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TO WHOM IT MAY CONCERN

Pt. Bhagi Naresh Established GOD'S RAVAN GADDI in 1962 to understand Ishwara/ God the originator and upholder of the eternal moral order in the world. Pt. N. K. Bhagi (Editor) and Smt. Suniti Anand HTES (I) Retd. founded GOD'S RAVAN GADDI by donating their property 214, Model Town, Ambala City money, material, books & ILMF for devotees. Pt. Nikhilesh Bhagi is authorized to manage the works of Pt. N.K. Bhagi and Smt. Suniti Anand due to their old age and disableness in their life time or their after death. No other children or their decendent will have right on this.

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ASSESSMENT OF LEVEL OF USERS' SATISFACTION WITH INFORMATION SERVICE DELIVERY BY LIBRARY PERSONNEL IN UNIVERSITY LIBRARIES

ALFRED M. OBAJE,

In University libraries, users' satisfaction depends on the extent to which expectations are matched by information services delivered. Information and Communication Technology (ICT) have changed the way users perceive libraries; emphasize is more on the provision of electronic library services than the mere physical library building and manual operations and services. Users expect that library should be equipped with adequate information resources, skilled staff and consistent quality services. In library services, users are described as the *raison* (reason for existence) of the library. Hence, for libraries to meet information needs of users, it requires the provision of the relevant information resources and services.

Farzana, Rehman and Khalid (2012) investigated users' perceptions about the library services. The analysis of the data about users' satisfaction with major library services revealed that they were not fully satisfied with library services. The library users have also highlighted many problems, which they believed should be corrected. Supporting this, Kumar (2012) examined overall service quality of University libraries in Kerala from users' perspectives, and identified the dimensions that determine the customers' evaluation of service quality. The study found that the quality of services rendered by the University libraries is moderately good. The users of the University libraries in Kerala were largely satisfied with various aspects of service quality except responsiveness and are moderately satisfied with the physical facilities, collection, services, staff behavior, etc. Similarly, Mairaj and Naseer (2013) evaluated the satisfaction of users with the services of Punjab Institute of Cardiology (PIC) library in the Punjab province of Pakistan. It was revealed that users of PIC library were satisfied with the library collection, organization, reference and circulation services, staff attitudes, cooling and heating. They were concerned about library space, hours, furniture and environment, and suggested more availability of electronic library services, newer collections, better Internet access and comfortable furniture.

Adeniran (2011) examined the relationship between service quality and users' satisfaction at Redeemer's University. The study revealed that users were satisfied with the services of the library. However, Iwhiwhu and Okorodudu (2012) examined the satisfaction of library users to public library information resources, services and facilities at the Edo State Central Library in Benin City, Nigeria. The study confirmed the satisfaction of library users with some of the library's facilities, but not with its information resources and services. Verzosa (1999) posited that the extent to which the user's needs are satisfied depends on the size and collection of the library, the adequacy and accuracy of the organization of its materials, the usefulness of its catalogues and finding tools in providing access to its collection, and the ability and cooperation of the library staff in bringing these materials (or information on these materials) to the attention of the users, and in maximizing the exposure of the users to these resources and to other library services.

Similarly, Shah (2013) investigated the relationship between the quality of services provided by the library and the level of users' satisfaction from these services. The study revealed a significant positive relationship between library services quality and users' satisfaction. In the same vein, Sureshchandar, Rajendran, and Kamalanabhah (2002) found that service quality and customer satisfaction were highly related. User's satisfaction and optimization of resources have become important areas for libraries.

Statement of the Problem:

Preliminary investigation by the researcher revealed that most University libraries in North-Central Zone, Nigeria are providing Internet services, range of electronic services and hybrid type of library services to users. It was also noted that measuring library quality through users' feedback is lacking in University libraries in Nigeria. The researcher discovered from literature that users' expectation of quality services increase with their information literacy level and University students and staff are more interested in online activities than manual operations. Therefore, with the current information service delivery in University libraries, it is necessary to investigate whether users' are really satisfied. It is

therefore on this basis, that the researcher set out to investigate the level of users' satisfaction with information service delivery in University libraries of North-Central Zone, Nigeria.

