contribute valuable insights toward improving resource utilization and service delivery.

Research Questions

1 What is the extent of use of electronic information resources in the libraries studied?
2 What is the extent of satisfaction derived from the use of electronic information resources in the libraries studied?

Review of related Literature

Bhattacharjee and Das (2021) investigated the use of electronic resources by researchers in Indian academic libraries, employing a survey method to collect data from 150 researchers. Their study revealed that researchers made extensive use of electronic resources, with databases and e-journals being the most commonly accessed. However, the authors emphasized the need for academic libraries to promote open access resources, as many researchers continued to face barriers in accessing costly subscription-based materials. Similarly, Kim and Lee (2020) conducted a study on the use of electronic resources by graduate students in Korean academic libraries, surveying 534 students. The findings indicated that graduate students made frequent use of electronic resources, particularly e-journals and databases. The authors recommended that academic libraries continue investing in electronic resources to meet the growing needs of graduate students.

Roknuzzaman and Hossain (2020) examined the use of electronic resources by faculty members in Bangladeshi academic libraries, using a survey to collect data from 200 faculty members. Their study found extensive use of electronic resources, especially databases and e-journals. Nonetheless, the authors noted that access barriers persisted due to the high cost of subscription-based resources, and therefore, academic libraries should promote greater use of open access materials. In Pakistan, Yasin, Mohammed, and Azra (2019) explored the use of electronic resources by scholars in academic libraries through a survey of 300 respondents. The study revealed that scholars relied heavily on electronic resources—particularly e-journals and databases—for their research and academic activities. The authors concluded that continued investment in electronic resources was essential to support scholarly research in Pakistani academic institutions. Collectively, these studies indicate that electronic resources have become increasingly significant in academic libraries, with scholars and researchers across different countries relying on them extensively for research and learning. However, persistent challenges remain, particularly regarding access limitations and the need to promote open access resources, as well as the need to encourage more widespread adoption among undergraduate students.

Adegbilero-Iwari and Ogedengbe (2020) investigated the use of electronic resources by postgraduate students in academic libraries. Their findings showed that postgraduate students frequently used electronic resources but still encountered challenges related to access and availability, especially for open access materials. The authors recommended that academic libraries prioritize the acquisition of electronic resources—particularly open access materials—to better support postgraduate research needs.

Akinloye & Oyewusi (2022) studied the use of electronic resources by undergraduate students in a Nigerian university library using a survey questionnaire. Their findings revealed that although students were aware of the availability of electronic resources, they faced challenges such as poor internet connectivity and inadequate skills for effective utilization. Similarly, Fasae and Salisu (2021) examined the use of electronic resources by faculty members in Nigerian university libraries and found that faculty members primarily used them for research purposes, yet encountered obstacles such as poor internet access and insufficient training. Karuri &Muiruri (2021) investigated the use of electronic information resources by postgraduate students in a university library, using a survey questionnaire. The findings indicated that students had positive attitudes toward electronic resources and primarily used them for research and coursework. Likewise, Ogunlade & Aderonmu (2022) examined the use of electronic resources by undergraduate students in Nigerian university libraries and found that students mainly used them for academic purposes but faced similar challenges of poor internet connectivity and inadequate training in effective use.

Research Methodology

The study adopted a quantitative research methodology using a cross-sectional survey design to collect data from library users. A total of three hundred and eighty-four (384) respondents were randomly selected from a population of nine thousand five hundred (9,500) library users across the target institutions in Jigawa State. Stratified sampling technique was employed to ensure adequate representation of different user groups, and the sample size was determined using Taro Yamane's formula. A total of 384 copies of the questionnaire were distributed to the selected library users, out of which 341 were successfully retrieved and found suitable for analysis. The collected data were analyzed using descriptive statistical techniques, including frequency and percentage distributions. Data analysis was carried out with the aid of the Statistical Package for the Social Sciences (SPSS), version 23.0.

