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## Assessment of User Satisfaction with Library Services at Kwara State University Library, Nigeria.

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**Assessment of User Satisfaction with Library Services at  
Kwara State University Library, Nigeria.**

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**Abstract**

The study defined user satisfaction as an evaluation of a service in terms of whether that service met their needs and expectations. The aim of the study was to evaluate the services and information resources provided by the Kwara State University Library and to see if users are satisfied with them. The library plays an important supporting role in any university. They provide the information that users need. The study mainly focused on the following problem areas; the type of services requested by users, the adequacy of information resources and the satisfaction of users with the services they receive. Three hundred and fifty (350) questionnaires were distributed to undergraduates and faculty members. Out of (350) questionnaires issued, (256) were received, resulting in a response rate of (73%). Microsoft Excel was used to analyze the collected data. It has been discovered that users benefit greatly from the library, its services and resources. Here are the main findings: users visit the library frequently, makes use of books, satisfaction with library opening hours, registration process and staff. He drew attention to the fact that there are some

areas that need attention such as increasing collections of books and magazines, including photocopy machine into library service, improving internet service, increasing library working hours, and improving services from library staff.

The study therefore recommends: increasing book and magazine collections, improving internet facility and including photocopying service, increasing library working hours and training staff to maintain a high level of user satisfaction.

**Keywords: evaluation, satisfaction, library services, expectations, electronic media, effectiveness, product.**

## **Introduction**

The library plays an important role in providing information services and resources to assist users in their studies and research activities. Possesses information in the form of books, periodicals, audio-visual and electronic media. Users are very important and libraries exist because of them so they must be satisfied with the service they receive.

Zeithalm and Bitmer (2000) define satisfaction as "the customers' evaluation of a service in terms of whether that service has met their needs and expectations. Failure to meet needs and expectations is assumed to result in dissatisfaction with the service".

Ray, Prytherch (2005) define evaluation as "the process of measuring the effectiveness of an organization in measuring its aims and objectives; would normally include judgements on the overall success of the organizations in a wider context".

From this interpretation we derive the idea that in order to produce satisfaction there must be a need from the user and this need must be satisfied. If it is fulfilled, the user becomes satisfied and the library as the provider fulfills its mission if it succeeds in doing so regularly for most of the users. Satisfaction may result in users using the library services again and again and even recommending them to others. Humans always communicate experiences, both good and bad, which means

that if they also receive bad service, they may tell others about it as well.

“User satisfaction is a reliable criterion for determining the effectiveness of a library.”

(Thong and Yap,1996:176). It is therefore very important that the library maintains the satisfaction of its users. It is not only a reliable standard; it may also be the liveliest.

Thakuria (2007:414). It describes the various factors that contribute to user satisfaction:

Availability of up-to-date information brings satisfaction in users, access to facility and assistance:

The library must organize its facilities to be visible to the users;

Library services and resources should be easily accessible;

Library staff must be very polite and friendly in their interaction with users.

The appearance of the library, its facilities, collections, staff, and services should be attractive and interesting.

This demonstrates the importance of the appearance of the library and its contribution to user satisfaction. Users should find the environment easy to use and convenient. The study will try to find out the types of services required by the users, if the users are satisfied with the services they receive and also if the information resources are sufficient. In addition to

literature studies related to the field of library and information science as described above, users will also judge and measure the quality of service and resources of, Kwara State University Library.

Kwara State University Library was established in 2009. From its inception in 2009 to the last quarter of 2012, the main library was located in a large room in the building of the College of Pure and Applied Sciences. The electronic library, behind the University Auditorium Hall, went on board in 2012, and the main library was moved to a two building along the temporary building of the Faculty of Agriculture and Veterinary Medicine. The Kwara State University Library consists of the Main Library, Electronic Library and Science and Engineering Library.

Today, the permanent main library of Kwara State University was established in cooperation with the intervention of Tet-fund which is believed to be the best library currently in West African and consists of main library, electronic library, research and conference Centre, workshops, museum and archives.

The mission of the Kwara State University Library is to be a world-class African university library that responds to the education, research and needs of our community through partnerships and knowledge generation, continuing its tradition of empowerment.

The library's vision is "to be a leading African university library providing a world-class information service." The mission is "to provide innovative, efficient and effective customer-driven library and information services to support teaching, learning, research, and community engagement."

