

Users' satisfaction with facilities of university libraries in South-South, Nigeria

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Abstract

The main aim of the study was to examine the extent of user's satisfaction with physical facilities of university libraries in South-South Nigeria. The study adopted descriptive research design. The population of the study consisted of 21,162 library registered students of three federal and three state university libraries in South-South Nigeria. Purposive sampling technique was used to select a total of 1056 respondents from six universities. A four point Likert questionnaire entitled: "Users' Satisfaction with Facility Questionnaire (USFQ)" was used as instrument of data collection. The data were analysed with frequency counts, percentages, mean and standard deviation. The study revealed that users' satisfaction with reprographic facilities, lightning points facilities, shelving facilities, air condition facilities, seating arrangement and building facilities are high. The study concluded that if users in university libraries are not satisfied with the provision of library facilities then something other than facilities is responsible for their satisfaction. It was recommended that the library buildings should be properly sited and built to accommodate materials needed to aid academic research and other purposes of the library.

Keywords: Users' satisfaction, facilities, university libraries, South-South, Nigeria

Introduction

Thakuria (2007) defines user satisfaction as "the extent to which users of the library facilities and services available to meet users' needs and desires". Users satisfaction with facilities will enhance research and greater productivity leading to much use of the facilities more frequently. The satisfaction of library users in university communities is a function of quality and maintenance products received, quality and quantity of facilities available for users. A library may meet users' satisfaction by making the needed and appropriate library facilities available to users. Notably, university libraries in south south Nigeria, provide modern facilities such as; reprographic, library shelves, library air condition facilities, library seating facilities and library building facilities to their users.

This investigation is centered on the basis that the library is constantly upgrading

its facilities to meet users need and the transition is in line with global practices occasioned by increasing demand of users. In this regard, the investigator was motivated to carry out a study to find out if the facilities provided has any impact on users' satisfaction.

A study by Sivathaasan and Chandrasekar (2013), investigated Factor analysis of user satisfaction. This study was carried out at the University of Jaffna, Sri Lanka among the library users. Data was collected by distributing a questionnaire to users of the library, those who visited to the library during a particular period. The study was exploratory in nature and employed factor analysis to identify the important factors of user satisfaction in relation to library facilities and services. This survey instrument includes thirty variables (30) to measure user satisfaction in relation to library facilities and services. Participants of

the study were the readers of the library, who visited the main library on a particular week from 3rd to 5th June 2013. Out of 400 readers visited the library during the above-mentioned period, it was decided to collect data from 30 % of the total population. Hence, a total of 120 students were selected randomly with different subject backgrounds and questionnaires were distributed. All variables were measured on a five-point Likert scale ranging from least satisfied to most satisfied. This allowed the researchers to quantify opinion-based items, and a scale with balanced keying (an equal number of positive and negative statements) could obviate the problem of acquiescence bias.

Abegunde (2000) conducted a study on reprographic facilities and users' satisfaction using 300 users randomly sampled from five (5) department in University of Ibadan using Ex-post facto research design came out with the finding at .05 level of significance a sample of 240 students were randomly selected using stratified random sampling technique, a 12 item questionnaire was administered to the sample. The data were analyzed using one-way analysis of variance (ANOVA). The result of the study revealed that photocopying is a universal library service that ensures the supply of request for reading materials upon demand by patrons that prompted positive attitude towards library.

Adomi and Iwhiwhu (2003) surveyed users' levels of satisfaction with reserve collection services at Delta State University Library, Abraka, Nigeria and found relevance of reserve stock to their needs, quality of seats in reserve reading room, opening hours, and the location of reserve section in the library satisfactory to the users. In a survey of students, Salma and Yelwa (2004) examined their attitude towards resources and services of public

library under title "A Survey of Students Attitude towards Public Library Services: A Case Study of Central Library in Borno State of Nigeria". In addition to questionnaire, interviews and observations were also used to collect data. Survey brought to light that majority of students visiting library were not its registered members. Resources and services were inadequate to meet information needs of users. Inadequate funds and accommodation were the problems being faced.