Results interpretation and Discussions

Extent of Use of Electronic Information Resources in Polytechnic Libraries

Table 1: Extent of Use of ElR

SN	Electronic Information Resources	Highly Use	Moderately Use	Rarely Use	Undecided
1	E-books	127(38.8%)	98(30.0%)	57(17.4%)	45(13.8%)
2	E-journals	122(37.3%)	85(26.0%)	58(17.7%)	62(19.0%)
3	E-newspapers	131(40.1%)	86(26.3%)	30(9.2%)	80(24.5%)
4	CD-ROM	45(13.8%)	56(17.1%)	169(51.7%)	57(17.4%)
5	Databases e.g HINARI, AGORA, Jstore etc.	115(35.2%)	79(24.2%)	58(17.7%)	75(22.9%)
6	Wireless Internet	86(26.3%)	78(23.9%)	85(26.0%)	78(23.9%)
7	Digital maps & images	108(33.0%)	42(12.8%)	37(11.3%)	140(42.8%)
8	Projector	43(13.1%)	56(17.1%)	87(26.6%)	141(43.1%)
9	Internet Access	91(27.8%)	45(13.8%)	148(45.3%)	43(13.1%)
10	OPAC	45(13.8%)	71(21.7%)	88(26.9%)	123(37.6%)
11	E-theses and Dissertation	75(22.9%)	115(35.2%)	17(5.2%)	120(36.7%)
12	E-magazines	55(16.8%)	117(35.8%)	36(11.0%)	119(36.4%)
13	E-mail	124(37.9%)	85(26.0%)	57(17.4%)	61(18.7%)
14	E-abstracts	59(18.0%)	39(11.9%)	17(5.2%)	104(31.8%)
15	E-indexes	38(11.6%)	87(26.6%)	94(28.7%)	108(33.0%)
16	E-dictionary, Encyclopedia e.t.c	60(18.3%)	46(14.1%)	82(25.1%)	139(42.5%)
17	Search engines	110(33.6%)	88(26.9%)	76(23.2%)	53(16.2%)
18	computer accessories (e.g flash, printer, scanner)	48(14.7%)	51(15.6%)	114(34.9%)	114(34.9%)
19	Webpage Resources	94(28.7%)	102(31.2%)	53(16.2%)	78(23.9%)
20	Institutional Repository	54(16.5%)	68(20.8%)	99(30.3%)	106(32.4%)
21	E-audio-visual Resources	102(31.2%)	68(20.8%)	74(22.6%)	83(25.4%)

Table 1 revealed varying levels of usage across different resources. A total of 127 (38.8%) respondents indicated that they highly used e-books, followed by 98 (30.0%) who moderately used them, while 57 (17.4%) reported rare use. Additionally, 45 (13.8%) were undecided about their use of e-books. Similarly, 122 (37.3%) respondents indicated high use of e-journals, followed by 85 (26.0%) who moderately used them, and 58 (17.7%) who rarely used e-journals, while 62 (19.0%) were undecided. Regarding e-newspapers, 131 (40.1%) respondents reported high use, 86 (26.3%)

indicated moderate use, and 30 (9.2%) indicated rare use, while 80 (24.5%) were undecided. In contrast, the use of CD-ROMs was relatively low, with 169 (51.7%) of respondents reporting rare use, 57 (17.4%) undecided, 56 (17.1%) moderate users, and only 45 (13.8%) high users. Findings also revealed that 115 (35.2%) respondents highly used electronic databases such as *HINARI, AGORA,* and *JSTOR*. This was followed by 79 (24.2%) who moderately used them, 75 (22.9%) who were undecided, and 58 (17.7%) who rarely used databases. The use of wireless internet showed mixed responses, as 86 (26.3%) indicated high use, 78 (23.9%) moderate use, 85 (26.0%) rare use, and 78 (23.9%) were undecided.