([www.kwasu.edu.ng](http://www.kwasu.edu.ng)).



KWASU MAIN LIBRARY





KWASU LIBRARY ANNEX

According to Oyewusi and Oyeboade (2009) the primary purpose of university libraries is to support teaching, learning, and research in ways that are consistent with and support the institution's mission and goals. In addition, the library's resources and services must be sufficient in quality, depth, diversity, and currency to support the institution's curriculum. As a result, university libraries are often considered the most important resource center for an academic institution.

The Kwara State University Library consists of four main divisions; Collections Development Division, Technical Services Division, Reader Services Division, and Electronic/Audio-Visual Services Division. It uses the Millennium Integrated Library system. The library system allows library staff to efficiently handle their tasks and provide a high level of service to users. They cater to different modules that are used in all divisions of the library as described above.

Collection development also includes: - Acquisition, Ordering, Sealing, Gifting and Exchanging Section.

Technical services include: - Cataloging, Classification, Labeling and Binding Section.

Reader services includes: - Lending, Reservation, References, Serials and documentation Section.

The Electronic / Audio-Visual division includes: - The Online and Audio-Visual Resources section.

Information services includes: - Database Access services (Free).

### **Objectives of the study**

The following are the objectives of the study:

1. To discover the types of services requested by users.
2. To know the extent of users' satisfaction with the services provided by the library.
3. Knowing the adequacy of information sources in the library.
4. Measuring the effectiveness of the library service provided.

## **Literature review**

The literature on various aspects of academic libraries was examined to determine the main features of what has been written on the subject. It considers questions such as what resources and services are needed for an efficient library and how user satisfaction can be measured. The importance of the library as an information channel will be explained. Lots of studies on library services have been done so far and these studies are available so that others who will be involved in their studies can use them to gain knowledge to help with their studies as well. Therefore, this chapter reviews the literature on previous research based on user satisfaction with library services in academic libraries.

According to Forrest (2009: 8), The success of a library should not be measured in terms of what it has (input) but in terms of what it does, the activities it supports, its outputs e.g., trading transactions, reference questions answered, classes taught and students enrolled. This also explains the important role of library staff, as they have to treat users as important guests and, in this way, contribute to their satisfaction.

Library success is measured by what happens as a result of those activities and encounters, and the effects or outcomes (e.g.,

enhancing student learning success, supporting faculty productivity, strengthening institutions reputation). If we can frame experiences for our students, faculty, and visitors—our guests—that linger in their memories long after they have left our libraries and campuses, we will continue to remain central to the academic project” (Forrest, 2009:7).

## **Research Methodology**

### **Target population**

Krathwohl (1998: 160) refers to the population as the piece of the underworld that we wish to generalize by sampling. This means that no matter how large the population is, we don't necessarily have to take all of it. We may only take a portion that represents all of these populations. The target population in this study consisted of three hundred and fifty (350) library users; this included undergraduates and faculty members.

### **Study limitations**

The limitations of the search are that it is limited to users who use the library. According to Regent Business School (2009), limitations refer to limitations on the research design that have been deliberately imposed by the student and limitations refer to limitations on your study over which you have no control. Thus, the questionnaires were distributed and collected during a period of one and half months and the determinants were the users who came to the library during the research period. In

practice, one limitation was the unavailability of some users in the library as a result of programmed continuous screening which reduced their likelihood of entering the library.

### **Results, discussion and interpretation of results**

In this section, the results of the user satisfaction assessment with library services at the Kwara State University Library are presented. The results are presented in the following aspects: demographic information, general library use, library staff, and library services and resources. This is in line with the answer to the research questions raised in the first chapter. These questions are: What types of services do users request? Are the users satisfied with the services they receive? Are the sources of information sufficient? The chapter is divided into two parts. The first section presents the results in 8 tables, the second section will give interpretation and discussion of the results, and (256) of the (350) questionnaires issued were received, yielding a reasonable above-normal response rate of (73%).

#### **Section One - Presentation of Data**

**Table 4.1: Responses by Gender**

<b>Gender</b>	<b>No</b>	<b>%</b>
Male	116	45
Female	140	55

Respondents were asked to specify their gender. The purpose was to ensure that both gender groups were included in the study. The majority of the (55%) respondents who participated in the study were female and (45%) were male as shown in (Table 4.1) above. The results indicate that all races are represented in the study.

