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## Users' Satisfaction on Library Resources and Service in Universities Affiliated Programmes in Federal Colleges of Education in South-west, Nigeria

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# **Users' Satisfaction on Library Resources and Service in Universities Affiliated Programmes in Federal Colleges of Education in South-west, Nigeria**

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## **Users' Satisfaction on Library Resources and Service in Universities Affiliated Programmes in Federal Colleges of Education in South-west, Nigeria**

### **Abstract**

*The study investigated students' satisfaction on the utilisation of library resources in university affiliated programmes in federal colleges of education in south-west, Nigeria. This is to reveal that effective use of library material will bring users satisfaction and in turn improve student academic achievement. The descriptive research design was adopted, while a simple random sampling method was used in selecting samples for the study. A total of 875 (485 males and 372 females) undergraduate students of universities affiliated programmes in federal colleges of education participated in the study. A structured questionnaire tagged "Questionnaire on Students' Satisfaction and Utilisation of Library Resources in University Affiliated Programmes in Federal Colleges of Education in South-west, Nigeria (QSSULRUAPCESN), five research questions were answered and two hypothesis were tested at 0.05 level of significance. The results showed that students frequently use library resources for academic and personal development and they derive high level of satisfaction. Also, the finding revealed that there is no difference in gender use of library resources and that there is relationship between library materials utilisation and student satisfaction. Therefore utilisation of library resources is necessary to enhance academic progress in academic institutions globally.*

**Keyword:** Students' satisfaction, Library resources, and University affiliated programmes

### **Introduction**

Information is a vital instrument individual and the society needs for personal and the societal development, information is needed for making vital and relevant decision. Therefore people acquire information through several processes which entails; finding ideas, facts finding and new information through scientific and systematic study. In recent time, the library has witnessed notable achievements, pace of innovations and significant growth. It is interesting to note that the rate of space usage is higher, even though some users are coming to the library to socialize; the level of usage of the physical space by genuine users has increased substantially. Library users are very important component in the existence of the library, they should therefore be satisfied with the service they receive. According to Zeithalm and Bitmer (2017) defined satisfaction as customers' evaluation of a product or service in terms of whether that product or service has met their needs and expectations. Failure in meeting needs and expectations is assumed to result in dissatisfaction with the product or service".

Andaleeb (2001) regarded Information as a critical resource like air, water, food, and shelter, Hence, the library then serves as a vital and important channel where information is acquired, processed and disseminated through the provision of appropriate information resources in its

various formats. The library as an institution are partners in helping individuals by providing information services through both traditional ways (providing collections, bibliometrics, searching skills training and document delivery) and recent innovations (establishing institutional repositories, advice on copyright and intellectual property and involvement in knowledge management activities) (Council of Australian University Librarians, 2008).

Yeboah et al (2018) states that a library is a collection of both printed, non-printed materials and other information materials which are well organized, with competent staff that can assist users to meet their information needs. Abubakari, Dawuda, Abubakari (2019) further described the library as the nerve centre of an educational institution and a place where information is provided to serve all patrons irrespective of their ages, political and ethical background, religion, sex, etc. The primary objective of libraries is to satisfy users information needs, Tiemo and Ateboh (2016) defined users' satisfaction as the means with which users determine that a product or service meet their required needs and expectations. With evolving technological innovations and the variety and abundance of information that is becoming available to information users. Student expectations of library services in academic institution also vary, making it imperative to better understand and define specific student needs and providing the type and level of service that meets them. The element of quality library service is "the incorporation of users' personal needs and expectations into the development of programs and service.

