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Users' Satisfaction with Library Facilities and Attitude of Staff in National Library

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ABSTRACT

The study investigated users' satisfaction with library facilities and attitude of staff in national library of Cross River State, Nigeria, was the focus of this investigation. The survey research design was adopted and the population of the study was five thousand five hundred and forty, while a sample of five hundred and fifty-four users of the national library were selected through random sampling technique and used for the study. The reliability value obtained instrument was established through split half reliability method. Population t-test was the statistical analysis technique was adopted for the study. The findings revealed that: Users satisfaction with library facilities and attitude of staff in national library was significantly high. Based on the findings the following were recommended: The staff in the library should be friendly to users' in delivery their library services and regular power supply to enable library users' access internet while in the library

Keywords: Users' Satisfaction, Library facilities, Attitude, Staff, National library

INTRODUCTION

The user is the key person in services provided by national library. Therefore, it is important to focus on the users' of the library and doing the best to make them satisfied. Understanding the user needs is half the battle won in providing information services in national library. The success of any information system design is based on a close and accurate understanding of the users'. The user is the most important aspect of component of a library. Therefore, understanding the user is significant and a continuous effort is required in this aspect. The performance of any library can be judged on the basis of the extent of satisfaction of the users'.

Users' satisfaction is a complex concept. It may simply mean how good users feel after dealing with a library, it may include the likelihood of their returning to that library when next they need information. Thus, the availability of resources, services, good environment, staff attitude and library facilities can have a significant influence on users' satisfaction. It is important to note, however, that the quality of the resources may judged from an overall perception as to whether the library can provide access to materials. Patronage of library information resources is therefore based on the premise of adequacy to satisfy users' needs. Satisfaction of users' could be based with the library opening hours, library facilities, staff attitudes and environment (Akhtar, M. Z. 2008).

Only a user who regards the services, resources and facilities as being satisfactory will continue to be a library patron in the long run (Hasnain & Mudhei, 2006). In the context of national libraries, as in other libraries, users want the staff to be knowledgeable and to be able to assist them in locating needed materials and information quickly and efficiently. When users perceived that the library staff are component, they will feel assured that their needs will be easily met, leading to greater satisfaction. The

general demeanor of library staff, as perceived by library users, also can have a significant impact on users' satisfaction. Users look for staff that are friendly and approachable, but not unnecessarily intrusive. Librarians and library personnel rearrange and direct the information services, to the users thereby reducing users' frustration. However, no library can satisfy all its users all the time. Some National libraries in Nigeria have very limited resources, staff and facilities and clearly are unable to satisfy their users, whereas others are large in size, have substantial holdings, and can provide a variety of services. Obviously, those libraries that are able to provide users with most of what they want will achieve higher levels of users satisfaction.

National library is the apex library of any country. In Nigeria, it is called the National Library of Nigeria (NLN). The National library of Nigeria was established through the national library act No.6 of 1964. Due to the provisions of National Library Decree of 1970, membership and functions of the National Library Board were broadened as membership of the Board increased from 12 to 17 members of the Board included a representative of the Nigerian Library Association (NLA). A National Library Board Amendment Decree was promulgated in 1976 and this enlarged the membership of the National Library Board from 17 to 19, so as to give representation to Nigerians from all walks of life's including the armed forces and the Federal Ministry of Information. With the provisions in the 1970 decree, branches of the NLN are now being established in many states of the federation.

National libraries are important agents in the development of human resources of any nation. The major role of the library in Nigeria as defined in the national policy on education (Federal Republic of Nigeria, 2004) includes the provision of high-level manpower for national development and this role is achieved through its programmes of teaching, learning and research. National Libraries assist the universities in the discharge

of their functions by acquiring all the relevant information resources. The extent to which libraries are able to perform these functions will depend on a number of factors which include having an excellent library environment, staff attitude and library facilities. The national library community needs libraries that are truly a reservoir of diversified knowledge and information on a wide range of related quality ideas. Aina (2004) indicated that the National Library is also supposed to represent the country on all library matters at international conferences.

With the multiplication of new information providers such as cyber cafes, mega-bookstores, online books dealers, the internet community, consultants and individual customers, libraries can no longer assume that they are the only providers of information. Cullen (2001) notes that national library today are facing their greatest challenge since the explosion in publishing the world over. The global digital revolution is affecting both the traditional forms of the creation, organization and dissemination of knowledge. National library should strive to survive and grow their user base focusing on meeting their users expectation. Librarians and other information professionals have to adopt resources, facilities and services as a tool if they have to exist in tomorrow's environment.

Statement of the problem

In every nation, libraries play a significant role and occupy a highly esteemed position. National libraries are appreciated because they are places where information easily be accessed. The act as agents for learning by encouraging users to read and find out information for themselves. However, in spite of these important functions of the libraries, it does appear that users do not see national libraries in good light and do not make adequate use of the services which is an indicator that they are not being satisfied.

Cursory observations have indicated that library users in National library in Nigeria often resort to cyber café or fall on resources which do not quite meet their needs or users' academic work suffers because of failure to use library resources to its fullest potentials. The effectiveness and efficiency of services provided in national libraries are mainly determined by library users. The purpose of a library is defeated if its users are not satisfied with staff attitude and library facilities it provides. The interest and use made of their libraries to a great extent depends on the satisfaction users get from national libraries in meeting their educational and research needs.