**Table 4.2: Responses by Age Group**

<b>Age Group</b>	<b>No</b>	<b>%</b>
20	96	37
20 - 29	85	33
30 - 39	30	12
40 - 49	25	10
50+	20	8

Respondents were asked to indicate their age. The purpose was to ensure that all age groups were represented. Most of the respondents were between (20) and (29) years old (Table 4.2), and this was expected because this library is mainly used by undergraduate students.

**Table 4.3: Responses by Categories**

<b>Categories</b>	<b>No</b>	<b>%</b>
Undergraduates	180	70

Faculty members	76	30
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The purpose of this question was to ensure that all user groups were included in the study. Table 4.3 shows that nearly three quarters of the respondents (70%) are university students. The students showed the highest response rate compared to the staff. There are more undergraduate students enrolled than there are faculty members.

**Table 4.4: Responses by Main Library Use**

Usage	No	%
Find Books	109	43
Find Articles	32	12
Studying	90	35
Computers	25	10

The goal of the question is to identify the services that students used most often. According to Table 4.4, most respondents use library services mainly to find books (43%), study (35%).

The results show that library resources are being used by users.

**Table 4.5: Library Frequency**



Frequency	No	%
Daily	116	45
Weekly	91	36
Monthly	49	19

Respondents were asked to indicate how frequently they used the library. The above results (Table 4.5) show that (45%) visit it daily, (36%) visit it weekly while (19%) monthly respectively. The results showed that the majority of library users visit the library daily.

**Table 4.6: Users' Satisfaction with Library Hours, Personnel, and Circulation Services**

Sections	Satisfied	Dissatisfied
<b>General</b>	-----	-----
Library Hours	186 (73%)	70 (27%)
Staff Helpfulness	170 (66%)	86 (34%)
Staff Availability	210 (82%)	46 (18%)
Inf. from Staff	178 (70%)	78 (30%)

**Library hours:**

Users were asked to rate their level of satisfaction with the library's working hours. The results presented in Table 4.6 above indicate that (73%) of respondents are generally satisfied

with library working hours, and (27%) are either indifferent or dissatisfied with library working hours.

**Library staff:**

Respondents were asked to indicate their level of satisfaction with library staff. The results in Table 4.6 above indicate that (66%) of respondents are satisfied with the library staff, (82%) are happy with the availability of staff and (70%) are generally satisfied with the information provided by the staff.

<b>Circulation</b>	<b>Satisfied</b>	<b>Dissatisfied</b>
Library Registration	158 (62%)	98 (38%)
Loan Duration	150 (59%)	106 (41%)
No of Items	138 (54%)	118 (46%)
Item Availability	136 (53%)	120 (47%)
Library Fines	108 (42%)	148 (58%)

**Library registration:**

Respondents were asked to indicate their level of satisfaction with the registration process for joining the library. The results in Table 4.6 above indicate that (62%) are satisfied with the library's registration process and (38%) are dissatisfied.

**Loan Term:**

Respondents were asked to indicate their level of satisfaction with the duration of book lending. The results in Table 4.6 above indicate that (59%) of the respondents are happy with the duration of the book loan, (41%) are not satisfied.

**Number of items:**

Respondents were asked to indicate their level of satisfaction with the number of items they borrow. From the above table 4.6, (54%) are satisfied with the number of items they borrow, (46%) are dissatisfied.

**Availability of library items:**

Respondents were asked to indicate their level of satisfaction with the availability of library materials. Table 4.6 above shows that (53%) of respondents are not satisfied with the availability of library materials and (47%) are happy.

**Library fines:**

Respondents were asked to indicate their level of satisfaction with regard to library fines. Table 4.6 above shows that (42%) are dissatisfied and (58%) are satisfied.

**Table 4.7: Classification of periodical, inter-library loan, information & photocopy services**

<b>Periodicals</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Do Not Use</b>
Availability	70 (27%)	98 (38%)	88 (34%)
Access to E - Journals	79 (31%)	127 (50%)	50 (19%)

<b>Inter-library Loan</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Do Not Benefit</b>
Inter-library Loan	25 (10%)	135 (37%)	96 (53%)
<b>Information Services</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Do Not Use</b>
Database Access	76 (30%)	48 (19%)	132 (51%)

**Periodicals:**

Respondents were asked to indicate their level of satisfaction with regard to the availability of journals and access to electronic journals. The results are shown in Table 4.7 above. (27%) are satisfied with the availability of journals and 38% are not satisfied. (34%) do not use it. (31%) are satisfied with accessing electronic journals while (50%) are not satisfied, and (19%) do not use them.