In terms of digital maps and images, 108 (33.0%) respondents indicated high use, 42 (12.8%) moderate use, and 37 (11.3%) rare use, while 140 (42.8%) were undecided. Similarly, for projectors, 141 (43.1%) were undecided, 87 (26.6%) rarely used, 56 (17.1%) moderately used, and 43 (13.1%) highly used. Regarding internet access, 148 (45.3%) respondents rarely used it in their libraries, 91 (27.8%) indicated high use, 45 (13.8%) moderate use, and 43 (13.1%) were undecided. For Online Public Access Catalogues (OPAC), 123 (37.6%) were undecided, 88 (26.9%) rarely used, 71 (21.7%) moderately used, and 45 (13.8%) highly used. As for e-theses and dissertations, 115 (35.2%) of respondents moderately used them, 75 (22.9%) highly used, 17(5.2%) rarely used, and 120 (36.7%) were undecided. In the case of e-magazines, 117 (35.8%) indicated moderate use, 55 (16.8%) high use, 36 (11.0%) rare use, and 119 (36.4%) were undecided. Furthermore, 124 (37.9%) respondents highly used e-mail, followed by 85 (26.0%) who moderately used 31.8%) were undecided. For e-indexes, 108 (33.0%) were undecided, 94 (28.7%) rarely used, it, 57 (17.4%) who rarely used it, and 61 (18.7%) who were undecided. With regard to e-abstracts, 59 (18.0%) reported high use, 39 (11.9%) moderate use, and 17 (5.2%) rare use, while 104 (87 (26.6%) moderately used, and 38 (11.6%) highly used. In addition, 139 (42.5%) of respondents were undecided about using e-dictionaries and encyclopaedias, while 82 (25.1%) rarely used them, 46 (14.1%) moderately used, and 60 (18.3%) highly used. Regarding search engines, 110 (33.6%) respondents highly used them, 88 (26.9%) moderately used, 76 (23.2%) rarely used, and 53 (16.2%) were undecided. For computer accessories (e.g., flash drives, printers, scanners), 114 (34.9%) were undecided, 114 (34.9%) rarely used, 51 (15.6%) moderately used, and 48 (14.7%) highly used. Findings further show that 94 (28.7%) respondents highly used webpage resources, 102 (31.2%) moderately used, 78 (23.9%) were undecided, and 53 (16.2%) rarely used them. Concerning institutional repositories, 106 (32.4%) were undecided, 99 (30.3%) rarely used, 68 (20.8%) moderately used, and 54 (16.5%) highly used.

Finally, 102 (31.2%) of respondents highly used e-audio-visual resources, 68 (20.8%) moderately used, 74 (22.6%) rarely used, and 83 (25.4%) were undecided about their use.

Table 2 presents the findings on users' extent of satisfaction with electronic information resources in polytechnic libraries.