A study conducted by Sivathaasan and Chandrasekar (2013), investigated factor analysis of user satisfaction: A special reference to the library facilities. This study was carried out at the University of Jaffna, Sri Lanka among the library users. Data was collected by distributing a questionnaire to users of the library, those who visited to the library during a particular period. The study was exploratory in nature and employed factor analysis to identify the important factors of user satisfaction in relation to library facilities and services. This survey instrument includes thirty variables (30) to measure user satisfaction in relation to library facilities and services. Participants of the study were the readers of the library, who visited the main library on a particular week from 3rd to 5th June 2013. Out of 400 readers visited the library during the above-mentioned period, it was decided to collect data from 30 % of the total population. Hence, a total of 120 students were selected randomly with different subject backgrounds and questionnaires were distributed. All variables were measured on a five-point Likert scale ranging from least satisfied to most satisfied. Because, it allowed the researchers to quantify opinion-based items, and a scale with balanced keying (an equal number of positive and negative statements) could obviate the problem of acquiescence bias.

Khaiser and Madhu (2006) "Expectations and Perceptions of the Users of the National Law School of India University Library (NLSIU): A Study". Investigators ascertained the expectations and perceptions of users about the facilities and services offered by National Law School of India University Library. Total 150 questionnaires were distributed and 124 were received back. It was found that 88% users visited library daily, but faculty members were not the regular visitors to library. All the users rated library as an excellent, very good or good. Users wanted easy access to library and new books on emerging subjects. In the same context, Oyewusi and Oyeboade (2009) conducted a study at LadokasAkintola University, Ogbomosa Nigeria to investigate the accessibility and use of library resources by undergraduates. A questionnaire was distributed among 600 students in the university, out of which, 393 were found appropriate for data analysis and conclusion. The respondents were asked to indicate the reasons for using the library. In the response, it was found that 76.8% respondents use the library as a place where they can read and study, 7.9% used it for research, 4.3% visit the library when they want to borrow the book, while 7.4% sleep and socialize in the library. Results indicated that Nigerian students perceive library as a place where serious academic work can be done.

Naushad, Ali and Hasan (2006) undertook a survey of teachers to assess the library and information services of Aligarh Muslim University library under title "Library and Information Services in Central Library of Aligarh Muslim University from the Teacher's Point of View: A Survey". Approximately 86% users responded to questionnaire. Survey brought to light that most of the users were visiting

library to collect teaching material and borrow books, while approximately 14% teachers visited for research purpose. Majority of the teachers were not satisfied with overall functioning of library. In research article "Expectations and Perceptions of the Users of Public Libraries in Mysore City: A survey" Nikam and Chandershekra (2007) examined the expectations and perceptions of users including children, young adults, women and old towards public libraries. Opinions of 200 users were collected through a structured questionnaire. About 90.50% users considered public libraries either as more important or extremely important. Users were not satisfied with the helpfulness of library staff. Respondents did not find it easy to locate the needed reading material from libraries.

Olomgioke (1999) in his study on reprographic facilities and users' satisfaction covered 30 secondary school's libraries and involved 1,039 users over five academic years. The data were analyzed using chi-square (X^2) and t-test and it was discovered that asserted that apart from information service or answering enquiries, there are other important services provide by the reference libraries, such as photocopying service, photocopies of library materials are made for individuals or institutions, provided that copyright restriction do not forbid the reproduction of such materials.

Devendra and Rajkumar (2013) have examined the use of services by the users by National Science Library (NSL), New Delhi, India. A well-structured questionnaire was used to identify the impressions of NSL user towards the various aspects. 120 questionnaires were distributed among the NSL users and 108 filled were received back. The questionnaires were checked and 108 (90%) questionnaires were found fit for analysis and out of which 12(10%) were

considered unusable. The present study demonstrates and elaborates various aspects of NSL collections uses within the available resources, frequency and purposes of visit, user satisfaction within NSL services and information about documents. Further attempt has also been made to highlights the findings of the study and a few suggestions have been given based on the analysis of data.