**Inter-library Loan:**

Loans Respondents were asked to indicate their level of satisfaction with the interlibrary loan service. Table 4.7 above shows the results.

The vast majority of respondents (53%) do not benefit from the ILL service, (10%) are satisfied and (37%) are dissatisfied.

**Information service:**

Respondents were asked to indicate their level of satisfaction with the information service. The results are shown in Table 4.7 above. (30%) are satisfied with accessing the database, (19%) are not satisfied and (51%) do not use the service.

## **Section Two - Interpretation and Discussion:**

The objective of this section was to find out the level of respondents' satisfaction with library services and the resources of the Kwara State University library. The elements are explained and discussed below;

### **Purpose of using the library:**

Respondents were asked about their reasons for using the library. The results showed that the majority of respondents use library services to find books (43%). They are followed by those who come to study (35 %.). This indicates that the library in general is able to meet the basic needs of the users. Quinn (2007:3) stated that books are the main source and should be up-to-date. Majid et al (1998: 36) also stated that the library collection should be evaluated periodically to determine its suitability. As more users indicated that they come for books, this means that the book collection should be evaluated frequently. The library building should also be taken care of, to ensure that it becomes suitable for study. Hernon and Matthews (2011: 12) emphasized that the comfort of the physical environment is very important.

### **Frequent use of the library:**

The purpose of this provision was to limit the number of times respondents used the library. The results showed that more respondents often used the library (45%) daily and (36%) weekly while (19%) used it monthly. In the sense that (81%) use the library on a weekly basis, and this is a good indicator, especially since the library is the heart of the university as mentioned by Troll (2002: 2) and this indicates the importance of space as indicated by Lamptey (2010: 18). If there is enough seating space, it accommodates not only users who come to study but also those who will need to sit down temporarily to try to browse through the books in order to make their selection.

**Library working hours:**

The percentage of respondents who were satisfied with the library's working hours was (73%) and (27%) remained dissatisfied. This means that respondents are satisfied with the library's working hours. Kwara State University Library opening hours are (08:00am - 08:00pm) Monday to Friday, (10: 00am - 06:00pm) on Saturday and during holidays from (08:00pm to 04:00pm) daily excluding Sunday and public holiday.

**Library staff benefits:**

The majority of respondents indicated that they are satisfied with the help they receive from library staff (66%). This means that the respondents are satisfied with the library staff. It

also means that the library service has proven to be effective as indicated in the objectives.

Library staff contributes so much to an effective library service, Simmonds and Anduleed (2011:627) have stated that it is the responsibility of library staff to know and strive for the different needs and expectations of users. Delivery of (34%) dissatisfied is of course of concern. So it might be great to tackle that and try to make some improvements.

**Availability of staff:**

The majority were also satisfied with the availability of staff (82%). This means that there is enough staff to meet the current residents who use the library. Rahman, Shafique, and Mahmoud (2011) stated that the main feature of a university library is services based on personal interaction between users and library staff. So, it is very important for the library to have enough staff, to be able to meet the needs of the users. The (18%) of dissatisfied users is an indication that some may feel that some divisions do not have enough staffs to be able to serve them.

**Satisfaction with information provided by library staff:**

More users are satisfied with the information provided by the library staff. Library staff should always be knowledgeable and able to help students or refer them to the person concerned. (70%) expressed satisfaction. Information needs and expectations are constantly changing in a rapidly changing information

scenario. Libraries need to reorient their collections, services, and facilities to keep pace with these developments, say Rahman et al. (2011). (70%) of users feel the library staff is knowledgeable, always helpful and up-to-date with information. (30%) are not satisfied. It may therefore be very important to ensure that all staffs are able to provide a similar and standardized service.

**Membership Registration / Library Enrollment:**

As far as registration is concerned, results show that (62%) are satisfied with it. (38%) indicated that they are not satisfied. Lachance (2007: 13) spoke about the development of the Internet, communication technologies, smartphones and tablets, which have a significant impact on users. So, it might be a great idea for the library to switch from a way of filling out forms for registration to simply capturing or updating users' information directly online.

