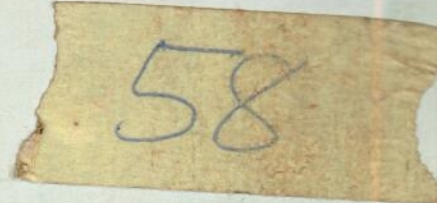


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**Prof. R. A. Lawal  
Dr. R.G. Jimoh  
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# AWARENESS, USE AND STATISFACTION OF COLLECTIONS AND SERVICES OF COLLEGE LIBRARIESIN FEDERAL UNIVERSITY OF PETROLEUM RESOURCES

A.A Salman, A.S. Sambo, H.Shehu, K.A Saka

Senior lecturer, department of library and information science, university of Ilorin,  
Nigeria.

Librarian, The University Library, Federal University of Petroleum Resources,  
Effurun, Nigeria.

Librarian, Federal Polytechnic Nassarawa State, Nigeria.

Senior lecturer, Department of Library and information technology, Federal  
University of technology, Minna, Nigeria.

[salbiodun@gmail.com](mailto:salbiodun@gmail.com), [atsalsam2006@yahoo.com](mailto:atsalsam2006@yahoo.com), [shehu.habibu@yahoo.com](mailto:shehu.habibu@yahoo.com),  
[s.katamba@futminna.edu.ng](mailto:s.katamba@futminna.edu.ng)

## ABSTRACT:

*This study provided an overview on the user's awareness, use and satisfaction with the college libraries collections and services at Federal University of Petroleum Resources. Both the survey and case study research designs were used through quantitative research method for the study. The total population for this study comprises of 1,425, users of the library. A total sample size 636 was drawn from the total population while simple random sampling technique was employed to select the sample. Questionnaire was used to collect data from the respondents. Findings revealed that majority of the respondents (86%) were aware of the services offered by the two college libraries, while only (21%) of the respondents use the college libraries frequently and (47%) respondents were satisfied with the collections and services provided, whereas (34%) respondents were dissatisfied with the services. The study recommended that the collections and services of the college libraries should be improved by acquiring more current materials including theses and dissertations; the libraries should be installed with air-conditioners due to the excessive heat in order to bring about conducive reading atmosphere, among others.*

**Keywords:** *Library collections, Library services, Users awareness, Library use, Users satisfaction, and College libraries.*

## 1. INTRODUCTION

One of the aims of setting up any university is to encourage and promote scholarship and conduct of research in all fields of learning and human endeavors. As a result of this, a university designs its program of study and provides the necessary infrastructure



as to meet these goals. It is in light of this that each of the infrastructures in the university is an integral part of the university system; the library is indisputably the most significant of them all. According to Ojo and Akande a survey examined the awareness, use and satisfaction with the collections and services provided by the University College Hospital Library, Ibadan, Nigeria, the study revealed that academic branch libraries were established alongside the establishment of their respective universities and these libraries are seen as the heart of the university and no other non-human factor is as closely related to the quality of infrastructure for university education as the library. Apart from the main library of academic institutions, other faculty, college and departmental libraries also provide access to information for academic support, teaching and learning. Together with the main library, they all provide users with the tools and skills that can assist students, researchers and scholars in achieving success in their academic activities. Applegatedefines user satisfaction as whether users are satisfied or not with collections and services provided by a library. If users' desires and expectations are met then naturally they would be satisfied because their information requests have been met. Therefore, we can only understand the library users' awareness, use, and satisfaction with the collections and services through surveys. It is natural that only satisfied users come back for the re-use of the services and there are greater chances that a dissatisfied user will ultimately find some other supplies of information to meet their information desires. In our opinion, what is essential is that libraries should give considerable thought and attention to appropriate collections, services and user satisfaction. On the other hand the subject matter that willingly comes to mind is how do we know whether our best is the best for our clients? Since the customer is the ultimate judge of the services it is crucial that a study of this nature is carried out to find out users awareness and satisfaction with the collection and services offered at the college of technology and college of science libraries. From available literature at the disposal of the researchers, this is the first study that focused on user awareness, use and satisfaction with the services of the two colleges' libraries. As a result, this study investigate users' awareness, use and satisfaction with the currently available collections and services of the two college libraries. The results of the survey will improve practice as the University Library Management plans to expand all the college libraries of the University.