Objective of the study: The study determined the level of users' satisfaction with information service delivery by library personnel in University libraries of North-Central Zone, Nigeria.

Significance of the study: The findings of this study will benefit University librarians in the North- Central Zone, Nigeria, as the level of users' satisfaction with information services empirically determined will guide them in areas where services need improvement. The value for resources, money, human and materials put in library services can be ascertained through the level of satisfaction derived by users. The ultimate aim is to increase the quality of information services; this will eventually benefit users' of library. Nigeria library schools will benefit by re-positioning librarianship education and designing a very dynamic curriculum for LIS education and training that will match the skills requirements of the millennium information service delivery that will meet users' expectations. The significance of this study also lies in its contribution to the existing literature on users' satisfaction with information provision in academic libraries.

Scope of the Study: The study focused on registered library users in selected seventeen (17) University libraries of North-Central Zone, Nigeria. The variables investigated are: Users' education/instruction and information literacy, library catalogue, circulation services, provision of CD-ROMs and Online databases (HINARI, EBSCOHOST, OARE, etc) service, institutional repository, range of print magazines, Journals and newspapers collections, inter library loan activities/ document delivery service, availability of course books and essential texts, range of e-books, range of electronic Journals, provision of computers, Current Awareness Service (CAS) and Selective Dissemination of Information (SDI), photocopying and printing facilities, social media (Blogs, Wikis, Twitter etc), opening hours, accessing the library resources and services outside the library (online), Internet services and behavior of the staff members of the library.

Research methodology: Descriptive survey method was used. Data were collected so as to describe and interpret the levels of users' satisfaction with information services in University libraries of North-Central Zone, Nigeria. Survey research was appropriate because of the large area covered.

Population and Sample: The study covered users of University libraries in selected seventeen (17) University libraries in North-Central Zone, Nigeria. A convenient sampling of 340 users, 20 registered users from each University was used as sample. The table below gives the names of the University libraries covered in the North-Central Zone, Nigeria.

Table 1 revealed that library users responded well in all the Universities, with University of Mkar, Mkar (6.8%), the highest, University of Jos, Federal University of Technology, Minna, University of Ilorin and Ibrahim Badamasi Babangida University, Lapai all with (6.4%) respectively. Users were very willing in responding to the questionnaire.

Response Rate: A self- designed questionnaire was personally administered to 340 users out of which 281 (82.6%) were properly filled, returned and used for the study.

Table 2 revealed that 142 (50.5%) of library users were male while 139(49.5%) were female. There was no gender bias in the study.

Table 3 revealed that, majority of the respondents 206 (73.3%) were students while 75(26.7%) were staff. Students use library more than staff in the University libraries of North-Central Zone, Nigeria.

Table 4 revealed that majority of the respondents 157 (55.9%) had 3-4 years use experience, 106(37.7%) had 1-2 years use experience, only 11(3.9%) and 7(2.5%) 5-6 years and 7 years and above use experience respectively. The library use experience of users was enough to indicate their levels of satisfaction with the use of information service delivery.

Table 1: Classification of Respondents by Universities under Survey

S/N	University libraries	Frequency	Percentage (%)
1	University of Ilorin, Ilorin	17	6.0
2	University of Jos, Jos	18	6.4
3	IBB/Awwal Ibrahim Library, Federal University of Technology, Minna	18	6.4
4	University of Abuja, Gwagwalada	16	5.7
5	Festus, Suleiman Idachaba Library, University of Agriculture, Makurdi	17	6.0
6	Benue State University, Makurdi	15	5.4
7	Dr. Aliyu obaje Library, Kogi State University, Anyigba	14	5.0
8	Nasarawa State University, Keffi	16	5.7
9	National Open University of Nigeria, Abuja Study Centre, Abuja	14	5.0
10	Abubakar Gimba Library, Ibrahim Badamasi Babangida University, Lapai	18	6.4
11	Al-Hikmah University, Ilorin	16	5.7
12	Bingham University, Karu	17	6.0
13	University of Mkar, Mkar	19	6.8
14	Salem University, Lokoja	16	5.7
15	Sid Baba Ahmed/ Science Library, African University of Science & Technology, Abuja	15	5.4
16	Kwara State University, Malete- Ilorin	18	6.4
17	Nigerian Turkish Nile University, Abuja	17	6.0
	TOTAL	281	100