**Term of written loans:**

(41%) were dissatisfied with the term of the written loan and (59%) were satisfied. It is a large percentage for those who are not satisfied. The loan term is as follows: 2 weeks for undergraduate students and 1 month for faculty members. (43%) of users reported that they come to the library to look for books (Table 4.4). This shows that users have a great interest in the



book collection and really use it, which is why some feel that they are given a short time.

**Number of books allowed borrowing:**

(54%) are satisfied with the number of borrowed books. This indicates the satisfaction of the respondents with the number of books allowed to be borrowed. Undergraduates borrow 2, and faculty members 4 (46%) are dissatisfied. As explained in paragraph 4.6 above, users are interested in the library's book collection. The reason for the above allocation may be that there is not enough stock that can be used by the current number of users. Meaning that many may find themselves shortening the material while it is being borrowed by other users. The solution may be an increase in the group to ensure user satisfaction.

**Books available in the library collection:**

53% are satisfied with the availability of the library collection and 47% are not satisfied. Olajide and Fabunmi (2011) state that if the collection of books in a library is efficient and optimal and can meet the needs of readers, and then the image of the library will improve. The quantity and quality of the collection are essential factors in achieving the goals and objectives of the university library. Therefore, it is very important to update and increase the library collection.

**Library fines:**

Respondents who are satisfied with library fines (42%) and (58%) are dissatisfied. Fines are a way to ensure users meet deadlines. If they keep the books for a long time, they may deprive other users of the opportunity to benefit from those books. As a result, user satisfaction may not be achieved for some users. Users who keep books for a long time may be reminded by phone or SMS, in this way they can be helped from being punished, and on the other hand others may be able to get those books.

**Print magazines available in the library:**

Only (27%) are satisfied with the group, (38%) are dissatisfied and (34%) indicated that they do not use the journals at all. Journals are mostly searched by faculty members for the latest information in their field of study. Undergraduates usually look for books because they often need general information in their fields. Because it is used by undergraduates and faculty members, the number of dissatisfied users suggests that the library should subscribe to more journals.

**Access to electronic journals:**

Regarding e-journals, (31%) reported being satisfied, (50%) dissatisfied, and (19%) indicated not using them. Simmonds and Andale (2001:627) explained the effect of online databases on users that they can access information without even coming to the library. Electronic magazines are a convenient way to cover

a large number of users with information at the same time, unlike printed books and magazines. An increased focus on electronic magazines can help more users in this age of information technology.

**Interlibrary loans:**

(10%) are satisfied, (37%) are not satisfied. (53%) do not seem to use the service because they are not allowed to. Interlibrary lending is a form of interlibrary cooperation in which a library can acquire non-owned materials such as books and periodicals. This service is only for faculty and undergraduates who are looking for more advanced information for research purposes. A needed item not owned by the library can be obtained for the readers from other libraries in and outside Nigeria. Request for such an inter-library loan should be submitted to the user services librarian for necessary action. Dissatisfaction by users may be caused by the long spinning, and unfortunately this may be due to the supplied library rather than the requesting library. However, the library may try to pay attention to those materials that are in high demand and then make a way to get them.

**Information Access:**

(30%) are satisfied with the service, (19%) are not satisfied with it, and (51%) do not use the service. Simmonds and Andeleeb (2001: 634) state that if academic librarians are interested in producing lifelong learning through instruction on how library resources are used, they should effectively study the needs and expectations of library users and aim to achieve them. This means that information personnel can provide the best service if they can focus more on learning about the needs and expectations of users.

**Access to the Internet and databases on the university network in the library:**

(30%) are satisfied with the service, (19%) are dissatisfied, and (51%) do not use the service. The library subscribes to different databases of which information is saved in information services? A list of different databases is maintained with usernames and passwords to access them. So, it's often the users who are unable to access who don't know how, so information librarians play a role in providing training. Online resources presently available in Kwara State University Library includes; AGORA, ARDI, GOALI, HINARI, OARE, IG Pub., JGATE, LAW PAVILLION PLUS, EBSCO, PUBMED, DOAJ, ERIC, JSTOR and SCIENCE DIRECT. Etc.