Methods

The main aim of the study was to examine the extent of user's satisfaction with physical facilities of university libraries in South-South, Nigeria. The study adopted descriptive research design. The population of the study consisted of 21,162 library registered students of three federal and three state university libraries in South-South Nigeria, namely University of Calabar Library, University of Uyo Library, University of Port Harcourt Library, Ambrose Ali University Library, Niger Delta University Library and Delta State University Library. Purposive sampling technique was used to select a total of 1056 respondents from these universities: 251 from university of Calabar library, 175 from University of Uyo Library, 250 from University of Port Harcourt Library, 121 from Ambrose Ali University Library, 140 from Niger Delta University Library and 119 from Delta State University Library. A four point Likert questionnaire entitled: Users' Satisfaction with Facility Questionnaire (USFQ). A four Likert scale questionnaire was designed to assess users' responses of the six independent variables namely: reprographic facilities, shelf facilities, lighting point facilities, air condition facilities, seating arrangement facilities and building facilities with user satisfaction in university libraries in south-south of Nigeria. The face validity of the

instrument was determined by experts in measurement and evaluation and library and information science experts while the reliability was established using Cronbach's alpha of 0.83 level of significance. Six research questions were raised to guide the study. The data were analysed with frequency counts, percentages, mean and standard deviation.

Results and discussion

The result as shown in Table 1 indicates that a total of 1056 respondent responded on how satisfied the users were with reprographic facilities in university libraries in South-South Nigeria. Satisfaction with six areas of reprographic facilities had various mean scores - :Make copy of rare materials ($\bar{x}=2.73$); Clear and legible is ($\bar{x} = 2.79$); Own reading material at little cost ($\bar{x}=2.67$); Availability in all unit($\bar{x} = 2.78$); Photocopying in the library is cheap is ($\bar{x} = 2.72$); and Discourage book theft and mutilation is ($\bar{x} = 2.70$). Thus, clean and legible recorded higher mean. The data in Table 1 confirms the assertion that reprographic facilities are very important to library users.

The present study corroborates earlier finding by Abegunde (2014) who conducted a study on reprographic facilities and users' satisfaction. These findings simply revealed that photocopying is a vital universal service of ensuring the supply of request for reading materials upon demand by patrons that prompted positive attitude toward library.

The result shown in Table 2 indicates the users' satisfaction with shelving facilities in the university libraries in South-South Nigeria had a total respondent of 1056 with mean in six areas:

Makes location of books very easy($\bar{x} = 2.65$); creates adequate space for movement ($\bar{x} = 2.71$); Difficulty in accessing in-

between crowded shelves ($\bar{x} = 2.80$); shelving materials heavily unkempt is ($\bar{x} = 2.22$); satisfaction with design and type of shelf is ($\bar{x} = 2.77$); and not attractive and inviting is ($\bar{x} = 2.27$). Difficulty in accessing materials in-between crowded shelves recorded the highest mean score.

Table 3 shows that a total of 1056 users responded to item on the extent of users' satisfaction with lighting facilities in university libraries in South-South, Nigeria with various mean scores: Adequate lighting system ($\bar{x} = 2.77$); Dissatisfaction with frequent light outage ($\bar{x} = 2.32$); High quality of lighting system is ($\bar{x} = 2.82$); Adequate provision to ensure uninterrupted light ($\bar{x} = 2.75$); Dead bulbs and faulty electrical fitting ($\bar{x} = 2.35$), and lighting in the library not satisfactory ($\bar{x} = 2.27$). The table shows that high quality of lighting system had the highest mean. The finding of this study corroborates that of Adomi and Iwhiwhu (2004) who found that a majority of users were satisfied with lighting condition of reserve unit of Delta State University, Abraka, Nigeria.

The result shown in Table 4 indicates that a total of 1056 respondents responded to the extent of users' satisfaction with air conditioning facilities in University libraries in South-South Nigeria. The six sub-items in the table had different mean scores: Good ventilation for study and learning ($\bar{x} = 2.68$); Regular moisture and heat in the library ($\bar{x} = 2.29$); Always studying in the library ($\bar{x} = 2.66$); Library always overcrowded ($\bar{x} = 2.26$); Users' health is secured because of the high-level of ventilation ($\bar{x} = 2.75$); and lack of appropriate facilities to keep our library adequately ventilated ($\bar{x} = 2.22$). The table reveals that users' health is secured because of the high-level ventilation recorded the highest mean. The table also shows respondents' opinion on "Agree" were for first

and third variables with high percentage. Respondents' opinion on "Disagree" were for second, fourth and sixth sub-items and only the fifth sub-item had the opinion of strongly disagree from respondent with high percentage.

