

# The Influence of Library Satisfaction on the Provision of User Services in the Colleges of Education Libraries in Benue State, Nigeria

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**Abstract** - This study was carried out to determine the influence of library satisfaction on the provision of user services in the Colleges of Education libraries in Benue State. The study was guided by one objective, one research question and one hypothesis. A survey research design was adapted for the study. The population of the study comprises of all the final year students from the two Colleges of Education libraries in Benue State. The simple random sampling technique was used to draw a sample 337 respondents from the two colleges of education libraries in the area. A self-constructed questionnaire titled “Influence of Library Satisfaction on the Provision of User Services (ILSPUSQ)” was used as an instrument for data collection. Data collected for the study was analysed using mean and standard deviation to answer research question while the chi-square was used to test hypothesis at 0.05 level of significance. The findings of the study revealed that library satisfaction has low influence on the provision of user services in Colleges of Education libraries in Benue State. The study conducted that there was a significant influence of library satisfaction on the provision of user services in Colleges of Education libraries in Benue State. Finally, it was recommended that, in order to make the users to have satisfaction from the services proffered to them, the college libraries in Benue State should provide adequate user services.

**Keywords:** Library Satisfaction, Provision, User Services, Benue State

## I. INTRODUCTION

Education all over the world is recognized as a potent means of achieving progress by an individual as well as the society as a whole. In the developed and developing countries, they strive to put educational systems and programs designed to enable them achieve their set goals. Adelabu in Aju and Karim (2016), states that education is the opportunity given to individuals for self-improvement, the inculcation and sustenance of basic and positive basic life skills. These could be achieved both in the formal and non formal system of education. Education enhances freedom of interaction among members of the societies and also develops the society through modernization. It enables one to be independent and also helps every member of the society to know the quality and value of life. The educational structure of a given society varies according to how the society wants it to be. The Nigerian educational structure is basically in three level structures namely: primary education, secondary education and tertiary education which college of education is one of the levels of tertiary institution under study.

College of Education is that institution of learning that is mandated to train middle level teacher manpower for the Nigerian education system. These teachers are trained and are awarded the Nigerian Certificate of Education (NCE) or Bachelor of Education (B.ED) at the successful completion of the course. Educational programs offered in the Colleges of Education consist of teaching, learning, procedures, curriculum and research. They are centers of learning, teaching and research. In order to achieve their aims as centers of learning, teaching and research, it has become imperative for established College of Education to have and own a library. Library as an indispensable source of information in the academic system makes learning library-centered, instead of the traditional teacher-centered learning process. No educational institution can function well without a library this is because; the primary aim of a library is to support learning, teaching and research. Abdul (2009) stressed that the central focus of any educational institution including the College of Education is the library because it is the place where students and staff resort for academic nourishment.

User services are the various services rendered to the library users directly and these services are meant to bring the library, its services and its personnel into direct contact with the library users. These services are user education, current awareness, reference, lending, inter-library loan, indexing and abstracting, circulation and photocopying services. User education is the process of making the user to be able to use the library efficiently and effectively. Current awareness service is a personalized service that is being rendered to the users in anticipation. Reference service is the assistance given to users in the location of information materials. Lending service helps the user to borrow materials for use in the library and outside the library. Inter-library loan service is when a material required by a library user is not available, the librarian arrange for a loan from another library on behalf of the user. Indexing and abstracting services, abstracts are brief summary of the essential component of an author's work that presents the main points. An index is a pointer to a specific item of information. Circulation service is where library materials circulate from every unit and the lending process takes place (Demekaa, 2015). Photocopying service produce copies of part or whole periodicals, articles, documents or records desired by a user quickly.

Every college library service exists for the sole aim of satisfying its users. How well this purpose is served is a measure of the effectiveness of that administration and library service provided. Hence, there is a need for libraries to understand the users' needs and satisfy them in order to support on-going learning activities (Kassim, 2009). A library presents almost the same problems as are encountered with in any other social institution as school, a college or a commercial or industrial undertaking.

The effective library user services require resources for study and research (Oyelude & Olala, 2014). The question now is how does library satisfaction influences the provision of users' services in the colleges of education libraries in Benue State? Research in this area has revealed that no similar study has been carried out in the colleges of Education libraries in Benue state and this has created a gap that this study intends to fill. There is need to critically investigate the relationship between the library administrations, provision of user services and the satisfaction of the users in terms of services proffered to them. This knowledge will assist the librarians to make decisions in problem solving on how to improve on the user services and give satisfaction to users by providing all the library resources and services as expected. It is against this background that this study attempts to explore the library satisfaction and the provision of user services in Colleges of Education libraries in Benue State.