## 1. HISTORICAL BACKGROUND OF FEDERAL UNIVERSITY OF PETROLEUM RESOURCES, LIBRARY EFFURUN (FUPRE)

According to FUPRE Library Handbook the University of Petroleum Resources, Library (FUPRE) Delta State, Nigeria was established in March 2007, under a Federal Government of Nigeria initiative. It is aimed at building a specialized University to produce a unique high level manpower and relevant expertise for oil and gas sector in Nigeria and worldwide. The groundwork for the commencement of the University Library started with the assumption of duty by a Principal Librarian, Mr. Mathew I. Okoh on September 6<sup>th</sup>, 2010. However, the library became operational in October 2011 after the recruitment of staff. At the time of opening to users, the library had in stock the following titles: books- 3000, journal- 85 and a database of over 2000



Presently the library serves its constituents colleges of science and that of technology. An e-library with functional internet facilities that provides access to varieties of educational materials is in place. FUPRE library is the hub of academic activities of the institution. Students, staff and researchers make use of the library for learning, teaching, research and development. According to FUPRE Library Handbook the services of the library include:

- Loan Service
- Reference Service
- Inter- Library Loan Service.
- E- Library Service
- Current Awareness Service
- Training Service

The library operates shift duties in order to ensure that staff, students, and researchers make maximum use of the materials. Relevant information is downloaded from databases that were subscribed by the library and made available to academic staff and students. The library organizes orientation program and also gives referral letters to students for research activities to other libraries.

#### **Branch libraries**

FUPRE Library has two branch libraries, and they are the College of Science Library and College of Technology library:

**College of Science:** The College of Science library of the Federal University of Petroleum Resources, Effurun was established in the year 2014 by the former Acting Librarian Mr. Matthew Okoh. The library was established to serve faculty members, students and other researchers in the sciences. FUPRE library disseminate reference materials and other books related to sciences which includes; Mathematics, computer science, Geology and Earth Science, Physics, chemistry and Environmental Sciences. The College of Science Library is in line with the Library Management mission to bring library services closer to its patrons with the aim of easing their stress of coming to the main library whenever they have information needs.

**College of Technology:** The College of Technology library of the Federal University of Petroleum Resources, Effurun was also established in the year 2014 by the former Acting Librarian Mr. Matthew Okoh. The library was established to serve faculty members, students and other researchers in the engineering and technology related fields. The library houses reference sources and other books related to Engineering and Technology which includes: Engineering Mathematics, Marine Engineering, Electrical and Electronics Engineering, Mechanical Engineering and Petroleum Engineering. The College of Technology Library is in line with the Library Management mission to bring library services closer to its patrons with the aim of easing their stress of coming to the main library whenever they have information needs.



## 2. STATEMENT OF THE PROBLEM

All tertiary institutions attempt to resource their library's collection and services in order to meet the needs of all categories of users. Therefore these libraries (College of technology and College of science libraries at Federal University of Petroleum Resources) are extension of the main library; attempt to have relevant stock to facilitate teaching, learning, research and knowledge dissemination in the parent institution. As a result of this, the library has put in place several resources to make their collections and services available for students' use. It is however not obvious whether student's (users) who patronize the college libraries are aware, use and satisfied with the collections and services in these libraries. Only users of the libraries can determine how satisfied they are with the services provided by the libraries. This is consistent with Bashahen he noted that only the users of a library are the best judge to assess its services. In the light of this, the researchers consider it crucial to conduct this study to unravel users' awareness, use and satisfaction with the collections and services provided at the two college libraries.