The result shown in Table 5 indicates that a total of 1056 respondents responded to the extent of users' satisfaction with seating arrangement facilities in University libraries in South-South Nigeria. The six sub-items had respective means: Seat and tables are hard enough for users ($\bar{x} = 2.17$); Arrangement of seating facilities is spacious for easy movement is ($\bar{x} = 2.79$); Cleaning of seats is done weekly in our library is ($\bar{x} = 2.72$); Satisfaction with quality of seat is 2.68; Attracted to the library by the quality of seat is ($\bar{x} = 2.77$); and seats and tables in library aesthetics is ($\bar{x} = 2.70$). This corroborates Adomi and Iwhiwhu who discovered that users were satisfied with quality of seats in reserve section of Delta State University, Abraka, Nigeria.

The table indicates that respondents' opinion on "Agree" has a higher percentage in third, fourth and sixth sub-variables. Respondents' opinion on the second sub-item has equal high percentages for the "Strongly Agree and Agree". The first sub-item recorded higher on the opinion "Strongly Disagree". Also, the fifth sub-item recorded higher percentage opinion on "Strongly Agree".

Table 6 reveals that a total of 1056 respondents responded to the item on users' satisfaction with building facilities in university libraries in South-South Nigeria. Six sub-items were developed and their respective means are: Clean environment is ($\bar{x} = 2.68$); location of the library ($\bar{x} = 2.29$); functional convenience ($\bar{x} = 2.66$); Building plan is $\bar{x} = 2.26$; Library structure is ($\bar{x} = 2.75$); and building maintenance is ($\bar{x} = 2.22$).

2.22).Library structure had the highest mean score.

Table 1:Users' satisfaction with reprographic facilities in University libraries in South-South, Nigeria

SN	Statement	SA (%)	A (%)	D (%)	SD (%)	Mean
1.	Make copy of rare materials	300 (28.4%)	360 (34.1%)	210 (19.9%)	186 (17.6%)	2.73
2.	Clear and legible	316 (29.9%)	364 (34.5%)	216 (20.5%)	160 (15.2%)	2.79
3.	Own reading materials at little cost	310 (29.4%)	312 (29.5%)	220 (20.8%)	204 (19.3%)	2.67
4.	Availability in all units	320 (30.3%)	340 (32.2%)	240 (22.7%)	156 (14.8%)	2.78
5.	Photocopying in the library is cheap	316 (29.9%)	330 (31.3%)	210 (19.9%)	200 (18.9%)	2.72
6.	Discourage book theft and mutilation	300 (28.4%)	340 (32.2%)	218 (20.6%)	198 (18.8%)	2.70

Table 2:Users' satisfaction with shelves facilities of university libraries in South-South, Nigeria

SN	Statement	SA (%)	A (%)	D (%)	SD (%)	Mean
1.	Makes location of books very easy	302 (28.6%)	310 (29.4%)	212 (20.1%)	232 (22.0%)	2.65
2.	Creates adequate space for movement	316 (29.9%)	318 (30.1%)	218 (20.6%)	204 (19.3%)	2.71
3.	Difficulty in accessing material in between crowded shelves	320 (30.3%)	360 (34.1%)	220 (20.8%)	156 (14.8%)	2.80
4.	Shelving materials are heavily unkempt	210 (19.9%)	208 (19.7%)	240 (22.7%)	398 (37.7%)	2.22
5.	Satisfaction with design and type of shelve	340 (32.2%)	320 (30.3%)	210 (19.9%)	186 (17.6%)	2.77
6.	Not attractive and inviting	218 (20.6%)	216 (20.5%)	260 (24.6%)	362 (34.3%)	2.27

Table 3: Users' satisfaction with lighting facilities of university libraries in South-South, Nigeria

SN	Statement	SA (%)	A (%)	D (%)	SD (%)	Mean
1.	Adequate lighting system	316 (29.9%)	360 (34.1%)	200 (18.9%)	180 (17.0%)	2.77
2.	Dissatisfaction with frequent light outages	200 (18.9%)	216 (20.5%)	360 (34.1%)	280 (26.5%)	2.32
3.	High quality of lighting system	340 (32.2%)	360 (34.1%)	180 (17.0%)	176 (16.7%)	2.82
4.	Adequate provision to ensure uninterrupted light	320 (30.3%)	340 (32.2%)	210 (19.9%)	186 (17.6%)	2.75
5.	Dead bulbs and faulty electrical fittings	218 (20.6%)	216 (20.5%)	340 (32.2%)	282 (27.3%)	2.35
6.	Lighting in the library not satisfactory	180 (17.0%)	210 (19.9%)	382 (36.2%)	284 (26.9%)	2.27