In the academic community, libraries are necessary for continuing education, research activities and self development, libraries are indispensable because they are the nerve centre of all teaching, learning and research activities in an institution. It is a fact that, academic libraries occupy a paramount place in the life of their parent institutions. The philosophy of librarianship according to Adeoye and Popoola (2011) is based on the concept of effective library services and provision of relevant resources to users. Siddiqui (2011) studied the information seeking behaviour of faculty of technology students, he identify the information sources they consult, their information gathering systems, and information seeking behaviour. Also Abukari (2019) studied the information seeking behaviour of undergraduate and post graduate students and research scholars in science, social sciences and humanities at the Punjab University of India. Both findings revealed that users were satisfied with collection and services; also they identified the use of up-to-date textbooks, journals and electronic resources of the libraries. They suggested that academic libraries must understand

information seeking behaviour of users in order to provide information services effectively since methods and tools for information delivery continue to grow and change dramatically.

Tiemo and Ateboh (2016) who found out that users' satisfaction with library information resources and services in which users judge the adequacy of the library information resources and services rendered to them and the services meeting their expectations. Similarly, Ezeala and Yusuf (2011) investigated user satisfaction with library information resources and services at the Nigerian Agricultural Research Institute and found out that users were satisfied with duration of loan services, opening hours, the lightning system and the number of available computers. Also a study conducted by Oyelekan and Iyorsuun (2011) on the evaluative study of reader services in University of Agricultural Library, Markurdi revealed readers' satisfaction with lending services, reserve materials services and bindery services. This is consistent with studies of Saika and Gohain (2013), Ogbuyi and Okpe (2013), Ikenwe and Adegbitero-Iwari (2014) and Tiemo and Ateboh (2016) which indicated satisfaction by users with library services and Maina, Masese and George (2017) on the usage and user satisfaction with library resources in Kisii University Library, Kenya.

Motiang, Wallis and Karodia (2019) in their study on the evaluation of users satisfaction with library services in University of Limpopo in South Africa, their findings show that users do make significant use of the library, its services and resources, and that they are broadly satisfied with it. Although users indicated dissatisfaction on the access to the internet and databases, availability of photocopy machines, duration of book loans, availability of books, library fines and print journals. According to the findings of Bea, Musabila and Deogratus (2018) in a study on users' satisfaction with library service at the Sokoine National Agriculture Library in Morogoro Tanzania, majority of customers are satisfied with the SNAL services as shown by high percentage of the users'. The study has also show that despite the moderate satisfaction level, some of the users' showed dissatisfaction with Speed of downloading information, meeting users' needs and friendliness of library management.

However, some other studies that indicate dissatisfaction by users with library resources and services include, the study conducted by Ezeala and Yusuf (2011) at the Nigerian Agricultural Research Institute as cited earlier showed that users were dissatisfied with the library orientation, photocopying services, bindery services; inter library loan services and electronic support services. Also a study by Saika and Gohan (2013) on users' satisfaction on library resources and services in Tezpur University in India revealed that users were

dissatisfied with mobile alert services. In the same vein, Ikolo (2015) investigated user satisfaction with library services at Delta State University and discovered that users were not satisfied with library services and collections. In a study carried out by Omotunde, Onasote and Aluko-Arowolo (2014) on utilization of information resources and service of the postgraduate students, majority of the users frequently visit the library almost daily and it was further found that books, newspapers and periodicals are the most used by user..

Universities Affiliation programmes in Nigeria tertiary education could be trace to the establishment of the University College Ibadan (UCI) in 1948, which was an affiliate of the University of London (Osokoya, 1989). The establishment of the university college could be traced to Asquith and Elliot commission set up by the British Government in 1943. With the expansion of facilities at Ibadan, the number of students offered admission increased. Some of these students include those residents at the Jos campus, the government due to increases in student population announced the creation of University of Jos and announced later setting up of University College Ilorin. The National University Commission also gave affiliation Criteria/ Guidelines for Universities /Institutions of higher Education in Public Sector. In the guideline the library is mandated to make provision for journals and text books for their affiliated programmes. These stipulations are;

- Subscription to 5 impact factor journal, at least 10 Daily newspapers and 5 weekly periodicals
- At least 50 reference books per subject and at least 200 books per subject for supplementary reading

Nigeria as a country has a population of about 170 million out of which about 65% are youths that requires higher education. The Federal Minister of Education in her appraisal of the 2013 Unified Tertiary Matriculation Examination (UTME) observed that out of about 1.7 million candidates that sought for admission through the joint entrance examination only about 500,000 will be offered admission in the tertiary institutions. This includes all the federal, state and private Universities, Polytechnics and Colleges of Education.