## 3. AIM AND OBJECTIVES OF THE STUDY

The primary aim of this study was to investigate users' awareness, use and satisfaction with the two college libraries' collections and services. The specific objectives are to:

- determine the users awareness of the college libraries
- ascertain the frequency of use of the college libraries
- investigate the levels of users' satisfaction with the collections and services provided by the college libraries
- identify areas that needs improvement at the two college libraries

## 4. REVIEW OF RELATED LITERATURE

According to Adeniran the ultimate objective of academic libraries is to meet the information and research needs of users through the provision of adequate collections and services as well as to meet the information desires of users that will satisfy their information requirements. This implies that libraries are established to provide information resources and services to meet users' information needs. The purpose of a library is defeated if its users are not satisfied with the collections and services it provides. User satisfaction has therefore been recognized as an important measure of library performance. To remain relevant, libraries should as matter of necessity have to periodically measure their collections and services as a way of ensuring that they are meeting the set objectives of the libraries. The extent to which academic libraries satisfy users' information desires is fundamentally more important. This is because the ultimate goal is to bring about satisfaction. A survey conducted by Oluebube on user satisfaction with library collections and services in Nigerian Agricultural Research Institutes found that users were dissatisfied with the electronic resources and availability of materials in the Libraries

In 1998, Simmons and Andaleeb evaluated library collections and services in the United State of America. The findings revealed that students' awareness, use and satisfaction with the services provided by the college libraries are influenced by the



quality of the services the libraries provide. The study concluded that academic libraries may have to adopt a more strategic orientation in which creation and delivery of satisfactory services for their users play an important role. Simmons and Andaleeb contend that by providing quality and satisfactory services to users, academic and research libraries can distinguish their operations through friendly, helpful and knowledgeable advice and the best technological resources available. Since academic library users have varying needs and expectations, it is the responsibility of the library staff to know these needs and expectations and strive to meet them. Fundamentally academic libraries are established to provide information resources that would suit their collections and services to meet users' information needs. Therefore the purpose of a library is defeated if its users are not satisfied with the collections and services provided. Similarly, Devendra and Kumar examined the expectations of faculty members and research scholars towards library collections and services at Sardar Vallabhbhai Patel University of Agriculture and Technology, Meerut, Uttar Pradesh, India. The study investigated the various aspects of library collection usage, frequency and purposes of library visits, and user satisfaction, it revealed that, major problems that hindered faculty members and research scholars from using the library included lack of directly relevant materials to the needs of users. Also, Kumar and Rajkumar investigated the use of the National Science Library (NSL) services, New Delhi, India, the study revealed that various aspects of NSL collections were not directly addressing the specific needs of users within the available resources which led to dis-satisfaction with the use of the NSL services and information resources.

Naqvi revealed that there existed significant difference in terms of adequacy of the college library collections and observed that print collections played vital role in fulfilling the demands of the students' community in the library. In a similar study, Ogbomo and Adomi found that all the respondents consulted text books more than other library resources in the library, followed by periodicals which were widely used by the researchers and agricultural scientists. Singh and Singh also stated that most research scholars found the use of periodicals more useful and adequate to them especially in e-format. According to Ikhizama and Oduwole the agricultural scientists as part of the respondents in their study adjudged library collections that addresses the information on agriculture as adequate while Khot and Patil indicated that the library collections are not adequate to meet the information needs of research scholars. Singh concluded that the majority of library users visited the library to update their knowledge, to consult documents for research use and to borrow/return documents. Circulation, photocopy, and reference were the most helpful and very popular services. Naqvi further revealed that the inadequacies and setbacks on the use of collections and services of the library could be as a result of lack of attention to the identified areas which need improvements. Some of the recommendations suggested are mentioned below: Number of copies of most utilized books should be increased so that more users can use them at the same time, the library should develop a better network with all the famous national and international agricultural organizations/libraries to use their resources and services among others.

On the need for adequate library orientation for awareness and proper use of the library, Alemna and Osei identified the timing of the orientation programme during the



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first week of the freshmen's year as a factor militating against awareness and maximum use of the library's collections, as the freshmen are not able to understand or grasp a lot of what they are taught within this week. The results of Markwei's study of the Balme Library showed that freshmen to the University of Ghana patronized the orientation programme very well. However, the effectiveness of the programme in helping them acquire use of library skills was negligible because they were in large groups and the time allocated for each group was inadequate. Fjallbrant and Malley noted that user education stimulates users' awareness of the library's collections and services. Herring outlines the aims of user education and says: User education has four aims: to enhance student learning, to encourage user independence, to widen the use of a range of library resources and to introduce the library and its staff to its users. These, no doubt, emphasize the importance of user education or orientation to proper awareness and use of the library services.