SN	Electronic Information Resources	Highly Satisfied	Satisfied	Undecided	Dissatisfied	Very Dissatisfied
1	E-books	55(16.8%)	103(31.5%)	31(9.5%)	18(5.5%)	56(17.1%)
2	E-journals	30(9.2%)	182(55.7%)	86(26.3%)	16(4.9%)	13(4.0%)
3	E-newspapers	109(33.3%)	29(8.9%)	162(49.5%)	14(4.3%)	13(4.0%)
4	CD-ROM	9(2.8%)	31(9.5%)	172(52.6%)	17(5.2%)	98(30.0%)
5	Databases e.g HINARI, AGORA, Jstore etc.	16(4.9%)	28(8.6%)	14(4.3%)	133(40.7%)	135(41.3%)
6	Wireless Internet	11(3.4%)	33(10.1%)	107(32.7%)	24(7.3%)	152(46.5%)
7	Digital maps & images	15(4.6%)	28(8.6%)	69(21.1%)	16(4.9%)	199(60.9%)
8	Projector	31(9.5%)	11(3.4%)	29(8.9%)	84(25.7%)	172(52.6%)
9	Internet Access	11(3.4%)	64(19.6%)	125(38.2%)	25(7.6%)	102(31.2%)
10	OPAC	13(4.0%)	12(3.7%)	143(43.7%)	11(3.4%)	125(38.2%)
11	E-theses and Dissertation	12(3.7%)	35(10.7%)	177(54.1%)	13(4.0%)	90(27.5%)
12	E-magazines	10(3.1%)	36(11.0%)	14(4.3%)	180(55.0%)	87(26.6%)
13	E-mail	68(20.8%)	79((24.2%)	37(11.3%)	74(22.6%)	69(21.1%)
14	E-abstracts	57(17.4%)	87(26.6%)	53(16.2%)	66(20.2%)	64(19.6%)
15	E-indexes	60(18.3%)	92(28.1%)	45(13.8%)	55(16.8%)	75(22.9%)
16	E-dictionary, Encyclopedia e.t.c	46(14.1%)	74(22.6%)	104(31.8%)	37(11.3%)	66(20.2%)
17	Search engines	41(12.5%)	82(25.1%)	53(16.2%)	62(19.0%)	89(27.2%)
18	computer accessories (e.g flash, printer, scanner)	43(13.1%)	66(20.2%)	110(33.6%)	48(14.7%)	60(18.3%)
19	Webpage Resources	50(15.3%)	99(30.3%)	57(17.4%)	69(21.1%)	52(15.9%)
20	Institutional Repository	20(6.1%)	86(26.3%)	104(31.8%)	64(19.6%)	53(16.2%)
21	E-audio-visual Resources	27(8.3%)	120(36.7%)	54(16.5%)	71(21.7%)	55(16.8%)

Table 2 revealed varied levels of satisfaction across different resource types. A total of 103 (31.5%) respondents indicated that they were satisfied with the use of e-books, followed by 55 (16.8%) who were highly satisfied. Conversely, 56 (17.1%) were very dissatisfied, 18 (5.5%) were dissatisfied, and 31 (9.5%) were undecided about their satisfaction with e-books. In the case of e-journals, 182 (55.7%) respondents were satisfied, 30 (9.2%) were highly satisfied, while 86 (26.3%) were undecided. Only 16 (4.9%) were dissatisfied, and 13 (4.0%) were very dissatisfied. Regarding e-newspapers, 162 (49.5%) respondents were undecided, while 109 (33.3%) expressed high satisfaction and 29 (8.9%) were satisfied. A smaller number, 14 (4.3%), were dissatisfied, and 13 (4.0%) were very dissatisfied. For CD-ROMs, the majority, 172 (52.6%), were undecided, while 98 (30.0%) were very dissatisfied, 17 (5.2%) dissatisfied, 31 (9.5%) satisfied, and 9 (2.8%) highly satisfied. In terms of database usage, 135 (41.3%) respondents were very dissatisfied, 133 (40.7%) were dissatisfied, 28 (8.6%) were satisfied, and 16 (4.9%) were highly satisfied, with 14 (4.3%) remaining undecided. Similarly, for wireless internet access, 152 (46.5%) were very dissatisfied, 133 (40.7%) were dissatisfied, while 33 (10.1%) were satisfied, 11 (3.4%) highly satisfied, and 107 (32.7%) undecided. A substantial number of respondents, 199 (60.9%), were very dissatisfied with digital maps and images. In addition, 69 (21.1%) were undecided, 28 (8.6%) were satisfied, 16 (4.9%) were dissatisfied, and 15 (4.6%) were highly satisfied. Similarly, 172 (52.6%) were very dissatisfied with projectors, 84 (25.7%) were dissatisfied, 29 (8.9%) undecided, 31 (9.5%) highly

satisfied, and 11 (3.4%) satisfied. Concerning internet access, 125 (38.2%) respondents were undecided, 102 (31.2%) were very dissatisfied, 64 (19.6%) were satisfied, 25 (7.6%) were dissatisfied, and 11 (3.4%) were highly satisfied. For OPAC, 143 (43.7%) were undecided, 125 (38.2%) very dissatisfied, 13 (4.0%) highly satisfied, 12 (3.7%) satisfied, and 11 (3.4%) dissatisfied.