This situation brings to the fore, the issue of access and carrying capacity of higher education institutions in Nigeria. According to the National University Commission (NUC) in Ogbenekohwo, Adekola and Iyunade (2017) while some universities in Nigeria are over-enrolled, some are under-enrolled, with statistical detail of Olabisi Onabanjo University, Ago-Iwoye with Excess carrying acapacity of 24,626; Usman Danfodio Univeristy, Sokoto

with excess carrying capacity of 14,186; Federal University of Technology, Owerri with excess carrying capacity of 10,541 to mention a few.

As observed by Utomi (2008) the demand for higher education in Nigeria has led to phenomenal expansion and tremendous growth in the number of universities and student population in the last two decades. This tremendous growth in the demand for higher education had resulted in serious stress in the human and infrastructural resources in the institutions and this has really taken a negative toll on the quality of services provided by the institutions and the comparative quality of the products. This agitation gave rise to the need for University affiliated programmes in Colleges of Education in Nigeria. Some of the Nigeria University Commission (NUC) recognised affiliation programmes include;

- University of Maiduguri is affiliated to Umar Ibn Ibrahim El-kanemi College of Education, Science and Technology, Bama; College of Education, Azare, Bauchi State; College of Education, Gashua, Yobe State; Federal College of Education (Technical), Gombe.
- University of Ibadan, Ibadan is affiliated to Bigard Memorial Seminary, Enugu; Archbishop Vining College Of Theology, Akure; Christ Apostolic Church (CAC) Theological Seminary, Ile-Ife; St Augustine's College Of Education Akoka, Lagos; Osun State College Of Education, Ilesa; SS Peter And Paul Seminary, Bodija, Ibadan; Immanuel College of Theology And Christian Education, Samonda, Ibadan; Dominican Institute, Samonda, Ibadan; ECWA Theological Seminary, Igbaja; Nigeria Baptist Theological Seminary, Ogbomoso
- University of Nigeria is affiliated to Usukka; Yaba College of Technology Lagos; College Of Education, Ikere-• Ekiti; College of Education, Nsugbe
- Ekiti state University, Ado-Ekiti; Michael Otedola College of Primary Education, Noforija Epe Lagos; Emanuel Alayande College of Education, Oyo; Kwara State College of Education, Oro; Kwara State College of Education, Ilorin; Adeniran Ogunsanya College of Education Otto, Ijanikin, Lagos

This is just to mention a few of such Universities affiliation with Colleges of education in Nigeria. Academic libraries need to critically examine the effectiveness of library services and continue the challenging task of understanding the information needs and information seeking behaviours of the academic communities they serve. Effectiveness is one of the aspects measured in performance assessment of libraries, one way to measure the effectiveness of a library is by testing satisfaction level of the library users with elements of

any related services. Base on the gap in literatures on students' satisfaction on the utilisation of library resources for universities affiliated programmes in federal colleges of education in south-west, Nigeria. This study is seen being necessary to enrich knowledge on library user satisfaction in Colleges of Education.

### **Objectives of the study**

The main objective of this study is to investigate the extent to which student derives satisfaction on the utilisation of library in Federal Colleges of Education in South-western Nigeria. The specific objectives are: To

1. examine the registration status of students in the academic libraries of universities affiliated programmes in federal colleges of education in south-west, Nigeria;
2. find out the academic purpose for using the library resources by students on universities affiliated programmes in federal colleges of education in south-west, Nigeria;
3. examine the frequency of using library resources by students on universities affiliated programmes in federal colleges of education in south-west, Nigeria;
4. identify the types of library resources used by students on universities affiliated programmes in federal colleges of education in south-west, Nigeria;
5. find out the level of user satisfaction derived from using library resources by students on universities affiliated programmes in federal colleges of education in south-west, Nigeria.