## 5. RESEARCH METHODOLOGY

The descriptive survey research design was adopted for this study and the instrument used for data collection was questionnaire which was distributed to the respondents faced to face at the two colleges. (College of technology and College of science libraries) The target population of this study comprises of all the registered library patrons at the two college libraries in Federal University of Petroleum Resources, (FUPRE). The population of the study was 1,425, 2015/2016 registered users of the library. Sample size of 636 was drawn from the total population using the Research Advisor stable for sample size, while simple random sampling technique was employed to select the sample. Questionnaire was used to collect data from the respondents and descriptive analysis of the responses was made using the statistic package for social science (SPSS) version 16.0. Out of the 636 questionnaire that were distributed to the respondents, a total of 625 was duly completed and found usable, consequently, 98% response rate. The data collected for this study was analyzed using simple percentage and frequency counts.

## 6. FINDINGS AND DISCUSSION

The findings of the study are discussed below: Figure 1 shows the gender distribution of respondents.



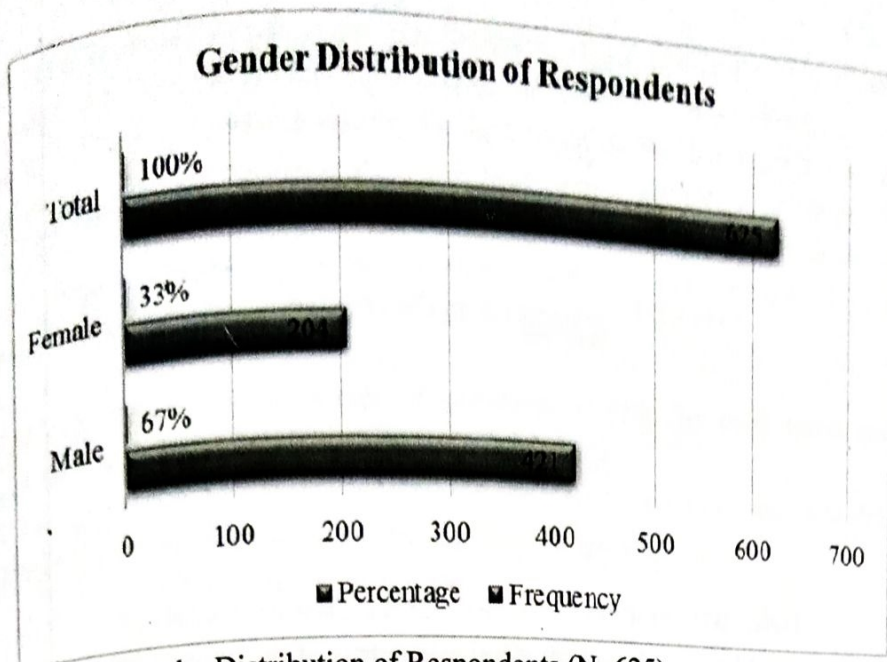


Figure 1: Gender Distribution of Respondents (N=625)

Fig 1, shown that (67%) of the respondents were male and (33%) female library users. This implies that majority of the respondents who uses the library were male and it may be as a result of the nature of the courses offered in the institution which could be assumed as more male friendly courses.

Figure 2 below shows the distribution of respondents by the colleges.