In relation to e-theses/dissertations, 177 (54.1%) respondents were undecided, 90 (27.5%) were very dissatisfied, 35 (10.7%) were satisfied, 13 (4.0%) were dissatisfied, and 12 (3.7%) were highly satisfied. Similarly, for e-magazines, 180 (55.0%) respondents were dissatisfied, 87 (26.6%) very dissatisfied, 36 (11.0%) satisfied, 14 (4.3%) undecided, and 10 (3.1%) highly satisfied. Regarding e-mail, 79 (24.2%) respondents were satisfied, 68 (20.8%) highly satisfied, while 74 (22.6%) were dissatisfied, 69 (21.1%) very dissatisfied, and 37 (11.3%) undecided. For e-abstracts, 87 (26.6%) were satisfied, 57 (17.4%) highly satisfied, 66 (20.2%) dissatisfied, 64 (19.6%) very dissatisfied, and 53 (16.2%) undecided. In the case of e-indexes, 92 (28.1%) respondents were satisfied, 60 (18.3%) highly satisfied, 55 (16.8%) dissatisfied, 75 (22.9%) very dissatisfied, and 45 (13.8%) undecided. Concerning e-dictionaries/encyclopedias, 104 (31.8%) were undecided, 74 (22.6%) satisfied, 46 (14.1%) highly satisfied, 37 (11.3%) dissatisfied, and 66 (20.2%) very dissatisfied. With respect to search engines, 89 (27.2%) respondents were very dissatisfied, 62 (19.0%) dissatisfied, 82 (25.1%) satisfied, 41 (12.5%) highly satisfied, and 53 (16.2%) undecided. For computer accessories (e.g., flash drives, printers, scanners), 110 (33.6%) were undecided, 66 (20.2%) satisfied, 43 (13.1%) highly satisfied, 48 (14.7%) dissatisfied, and 60 (18.3%) very dissatisfied. Regarding webpage resources, 99 (30.3%) respondents were satisfied, 50 (15.3%) highly satisfied, 57 (17.4%) undecided, 69 (21.1%) dissatisfied, and 52 (15.9%) very dissatisfied. In the case of institutional repositories, 104 (31.8%) were undecided, 86 (26.3%) satisfied, 20 (6.1%) highly satisfied, 64 (19.6%) dissatisfied, and 53 (16.2%) very dissatisfied. Finally, for e-audio-visual resources, 120 (36.7%) respondents were satisfied, 27 (8.3%) highly satisfied, 71 (21.7%) dissatisfied, 55 (16.8%) very dissatisfied, and 54 (16.5%) undecided.

Conclusion

The study investigated the satisfaction of library users with the use of electronic information resources (EIRs) in polytechnic libraries in Jigawa State. Findings from the study revealed that the majority of library users were satisfied with the use of e-books, e-journals, e-newspapers, and CD-ROMs. However, most respondents were very dissatisfied with the use of databases, wireless internet access, and digital maps and images. About half of the users expressed strong dissatisfaction with the use of projectors, while more than half were dissatisfied with e-magazines. In contrast, more than a quarter of the respondents were satisfied with e-audio-visual resources and webpage resources, and almost a quarter expressed satisfaction with the use of e-mail and e-abstracts. On the other hand, more than a quarter of the respondents were very dissatisfied with the use of search engines, while less than a quarter reported very low satisfaction with the use of e-indexes. Based on these findings, the study provided several recommendations aimed at improving the level of user satisfaction with electronic information resources in polytechnic libraries.

Recommendations

1. *The study recommends the* provision of necessary and modern information and communication technology resources and equipment, such as adequate Internet bandwidth, and computers. Extension of e-library closing hours should be given priority to enhance access, usage and the level of user's satisfaction.
2. Provision of adequate and currently multimedia platforms will provide opportunities for

the satisfaction of needs and aspirations of the polytechnic library users because, utilization serves as necessary prerequisite for academic success.

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