Table 4:Users' satisfaction with air-conditioning facilities of University libraries in South-South, Nigeria

SN	Statement	SA (%)	A (%)	D (%)	SD (%)	Mean
1.	Good ventilation for study and learning	300 (28.4%)	340 (32.2%)	190 (18.0%)	226 (21.4%)	2.68
2.	Regular moisture and heat in the library	190 (18.0%)	220 (20.8%)	352 (33.3%)	294 (27.8%)	2.29
3.	Always studying in the library	310 (29.4%)	320 (30.3%)	188 (17.8%)	238 (22.5%)	2.66
4.	Library always are crowded	180 (17.0%)	210 (19.9%)	372 (35.2%)	294 (27.8%)	2.26
5.	Users' health is secured because of the high-level ventilation	340 (32.2%)	316 (29.9%)	194 (18.4%)	206 (19.5%)	2.75
6.	Lack appropriate facilities to keep our library adequately ventilated	180 (17.0%)	200 (18.9%)	350 (33.1%)	326 (30.9%)	2.22

Table 5: Users' satisfaction with seating arrangement facilities of university libraries in South-South, Nigeria

SN	Statement	SA (%)	A (%)	D (%)	SD (%)	Mean
1.	Seats and tables are hardly enough for users	192 (18.2%)	182 (17.2%)	300 (28.4%)	382 (36.2%)	2.17
2.	Arrangement of seating facilities is spacious for easy movement	340 (32.2%)	340 (32.2%)	190 (18.0%)	186 (17.6%)	2.79
3.	Cleaning of seats is done weekly in our library	320 (30.3%)	330 (31.3%)	198 (18.8%)	208 (19.7%)	2.72
4.	Satisfaction with the quality of seats and tables	300 (28.4%)	340 (32.2%)	192 (18.2%)	224 (21.2%)	2.68
5.	Attracted to the library by the quality of seats	340 (32.2%)	330 (31.3%)	190 (18.0%)	196 (18.6%)	2.77
6.	Seats and tables in the library are aesthetics	310 (29.4%)	340 (32.2%)	188 (17.8%)	218 (20.6%)	2.70

Table 6:Users' satisfaction with building facilities in University libraries in South-South, Nigeria

SN	Statement	SA (%)	A (%)	D (%)	SD (%)	Mean
1.	Serene environment	300 (28.4%)	340 (32.2%)	190 (18.0%)	226 (21.4%)	2.68
2.	Location of the library	190 (18.0%)	220 (20.8%)	352 (33.3%)	294 (27.8%)	2.29
3.	Functional conveniences (toilets)	310 (29.4%)	320 (30.3%)	188 (17.8%)	238 (22.5%)	2.66
4.	Building plan	180 (17.0%)	210 (19.9%)	372 (35.2%)	294 (27.8%)	2.26
5.	Library structure	340 (32.2%)	316 (29.9%)	194 (18.4%)	206 (19.5%)	2.75
6.	Building maintenance	180 (17.0%)	200 (18.9%)	350 (33.1%)	326 (30.9%)	2.22

Conclusion

Based on the findings of the study, it could be concluded that library facilities such as reprographic facilities, lightning points,

facilities, shelving facilities, building facilities, air condition and building facilities enhance users' satisfaction of the library.

The satisfaction of library users in university communities is a function of quality and maintenance of products received, quality and quantity of facilities available for users. A library may meet users' satisfaction by making the needed and appropriate library facilities available to users. University libraries in South-South, Nigeria perform well by providing good modern facilities.

Based on the findings the study, the following are recommended:

1. Facilities such as photocopiers, scanners and other computer facilities should be made available in the library to aid those who.
2. There should be steady power supply and ventilation through provision of air conditionings and empty areas for natural air to penetrate in the library to enhance the comfort ability of the user.
3. The library building should be properly sited and built to accommodate materials needed to aid academic research and other purposes of the library.
4. Adequate shelves and cabinet should be provided on the library to aid the arrangement of the material by discipline so that it can aid the user for easy identification.

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