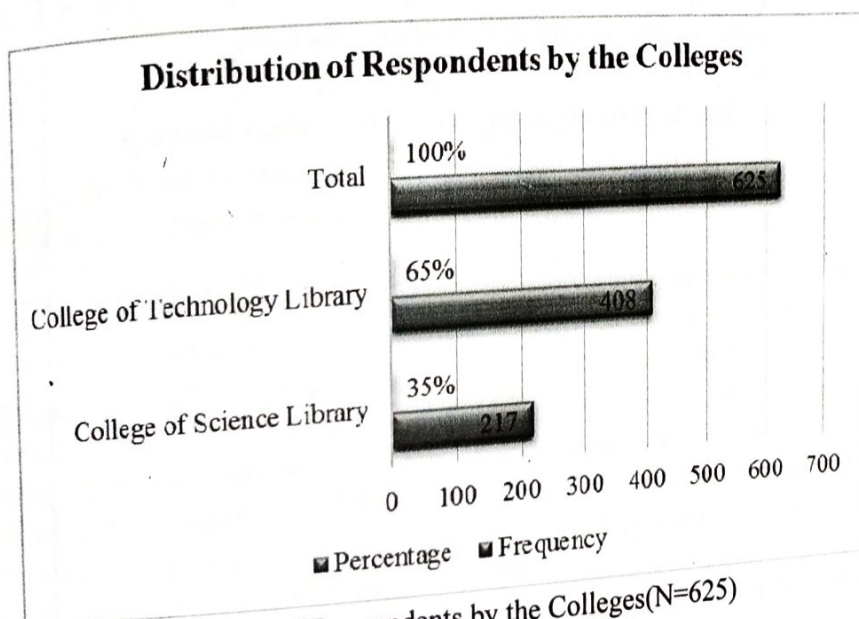


Figure 2: Distribution of Respondents by the Colleges (N=625)

As observed from figure 2, (65%) were from college of technology while (35%) were from college of science. This indicates that the respondents from the college of technology are more than that of the college of science. Figure 3 shows users' awareness of the two college libraries.

**RQ 1: What are the levels of user's awareness of the college libraries?**

This question intends to measure the level of awareness of the two college libraries.



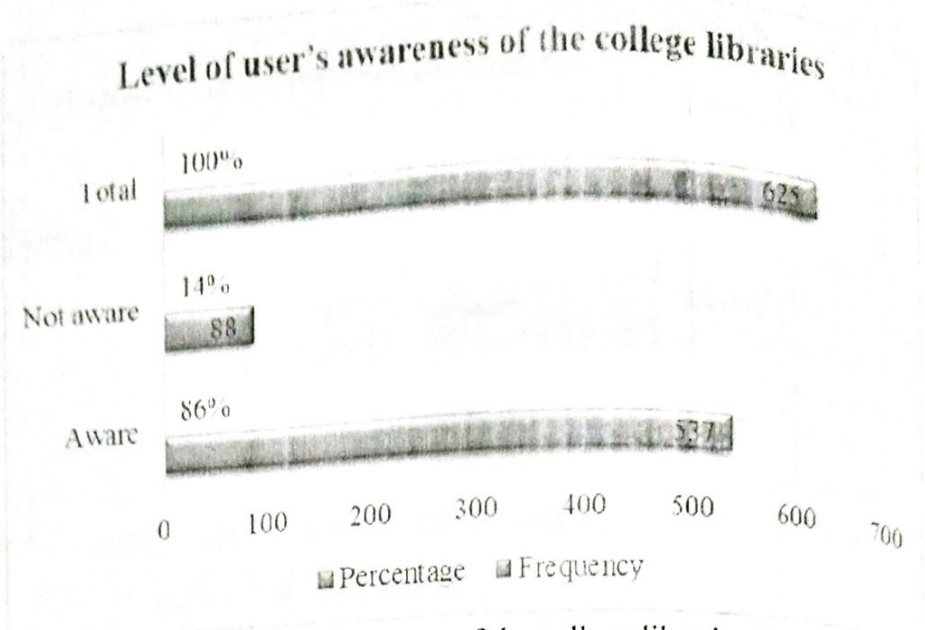


Figure 3: Level of users' awareness of the college libraries (N=625)

As shown in figure 3, majority of the respondents (86%) were aware of the availability of the college libraries while (14%) were not aware. This implies that awareness of the libraries is high but requires improvement. This is because the 14% respondents who were not aware of the collections and services of the branch libraries may be using the main university library for the whole academic period of their programmes, whereas there might be useful materials in the branch libraries which they may not use because of lack of awareness.

**RQ 2: How often do you use the college libraries?**

This question was asked in order to ascertain the frequency of use of the two college libraries.