## II. OBJECTIVE OF THE STUDY

The general objective of the study is to determine the influence of library satisfaction on the provision of user services in the colleges of education libraries in Benue State. The specific objective of the study is to:

1. Find out the user satisfaction with the provision of user services in the Colleges of Education Libraries in Benue State.

### A. Research Question

1. How are users satisfied with the provision of user services in the College of Education Libraries in Benue State?

### B. Research Hypothesis

1. Library satisfaction has no significant influence on the provision of user services in the College of Education Libraries in Benue State.

### C. Significance of the Study

The findings of the study will be of benefit to the following, library administration, librarians, library staff, students and researchers. Library professionals will benefit from this study as it will help them to have a focus in planning effectively in order to provide good services to the users. The librarians will be able to forecast and anticipate the

future event and establish beforehand the appropriate course of action for achieving set objectives. It will be of help to the library staff in terms of organizing for user services.

To students and researchers, the study will contribute to the existing literature on the topic, which might be of benefit to students and other researchers who may engage on similar studies in the area in future as it may serve as a source of information for research.

### D. Scope of the Study

This study was carried out in two Colleges of Education Libraries in Benue State which comprises of College of Education Katsina-Ala and College of Education Oju. The study was to determine the influence of library satisfaction on the provision of user services in the two Colleges and final year students are chosen because they are more settled and more familiar with the environment.

## III. REVIEW OF RELATED LITERATURE

Providing user services to the clientele is one of the reasons for the existence of the College of Education Libraries and most other libraries in the academic system. The users' services provided are numerous and in the University Libraries, quite complex. It is the ability of the library to provide these services effectively to the satisfaction of the user that is important and meaningful.

The user community is the most important component of a library. Every library service exists for the sole aim of satisfying in users. How well this purpose is served is a measure of the effectiveness of that library service. To provide an effective service, a library should identify the specific community which needs its services as different users need not only different services but services at all levels (Seneviratne 2006). When library is able to provide these services effectively, the user may be said to be satisfied. Writing on the concept of user satisfaction, Ezeala and Yusuf (2011) opines that the users' satisfaction can be determined by the extent in which users' are satisfied with the services of the library.

The authors state that this could be seen by the number of user activities going on in the library and the percentage of the items in the collection consulted by users. Applegate (in Demekaa 2014) defines user satisfaction as a personal emotional reaction to a library service or product. Dalton (2004) writes that users' satisfaction is a subjective output measure which reflects to the quality dimension of the library services being provided. According to Ojasalo (2009) agrees that user satisfaction is when the users of the library are receiving a good quality service and the service rendered meet their expectations. Users come with different needs and wants; what may satisfy one user may not satisfy the other or they may be differently satisfied according to their request. The important issue is the effective administration of the services to the users according to set objectives.

User satisfaction could be an administrative tool and used as an argument to maintain existed library administration principle which produce good service to the users or for change in such administration if the expectation of the users are higher than that provided by the library. Ranganathan's five laws of library science published in 1931 summarize the user's needs if and when provided, the user may be said to be satisfied, the laws are

1. Books are for use.
2. Every reader his book (user)
3. Every book its reader (user)
4. Save the time of the reader (user)
5. The library is a growing plant or organism.

These laws constitute the whole of user services. The first four concern the users. "Books are for use" portends the availability of the information resources. It demands that every library material should be made available to users. "Every reader his book" - This means that the most important person in the library is the user, that his needs and requests must be met relevantly and adequately. "Every book its reader"

Ranganathan simply advises the library to continuously display books and other materials for the users' own interest. "Save the time of the reader" means that time is very precious to the user. Library staff should attend to users' needs promptly and quickly. Students mostly constitute the users of the College of Education Libraries in Nigeria and their information needs are related to their curriculum and other information pertinent to their personal needs. When a library is able to provide these effectively, the user may be said to be satisfied.

#### IV. METHODOLOGY

The study used survey method. The survey design is used because it offers the researcher opportunity of sampling the opinions of a large number of respondents from the population of the study using the questionnaire.

The target population for the study is 2,133 final year students in the two Colleges of Education libraries in Benue State from 2016/2017 academic session. The choice of final year students is due to the fact that they are more settled and more familiar with their environment. College of Education Katsina-Ala has a population of 1,255 final year Students, College of Education library Oju has 878 final year students.