### **Research Questions**

This study will provide answer to the following research questions:

1. What is the registration status of students on universities affiliated programmes with the libraries in federal colleges of education in south-west, Nigeria?
2. What are the academic purposes for using library resources by students on universities affiliated programmes in federal colleges of education in south-west, Nigeria?
3. How frequently dose students on university affiliated programmes use library resources in federal colleges of education in south-west, Nigeria?
4. What are the types library resources utilised by students in university affiliated programmes in federal colleges of education in south-west, Nigeria?

5. What is the level of user satisfaction derived from using library resources by students on universities affiliated programmes in federal colleges of education in south-west, Nigeria?

### **Hypothesis**

1. There is no significant difference between gender use of library resources by students on universities affiliated programmes in federal colleges of education in south-west, Nigeria.
2. There is no significant relationship between use of library materials and users' satisfaction by students on universities affiliated programmes in federal colleges of education in south-west, Nigeria.

### **Methodology**

#### **Research Design**

The study adopted a descriptive survey design of correlation type. This design was adopted for the study because it is considered appropriate method in obtaining reliable information the about existing variables investigated in the study, there was no manipulation of any variable.

#### **Population and Sampling Techniques**

The total population for this study was based on 3,678 students on university affiliated programmes in federal colleges of education in south-western Nigeria. Simple random sampling method was used to select students for the study. This method was employed for equal representation of respondents from the selected colleges of education in South-western Nigeria. Meanwhile sample of 1,000 students were selected for the study. This sample is justified by Thomas (2003), who suggested a sample range of 540 as adequate for a population of 9000.

#### **Instrumentation**

The main instrument for data collection is the structured questionnaire tagged Questionnaire on Students' Satisfaction and Utilisation of Library Resources in University Affiliated Programmes in Federal Colleges of Education in South-west, Nigeria (QSSULRUAPCESN). The items in the questionnaire were designed by the investigators. The questionnaire was administered to selected students on University Affiliation Programme from the Federal Colleges of Education in South-west, Nigeria. The items were designed to examine the use of library resources and the satisfaction derived from its use among these students. The questionnaire

was validated and trial-tested on 20 undergraduate students from Ekiti State University affiliated programme in Michael Otedola College of Primary Education, Epe, who are not apart from those used for the study. The reliability coefficient is 0.86 which was found reliable and adequate for the study.

### Data Analysis

The data collected were analysed using frequency, percentage, mean, standard deviation, t-test and person product moment correlation.

### Response rate

The sample for the study consisted of 1,000 students, out of which 857 (85.7%) copies were found usable and valid for analysis

### Findings

**Table 1: Registration status of students**

COEs	Affiliation	Sample	Response Rate
<b>ACOE, Ondo</b>	Obafemi Awolowo University, ile-ife	250	215
<b>FCE, OYO (SPED)</b>	University Of Ibadan. Ibadan	250	223
<b>FCE, Abeokuta</b>	University of Ibadan, Ibadan	250	236
<b>FEC, Akoka</b>	University of Benin, Benin	250	183
<b>Total</b>		<b>1000</b>	<b>857</b>

Table 1 shows the library registration status of respondent in the federal colleges of education in south west Nigeria. From the table it is revealed that 735 (85.8%) were duly registered with the library while 122(14.2%) did not register with the library. This implies that majority of the students on university affiliated programmes in federal colleges of education are registered with the college library.

**Table 2: Background information of respondents/participants**

Gender	Frequency	Percentage
Male	485	56.6
Female	372	43.4
<b>Total</b>	<b>857</b>	<b>100.0</b>
<b>Age Range</b>		
Less than 20 years	2	2.3
20-25 years	368	42.9

26-30 years	445	51.9
31 and 35 years	18	2.1
36 and above	18	2.1
<b>Total</b>	<b>857</b>	<b>100.0</b>

Table 2 presented the demographical information of respondents in the study it is revealed that 485 (56.6%) were male while 372 (43.4%) were female. Also on the age of respondents the table revealed that majority of the students on university affiliated programmes in federal colleges of education were between ages 20-25 and 26-30 years, 368 (42.9%) and 445 (51.9%) respectively. The least years of respondent were between 31 and above, 18 (2.1%) and respondents who are less than 20 years 2 (2.3%). This implies that majority of the library users were male, while higher percentage of them were between 20 to 30 years of age.