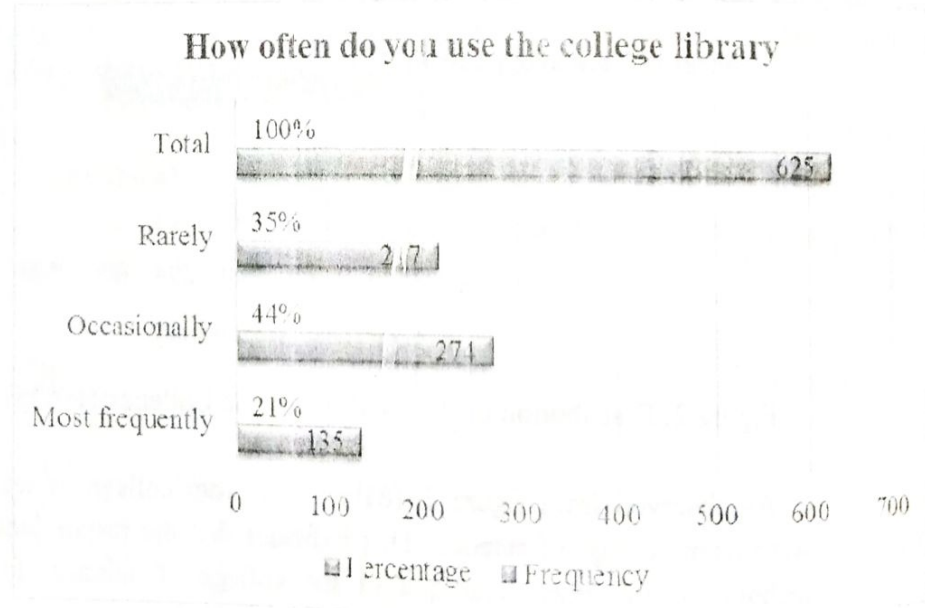


Figure 4: Frequency of use of the college libraries (N=625)

Figure 4 shows that (44% of the respondents use library occasionally while (35%) rarely and (21%) use the library most frequently. This may be due to small size of the



college library and inadequacy of orientation to the students. This is in line with Alemna and Osei (1991) inadequacy was confirmed and acknowledged the timing of the orientation programme during the first week of the freshmen's year as a factor militating against awareness and maximum use of the library's collections, as the freshmen are not able to understand or grasp a lot of what they are taught within this week. Figure 5 below shows the degree of satisfaction with the use of the collections and services provided by the two college libraries.

**RQ 3: What are the levels of satisfaction with the collections and services provided in the college libraries.**

The question aimed at determining the satisfaction level of users with the use of the collections and services provided by the two college libraries.

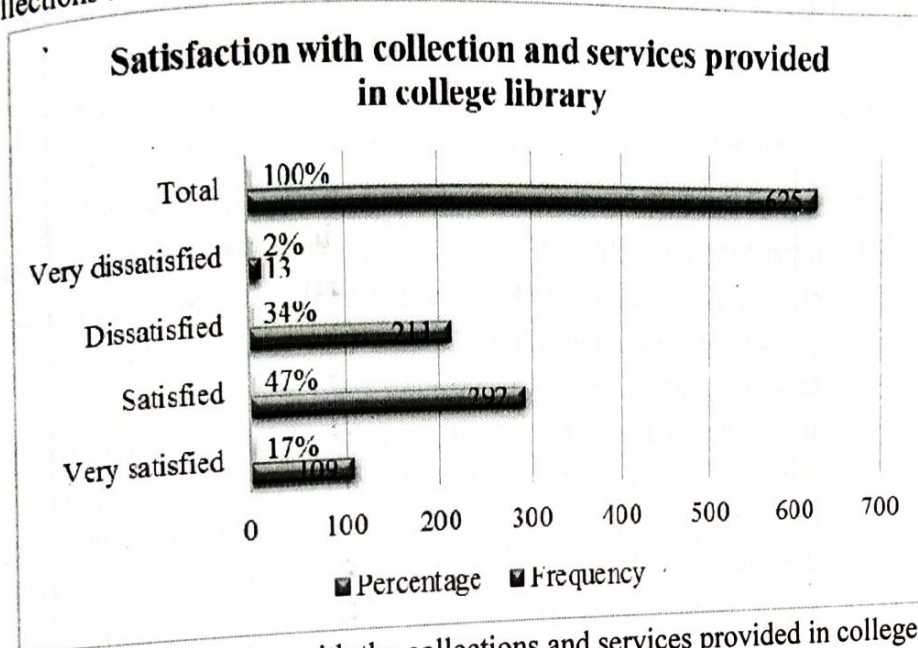


Figure 5: Satisfaction with the collections and services provided in college libraries

Figure 5, shows that majority (47%) satisfied with the collection and service of the college library while (34%) dissatisfied whereas (20%) very dissatisfied and (17%) very satisfied with collection and services of the college library. This is collaborate with Applegate (1997) identify user satisfaction as whether users are satisfied or not with collection and service in a library. If users' desires and expectations are met then naturally they would be satisfied because their requests have been met. Figure 6 presented the suggestions by the respondents on the improvement of the collections and services of the two college libraries.