Table 2: Classification of Respondents by Gender

Gender	Frequency	Percent (%)
Male	142	50.5
Female	139	49.5
Total	281	100

Table 3: Users' Category

Responses	Frequency	Percent (%)
Staff	75	26.7
Student	206	73.3
Total	281	100

Table 4: Library Use Experience

Responses	Frequency	Percent (%)
1-2 years	106	37.7
3-4 years	157	55.9
5-6 years	11	3.9
7 years and above	7	2.5
Total	281	100.0

Table 5 revealed that majority of the respondents 137(48.8%) use the library many days a week, 73 (26.0%) use the library when the need arises, 63 (21.7%) use the library on a daily basis while only 10 (3.6%) use the library weekly. This revealed that University libraries are being used by users since 198 (70.5%) either use the library daily or many times a week.

Table 5: Frequency of Library Usage

Responses	Frequency	Percent (%)
Daily	61	21.7
Many days a week	137	48.8
Weekly	10	3.6
When the need arises	73	26.0
Total	281	100.0

Research Question: What is the level of users' satisfaction with information service delivery in University libraries of North-Central Zone, Nigeria?

This question sought to determine the level of users' satisfaction with information service delivery in University libraries of North-Central Zone, Nigeria. Information

services considered in this study and users' levels of satisfaction are shown in table 6. The remark for each service is also indicated appropriately.

The responses in Table 6 revealed that, majority 227(80.8%) and 211(75.1%) of users were Very satisfied with provision of range of print magazines, Journals, Newspapers collections and opening hours of the library respectively. However, majority 249 (88.6%), 222(79.0%), 230(81.9%), 215(76.5%), 205 (73.0%) of users were fairly satisfied with provision of users' education/instruction and information literacy service, CD-ROMs and online databases, range of E-books, range of electronic Journals, provision of computers, Internet services by library personnel in University libraries of North Central Zone, Nigeria respectively. It worth noting that significant numbers 66(23.5%), 76(27%) and 87(31%) of the respondents were very dissatisfied with the range of electronic Journals, provision of computers and internet services respectively. The responses revealed that all 281(100%) of library users were very dissatisfied with the services of library catalogues and circulation services being provided by the library personnel. Similarly, Majority 257(91.5%) of the respondents was very dissatisfied with photocopying and printing services in the University libraries. It was also revealed the majority 228(81.1%) and 263(93.6%) of the users had not been provided with institutional repository services and accessing library resources outside the library building respectively. All 281(100%) of users indicated that social media services (Blogs, wikis etc) were not part of library services being rendered by library personnel. On the behavior of library staff, 204(72.6%) of users indicated that they were fairly satisfied, 57(20.3%) were very satisfied and 20(7.1%) were very dissatisfied. The general level of users' satisfaction may have influenced the perception of users on the behavior of staff. On the average, majority 189(67.3%) of users were fairly satisfied, 57(20.3%) were very dissatisfied, 35(12.5%) were satisfied respectively with information service delivery. The implication is that, users of University libraries of the North Central Zone, Nigeria were fairly satisfied with the level of information service delivery being provided by the library personnel.

The result agrees with Farzana, Rehman and Khalid (2012) who investigated users' perceptions about the library services. The analysis of the data about users' satisfaction with major library services shows that they were not fully satisfied with

their respective library services. The result deviates from Mairaj and Naseer (2013) who evaluated the satisfaction of users with the services of Punjab Institute of Cardiology (PIC) library in the Punjab province of Pakistan. It was revealed that Users of PIC library were satisfied with the library services generally with few exception. The result to some extent agrees with Iwhiwhu and Okorodudu (2012) who examined the satisfaction of library users to public library information resources, services and facilities at the Edo State Central Library in Benin City, Nigeria. The study revealed the satisfaction of library users with some of the library's facilities, but not with its information resources and services.