**Table 3: Academic purposes for using the library resources**

List of items	SA	A	D	SD	Mean	Std. D.
For knowledge acquisition and personal development	215 (25.1)	483 (56.4)	158 (18.4)	1 (0.1)	3.06	.661
To consult reference materials for assignments	151 (17.6)	553 (64.5)	118 (13.8)	35 (4.1)	2.96	.690
To consult journals for assignments	192 (22.4)	383 (44.7)	277 (32.3)	5 (0.6)	2.89	.748
To read newspaper for current information	157 (18.3)	446 (52.0)	224 (26.1)	30 (3.5)	2.85	.751
To read personal notes in preparation for examinations	78 (9.1)	494 (57.6)	256 (29.9)	29 (3.4)	2.79	1.607
To consult online resources for reading downloads	155 (18.1)	373 (43.5)	268 (31.3)	61 (7.1)	2.73	.839
To socialise with friends and meet new friends	113 (13.2)	415 (48.4)	159 (18.6)	170 (19.8)	2.55	.953
To use audiovisual material for complement studies	168 (19.6)	174 (20.3)	444 (51.8)	71 (8.3)	2.51	.899
To relax my brain from the classroom and study stress	87 (10.2)	256 (29.9)	508 (59.3)	6 (0.7)	2.49	.684
To sleep and relax alone	99 (11.6)	320 (37.3)	325 (37.9)	113 (13.2)	2.47	.863

Table 3 above showed the academic purpose for student on Universities affiliated programmes in federal colleges of education in south-west Nigeria use of library resources. The table revealed that higher percentage of the student use library resources for personal development with mean (3.06) followed by consulting reference material for assignment with mean (2.96). Also they consult journal for the same purpose with mean (2.89), these set of student use newspaper for current information and to read personal notes in preparation for examination with mean (2.79). The least set of students visit the library to relax and sleep.

This implies that majority of student n university affiliated programmes in federal colleges of education utilise the library for academic success and personal development.

**Table 4: Types and frequency of library resources utilised by students**

Library resources	Daily	Weekly	Monthly	Never	Mean	Std. D
Textbooks	320 (37.3%)	451 (52.6%)	59 (6.9%)	27 (3.2%)	3.24	0.72
Journals	209 (24.4%)	577 (67.3%)	71 (8.3%)	--	3.16	0.55
Newspapers	125 (14.6%)	704 (82.1%)	24 (2.8%)	4 (0.5%)	3.11	0.43
Reference materials	152 (17.7%)	610 (71.2%)	93 (10.9%)	2 (0.2%)	3.06	0.54
Audiovisual resources	180 (21.0%)	525 (61.3%)	150 (17.5%)	2 (0.2%)	3.03	0.63
Special collections and government publications	169 (19.7%)	546 (63.7%)	138 (16.1%)	4 (0.5%)	3.03	0.61
Student long essays and projects	145 (16.9%)	586 (68.4%)	125 (14.6%)	1 (0.1%)	3.02	0.66
Electronic resources	129 (15.1%)	606 (70.7%)	122 (14.2%)	--	3.01	0.54
Database	147 (17.2%)	582 (67.9%)	98 (11.4%)	30 (3.5%)	2.99	0.65
Online information resources	121 (14.1%)	555 (64.8%)	178 (20.8%)	3 (0.4%)	2.93	0.60
<b>N 857    Weighted mean = 3.06</b>						

Table 4 show the types and frequency of using library resources by students' of university affiliated programmes in federal colleges of education in south west, Nigeria. The table revealed that students frequently use textbook with mean (3.24), followed by journals with mean (3.16), newspapers (3.11), Reference materials (3.06) audiovisual resources and special collections and government publications (3.03). Also the table further revealed that student long essays and projects with mean (3.02), electronic resources (3.01), database (2.99) and online information resources (2.93). This implies that majority of the students frequently utilise available textbook, journals, reference materials, electronic and audiovisual resources and government publications when visiting the library to reading, therefore it could be stated categorically that students effectively use library resources, because the weighted mean 3.06 is greater than the criterion mean 2.50.