**RQ 4: What suggestions can you offer to improve the collections and services at the college libraries?**

This question addressed the required solutions to the identified challenges in the collections and services offered by the two college libraries.



### suggestions areas that needs improvement at the college libraries

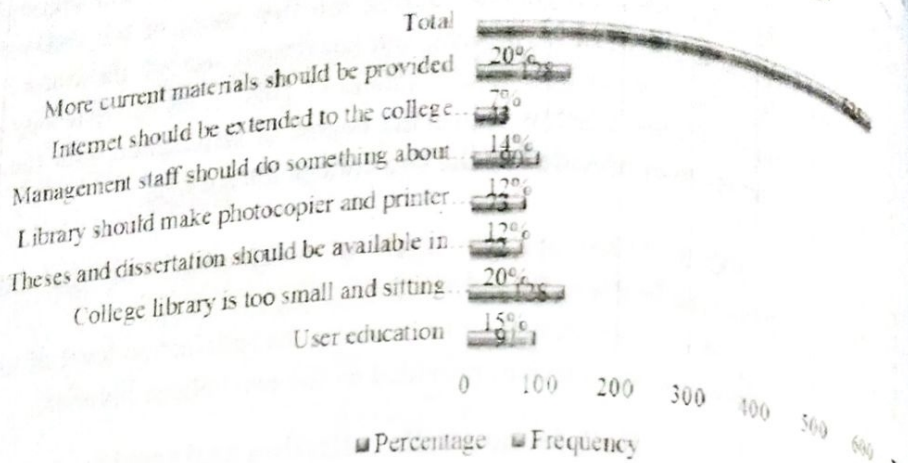


Figure 6: Areas that needs improvement at the college libraries (N=625)

As shown in the responses in figure 6, a number of suggestions were identified in other to improve the collection and services of the college libraries; these includes more current materials should be provided /college libraries are too small and sitting capacity should be expanded (20%), users education (15%), management staff should do something about excessive heat in the college library (14%), theses and dissertation should be made available in the college libraries /library should make photocopier and printer available in the college libraries. (12%) internet should be expanded to the college libraries (7%). This is supported by Naqvi who suggested that inadequacies and drawbacks on the use of collections and services of the library helped to identify areas which need improvement. Some of the recommendations suggested are mentioned below: Number of copies of most utilized books should be increased so that more users can use them at the same time, the library should develop a better network with all the famous national and international agricultural organizations/libraries to use their resources and services among others.

### 7. CONCLUSION

From this survey results, it was revealed that users of these two libraries are aware and use the libraries, but the level of satisfaction with the services provided was low. This is an indication that a lot still need to be done in the area of provision of adequate and relevant materials in order to meet the information needs of users so that their satisfaction level with the use of the services will improve. The findings also revealed that these two branch libraries at FUPRE are playing vital roles to enable the University achieve its objectives, this is because aware and usage levels are high. This does not in any way explain that areas of improvement should be neglected in order to effectively enhance and support learning and other academic activities carried out by the university.



## 8. RECOMMENDATIONS

As a result of inadequacies and setback on the use of collections and services of the college libraries which led to lack of users' satisfaction as revealed in the findings of this study, the following recommendations are therefore made:

- Number of copies of most utilized books should be increased so that more users can use them at the same time.
- The library must provide orientation programme to the users as well as compulsory user education or information literacy course.
- Management should expand sitting capacity of the college library or provide for more library accommodation for the users at college libraries in order to create more space and thereby increase patronage by the users.
- Dissertation and theses should be made available at the college libraries. This would enhance reading and research among the users.
- Photocopiers and printers should be provided at the college libraries for easy access to collection and services of the library.
- The library should extend network facilities to the branch libraries (College of science and college of technology) to enhancing more teaching and learning.

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