The result of this study is similar to Mahawar, Verma and Narayan (2009) who investigated satisfaction level of P.G students in University of Lucknow Library with the services provided by the library. The study revealed that most of the users were partially satisfied with library services. Seneviratn (2006) measured user's satisfaction of the PGIM Branch Library at Peradeniya. Most respondents were very satisfied with the overall library services and staff performance; moderately satisfied with the print collection. The helpfulness of the staff was rated the best. This is slightly different from the result of the present study. Generally, users of University libraries of North-Central zone, Nigeria, were only fairly satisfied. This was because most services were still manually carried out. The use of ICT has not been fully implemented to deliver services expected by users.

Recommendation: The researcher recommended that, to increase the level of users' satisfaction with information services, library personnel are expected to be skilled in ICT-based services. Libraries should implement full automation. Institutional repository, inter library loans, Current awareness service, Selective dissemination of information, range of e-journals, e-books, provision of more computers, social media, photocopying, printing and internet services should be improved in University libraries of North-Central Zone, Nigeria.

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Information Services		Level of Users' Satisfaction with Information Service Delivery in University Libraries of North central Zone, Nigeria										Remark
		Very Satisfied		Fairly satisfied		Fairly dissatisfied		Very dissatisfied		Not applicable		
S/N	Information Services Measured	FQ	%	FQ	%	FQ	%	FQ	%	FQ	%	
1	Users' education/instruction and information literacy	-	-	249	88.6	-	-	32	11.4	-	-	Fairly satisfied
2	Library Catalogue	-	-	-	-	-	-	281	100	-	-	Very dissatisfied
3	Circulation Services							281	100	-	-	Very dissatisfied
4	Provision of CD-ROMs and Online databases (HINARI, EBSCOHOST, OARE, etc) service	33	11.7	222	79.0			26	9.3	-	-	Fairly satisfied
5	Institutional repository	-	-	46	16.4	-	-	7	2.5	228	81.1	Mostly not available
6	Range of print magazines, Journals and newspapers collections	227	80.8	54	19.2	-	-	-	-	-	-	Very satisfied
7	Inter library loan activities/ Document delivery service	-	-	15	5.3	-	-	266	94.7	-	-	Very dissatisfied
8	Availability of course books and essential texts	-	-	50	17.8	-	-	231	82	-	-	Very dissatisfied
9	Range of e-books	28	10.0	230	81.9	-	-	23	8.2	-	-	Fairly satisfied
10	Range of Electronic Journals	-	-	215	76.5	-	-	66	23.5	-	-	Fairly satisfied
11	Provision of Computers	-	-	205	73.0	-	-	76	27.0	-	-	Fairly satisfied
12	Current Awareness Service (CAS) and Selective Dissemination of Information (SDI)	-	-	26	9.3	-	-	255	90.7	-	-	very dissatisfied
13	Photocopying and printing facilities	-	-	24	8.5	-	-	257	91.5	-	-	very dissatisfied
14	Social Media (Blogs, Wikis, Twitter etc)	-	-	-	-	-	-	-	-	281	100	
15	Opening hours	211	75.1	70	24.9	-	-	-	-	-	-	Very satisfied
16	Accessing the Library resources and services outside the library (online)	-	-	-	-	-	-	18	6.4	263	93.6	Mostly not available
17	Internet services	22	7.8	172	61.2	-	-	87	31.0	-	-	Fairly satisfied
18	Behavior of the staff members of the library	57	20.3	204	72.6	-	-	20	7.1			Fairly satisfied
19	Level of Users' satisfaction with Information Service Delivery in University libraries of North Central Zone, Nigeria	35	12.5	189	67.3	-	-	57	20.3	-	-	Fairly satisfied

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