**Table 5: Level of user satisfaction for using library resources**

List of items	SA	A	D	SD	Mean	Std. D
I am satisfied using the library due to the location of the library in the colleges	181 (21.1%)	431 (50.3%)	244 (28.5%)	1 (0.1%)	2.92	0.70

I derive high satisfaction due to availability of up to date library resources in the library	104 (12.1%)	559 (65.2%)	192 (22.4%)	2 (0.2%)	2.89	0.59
I am satisfied with the staff attitudes because it enhance my effective use of the library	114 (13.3%)	507 (59.2%)	235 (27.4%)	1 (0.1%)	2.86	0.63
I derive high satisfaction using the internet connectivity in the college library	144 (16.8%)	424 (49.5%)	264 (30.8%)	25 (2.9%)	2.80	0.74
I am satisfied with the access to up to date database and electronic resources in the college library	58 (6.8%)	568 (66.3%)	231 (27.0%)	--	2.80	0.55
I am satisfied with the atmospheric condition of the college library	82 (9.6%)	496 (57.9%)	276 (32.2%)	3 (0.4%)	2.77	0.62
I am comfortable and satisfied with quality and arrangement of the furniture in the college library	101 (11.8%)	419 (48.9%)	335 (39.1%)	2 (0.2%)	2.72	0.66
I derive high level of satisfaction from the hospitality and staff attitudes in the colleges library	41 (4.8%)	125 (14.6%)	622 (72.6%)	69 (8.1%)	2.16	0.63
The structural design of the college library gives me high level of satisfaction.	7 (0.8%)	143 (16.7%)	675 (78.8%)	32 (3.7%)	2.15	0.47
I am satisfied with the easy access to information search to improve my academic work	29 (3.4%)	135 (15.8%)	602 (70.2%)	91 (10.6%)	2.12	0.62
<b>N = 857      Weighted mean = 2.61</b>						

Table 5 showed the level of satisfaction students in university affiliated programmes in colleges of education in south-west, Nigeria. The table revealed that students are satisfied with the location of the library in the colleges of education with mean (2.92), the students are also satisfied with the availability of up to date resources available in the library (2.89), they also satisfied with the attitudes of library personnel in enhancing effective use of library resources (2.86). From the table indication shows that student with the use of internet connectivity in the library and access to up to date database and electronic resources in the library with mean (2.80), the students are also satisfied with the atmospheric condition of the library (2.77), they are also satisfied with quality and the arrangement of furniture in the library (2.72). The students in university affiliated programmes in federal colleges of education also indicated their satisfaction with the hospitality and staff attitude in the library (2.16), the structural design of the library also attract students (2.15) and they also indicated their satisfaction with the easy access to information search to improve their academic work (2.12). This implies that students derives high level of satisfaction in using the library and its resources in federal colleges of education in south-west, Nigeria since the weighted mean of 2.61 is greater than the criterion mean 2.50.

**Table 6: T-test of difference on gender use of library resources**

Variable	Gender	N	Mean	SD	df.	t-Cal	t-Crit	P
Use of library resources	Male	485	32.03	4.61	873	0.53	1.96	0.59
	Female	372	38.50	4.75				

Significant level:  $p < 0.05$

Table 6 shows the T-test result of the significant difference in gender use of library resources in colleges of education in southwest, Nigeria. It is revealed that there was no significant difference in gender use of library resources in federal colleges of education in southwest, Nigeria, (Crit-t = 1.96, Cal.t = 0.53, df = 873,  $P > .05$ ). Hence, the hypothesis was accepted.