Purpose of the study

1. To examine users' satisfaction with the attitude of staff in National Library.
2. To determine users' satisfaction with library facilities available in National Library.

Research questions

1. What is the level of user satisfaction with the attitude of staff in National Library?
2. What is the level of user satisfaction with library facilities available in National Library?

Findings

Research question one

What is the level of users' satisfaction with attitude of staff in National Library?

Frequency and percentages were used. The result is presented in table 1

Users' satisfaction with attitude of staff in national library is not significantly high. This hypothesis consists of only one variable which is users' satisfaction with attitude of staff. The statistical analysis technique adopted to test this hypothesis is population t-test (also known as one sample t-test) this involves comparing the mean

obtained from the study sample with a hypothesized mean. The hypothesized mean is obtained by multiplying the average of the scores attached to the four response categories (Highly satisfied = 4 points, satisfied = 3 points, dissatisfied = 2 and highly dissatisfied = 1 point). By the number of items measuring users satisfaction with library services (which is 6).

$$\text{Thus, hypothesized means} = \frac{(4+3+2+1)}{4} \times \frac{6}{1} = 15.00$$

TABLE 1

User's satisfaction with staff attitude

S/N	Item	Highly Satisfied	Satisfied	Dissatisfied	Highly Dissatisfied
1	The staff in the library are friendly.	80(14.4)	120(21.7)	154(27.8)	200(36.1)
2	The library staff gives personal assistance to users.	200(36.1)	110(19.9)	90(16.3)	154(27.5)
3	The library staff are prompt	30(5.4)	170(30.7)	254(45.8)	100(18)
4	Willingness to listen by staff	54(9.7)	150(27)	50(9)	300(23.5)
5	Efficiency of library staff	60(10.8)	84(15.2)	160(28.9)	250(45.1)
6	The lending staff relate well with the users.	44(7.9)	110(19.9)	170(30.7)	130(23.5)

Hypothesis one

User's satisfaction with the attitude of staff in National Library Cross River State is not significantly high.

The result in Table 2 shows that the calculated t-value of 137.40 is higher than the critical t-value of 1.96 at .05 level of significant with 553 degree of freedom. With the

result the null hypothesis was rejected. This result means that user satisfaction with attitude of staff in National Library Cross River State is significantly high.

TABLE 2

Result of population t-test analysis on whether users satisfaction with attitude of staff is not significantly high (N=554)

Variables	\bar{X}	SD	t-value
Sample mean	21.87	1.15	137.40*
Hypothesized mean	15.00		

*significant at .05 level, critical $t=1.96$, $df = 553$.

Research question two

What is the level of user's satisfaction with library facilities in National Library?

Frequency and percentages were used. The result is presented in table 3

Users' satisfaction with library facilities in national library is not significantly high. This hypothesis consists of only one variable which is users' satisfaction with attitude of staff. The statistical analysis technique adopted to test this hypothesis is population t-test (also known as one sample t-test) this involves comparing the mean obtained from the study sample with a hypothesized mean.

TABLE 3

User's satisfaction with library facilities

S/N	Item	Highly Satisfied	Satisfied	Dissatisfied	Highly Dissatisfied
1	The library has good ventilation and temperature	100(18)	100(18)	154(27.8)	200(36.1)
2	The lighting in the library is appropriate	154(27.8)	200(36.1)	100(18)	100(18)
3	The seats and tables are sufficient	214(43.5)	140(25.2)	100(18)	100(18)
4	The library has functional conveniences such as toilet	54(9.7)	150(27)	150(27)	200(36.1)
5	The library has regular power supply	154(27.8)	90(16.2)	110(19.9)	200(36.1)
6	The seating capacity in the library can accommodate many users at a time.	190(34.3)	110(19.9)	154(27.8)	100(18)

Hypothesis two

User's satisfaction with library facilities in National Library is not significantly high.

The result is presented in Table 13 above. The result in Table 4 shows that the calculated t-value of 101.00 is higher than the critical t-value of 1.96 at .05 level of significant with 553 degrees of freedom. With the result the null hypothesis was rejected. This result means that user satisfaction with library facilities in National Library Cross River State is significantly high.

TABLE 4

Result of population t-test analysis on whether users satisfaction with library facilities is not significantly high (N=554)

Variables	\bar{X}	SD	t-value
Sample mean	22.07	1.69	101.00*
Hypothesized mean	15.00		

*significant at .05 level, critical t=1.96, df = 553.

Conclusion

Based on the findings of the study, the following conclusions were made:

1. Users' satisfaction with the attitude of staff in National Library is significantly high. This means that the users of the National Library Cross River State were satisfied with the attitude of staff.
2. Users satisfaction with library facilities in National Library, is significantly high. This simply implies that users are satisfied with the library facilities found in National Library, Cross River State.

Finally, the researcher therefore concludes that users' satisfaction of National Library, Cross River State is significantly high.

Recommendations

1. There should be regular power supply to enable library users' access internet while in the library
2. Library staff should ensure that the users are appropriately informed and guided on how to use the library.

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