The sample size for this study is 337. The sample of 337 final year students, a proportionate stratified random sample used to select students in the two Colleges of Education libraries that will make up the population for the study. By this method, 198 final year students from College of Education library Katsina-Ala and 139 final year students from College of Education library Oju, this brings the total number to 337. The simple random sampling technique was used to give every student an opportunity to be selected. This sample is considered appropriate and adequate because they can best provide the valid information.

#### V. DATA ANALYSIS TECHNIQUES

The data was analyzed using descriptive statistics frequency counts, simple percentage and standard deviation to answer the research questions while Chi-square was used to test the null hypotheses at 0.05 level of significance.

Bench mark of 2.50 was established to accept any research questions with a mean rating of 2.50 or above as agreed having influence while below 2.50 having no influence.

The decision rule for the rejection or acceptance of hypotheses is based on the set-value of 0.5 where the p-value was equal to or greater than the set value of 0.05 ( $P < 0.05$ ) the hypothesis will be accepted but rejected when the p-value is less than the set value of 0.05 ( $P < 0.05$ ).

*Research Question One:* How are users satisfied with the provision of user services in the Colleges of Education libraries in Benue State?

TABLE I MEAN AND STANDARD DEVIATION OF INFLUENCE OF USER SATISFACTION WITH THE PROVISION OF USER SERVICES

S. No.	Item	Mean	Std Deviation	Decision
1.	Lending services	3.56	.50	High influence
2.	Reference and information services	3.38	.50	High influence
3.	User education	3.35	.64	High influence
4.	Photocopying services	1.76	.56	No influence
5.	Binding services	1.53	.56	No influence
6.	Internet literature searching	1.63	.65	No influence
7.	Display services	2.52	.92	Moderate influence
8.	Security of users property	1.73	.75	No influence
9.	Provision of guides and notices	2.73	.85	Moderate influence
10.	Opening hours	2.11	1.11	Low influence
	Total	2.43	0.70	Low influence

Table I reveals that all the 10 items have mean ranges from 3.38-1.53 and SD 1.11-0.50 with a grand mean of 2.43 and SD 0.70, this result indicate that user satisfaction has low influence on provision of services.

*Hypothesis One:* User satisfaction has no significant influence on the provision of user services

TABLE II CHI-SQUARE TABLE OF INFLUENCE OF USER SATISFACTION ON PROVISION OF USER SERVICES

	Df	P	Sig level	Decision
Chi-square	18	0.00	0.05	Reject
No valid Cases	324			

(P<0.05)

Result on table II shows that the P-(sig) value, 0.00 is less than alpha-value of 0.05 (P<0.05) at df =18. Therefore, the null hypothesis which states that user's satisfaction has no significant influence on the provision of user services is rejected. This implies that user satisfaction has significant influence on the provision of user services in the Colleges of Education Libraries.

*Summary of Major Findings:* There was low influence of user satisfaction on the provision of services

## VI. DISCUSSION OF FINDINGS

Result on user satisfaction on the provision of user services on Table I and Table II on Hypothesis shows that there was a low influence of user satisfaction on the provision of user services with a mean of 2.48 and a significant influence where P<0.05 at df=18. This result agrees with Ezeala and Yusuf (2011) who opines that the users satisfaction can be determined by the extent in which users are satisfied with the services of the library. This result also corroborates with Ojasalo (2009) that user satisfaction is when the users of the library are receiving a good quality service and the services rendered meet their expectations. In line with Bua and Yawe (2014) made a comparative study on user satisfaction with the management of library services in three academic libraries in Benue State of Nigeria. Based on their findings the study revealed that empirically user satisfaction with library services was not found to be sufficiently high. The present study also corroborate with Naidu (2009) who carried out a study on user perceptions of services quality and the level of user satisfaction at the Mangosuthu University of Technology Library, UMLAZI, Dubai. The study revealed that majority of the students rated the overall service quality as poor. The present study reveals that students from the Colleges of Education Libraries in Benue

State are not satisfied with photocopying, binding, internet literature searching, security of user property and opening hour services offered to them. This implies that user satisfaction with user services has low influence. This result support Ezeala and Yusuf (2011) who observed that user satisfaction can be determined by the extent in which users are satisfied with the services of the library. This could be seen by the number of user activities going on in the library and percentage of the items in the collections consulted by users. The result also agrees with Ochogwu (2006), Bua and Yawe (2014) who in their studies, revealed that user satisfaction fell between fairly satisfactory, low and poor.

## VII. CONCLUSION

Based on the findings of the study, there was a significant influence of user satisfaction on the provision of user services in Colleges of Education Libraries in Benue State.

## VIII. RECOMMENDATIONS

In order to make the users to have satisfaction from the services proffered to them, the college libraries in Benue State should provide adequate user services.

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