**Table 7: Relationship between students' satisfaction and use of library resources**

Variables	Mean	Std. D	N	R	P	Remark
Use of library resources	3.06	0.58	857	.125	.000	Sign.
Students satisfaction	2.16	0.62				

Table 7 revealed the relationship between the use of library resources and student satisfaction in university affiliated programmes in federal colleges of education in south-west, Nigeria. Use of library and user satisfaction in university affiliated programmes in federal colleges of educational south-west, Nigeria, ( $R=0.125$ ,  $N=857$ ,  $p < .05$ ). The analysis established a positive relationship between students' use of library resource and students' satisfaction. The hypothesis was rejected.

### Discussion of findings

The findings revealed that majority of the students on university affiliated programmes in federal colleges of education in south-west Nigeria commonly use library resources for personal development, they consult reference materials and journals for assignment, and they read newspaper for current information and to read personal notes in preparation for examination. This findings is in line with Oyelekan and Iyorsuun (2011) on the evaluative study of reader services in University of Agricultural Library, Markurdi. Also Abukari (2019) studied the information seeking behaviour of undergraduate and post graduate students and research scholars in science, social sciences and humanities at the Punjab University of India.

These studies identified effective use of library resources for academic, personal development and current affairs. Moreover, the findings revealed that students frequently use textbook, journals, newspapers, Reference materials, audiovisual resources, special collections and

government publications, projects with mean, electronic resources and online information resources. This finding is in line with Siddiqui (2011) studied the information seeking behaviour of faculty of technology students which stipulated that student effectively utilise available resources in the library and Abukari (2019) studied the information seeking behaviour of undergraduate and post graduate students and research scholars in science, social sciences and humanities at the Punjab University of India. Their studies revealed effective use of textbooks, journals and electronic resources.

Furthermore, the findings revealed that there is high level of user satisfaction on the use of library materials by students on university affiliated programmes in federal colleges of education in south-west, Nigeria. This is measured through availability of up to date library materials, internet connectivity and access to electronic resources, staffs' attitude to users, environmental and atmospheric condition of the library. This finding is in agreement with Adeoye and Popoola (2011) in scholarly work on effective teaching and library and information use by teaching staff of nursing schools in Osun state, Tiemo and Ateboh (2016) on Users` Satisfaction with Library Information Resources and Services in College of Health Sciences Library Niger-Delta University, Amassoma. Also Ezeala and Yusuf (2011) investigated user satisfaction with library information resources and services at the Nigerian Agricultural Research Institute and Maina, Masese and George (2017) on the usage and user satisfaction with library resources in Kisii University Library, Kenya. The finding is in variance with Ezeala and Yusuf (2011), Saika and Gohan (2013) on users' satisfaction on library resources and services in Tezpur University in India and Ikolo (2015), the library users identified deficiency in some services provided by the libraries. Also the finding revealed that there is no significant difference in gender use of library resources and that relationship exist between the use of library resources and student satisfaction on university affiliated programmes in federal colleges of education in south-west, Nigeria.

### **Conclusion and recommendations**

Academic libraries in colleges of education should regularly evaluate the quality, adequacy and the level of satisfaction their users derive from using the library information resources and service in other to meet up with the quality of library services which is the aim of this study. The study establishes relationship between student's use of library resources and satisfaction derived from its use by student on university affiliated programmes in federal colleges of education in south-west, Nigeria.

Based on the findings of this study, the following recommendations are made:

- Decision-makers and colleges of education administrators should use the results of the evaluations based on the use and satisfaction of the library resources to improve the effectiveness of library resources. This could be done by providing enough funding for the libraries so that print, online and offline electronic resources are provided for the use of students and faculty members.
- The library has an important role to play in education therefore the institution management and library management team should work together to enhance library with adequate funds, infrastructure, collections, and technology
- Electronic resources no matter how flexible cannot replace the function of the library in an academic environment, therefore academic institutions should try in making their libraries equipped so that adequate and timely materials would be provided for the academic community and increases library relevantly by maintaining their patrons of various kinds.

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