### **Conclusions and Recommendations**

The aim of the study was to evaluate the services and resources provided by the Kwara State University library and to see if users are satisfied with them. This chapter provides conclusion and recommendations based on the results of the questionnaires, as well as recommendations from the literature.

### **Results:**

The results show that users benefit greatly from the library, its services and resources, and are generally satisfied with it. It is suggested that attention be paid to those areas in which more respondents are not satisfied, such as Internet and database access, Inter Library Loan service, book borrowing period, availability of books, library and print journal fines, the summary of results is presented, discussed and covered in various headings within Research objectives: To discover the types of services required by users, measure the effectiveness of the library service, find out the adequacy of information

sources in the library, and find out the extent of users' satisfaction with the services provided by the library.

### **Findings from a literature review**

#### **Types of services requested by users**

The services requested by the users are; place to study.

University students need more time to study. A place like the library provides a convenient setting especially since there are books nearby that can be used as references. Lamptey (2010: 18) pointed out that study space is one of the primary criteria for measuring the performance of academic libraries since study is the main activity that students engage in. Sufficient study materials. Quinn, (2007) pointed out that books are the main resource in the library, and they must also be up-to-date. Users expect to get good service from different sections such as lending and information. Forrest, (2009:8) pointed out that the success of a library is measured not in terms of input but also in terms of output, and that is what it does. This is consistent with the results of the study where more respondents indicated that they use the library to search for books and study. A large percentage of them were satisfied with the service they received from the staffs.

#### **The effectiveness of library services**

According to Collins English Dictionary, efficacy means the production of desired/intended/expected results, (Collins Gem,

2002), meaning that users have expectations and if they are not met it leads to dissatisfaction.

Users therefore expect more technological advancements in the library, especially as they use laptops, tablets and smartphones. Lachance (2007:13) says that users are no longer connected to the libraries as they were before. This means that they need to be able to access library services even when they are far from the library building. Users also expect to be taught how to access information for them. This will help them in the future to get information faster for them (Tiefel, 1995: 320) Adequately trained and motivated library staff play a crucial role in meeting the information needs of library users (Adedibu and Adio, 1997: 177).

#### **Adequate information resources in the library**

It was noted in the review that the library collection should be evaluated periodically to determine its suitability (Majid et al 1998: 36). As user needs continue to change, the library collection may also be irrelevant and outdated. It was also noted in the literature review that more complaints from users may show that they are not satisfied with the resource or service. Users can complain informally, even if they are not given a platform, they can express their complaints when they come to the service.

#### **User satisfaction with library services**

Satisfaction plays a very important role as it is able to keep the users and encourage them to continue using the services. User needs must be met in order to achieve satisfaction. User satisfaction also means the effectiveness of library service, (Thong & Yap, 1996: 176). According to Thakura (2007: 414), availability of up-to-date information, visibility of facilities, accessibility of resources, friendly staff and attractive appearance of the library and its staff are all contributing factors in user satisfaction.

#### **Initial search results**

The results of the preliminary research will be discussed according to the research questions in the first chapter. The research questions were to try to determine the following; what types of services do users request? Are the users satisfied with the services they receive? Are the sources of information sufficient?

#### **Types of services requested by users**

The type of services requested by users as described in the literature review and referred to in the survey are; Internet facility and access to databases.

#### **User satisfaction with library services**

Users are satisfied with the services. This is evidenced by the response to all services provided in the library as indicated in the questionnaire. The majority of respondents expressed their



satisfaction with these services, as described in the previous chapter.

### **Adequacy of information sources**

Users were also satisfied with sources of information, such as books, magazines, and database. Although the majority were satisfied, those dissatisfied were a number that needed attention, and included those who needed more books, magazines, and internet facilities also requested for photocopy services in the library environ.

### **Conclusions**

The study shows that users generally appreciate the services provided by the library but at the same time they expect more to be done. The library is unlikely to provide all the required documents to the users, but at least it should make more efforts to get the users' input, (Kumar, Hussain, Ansari and Fatima, 2010: 10). This can be achieved by buying new books and periodicals and providing photocopies as mentioned above. Since the aim of the research is to evaluate the services and resources offered by the library and to see if the users are satisfied with them, the researcher believes that the research achieved what he set out because he was able to discover the feelings of the audience and users regarding library services and resources.

### **Recommendations**

There were recommendations on improving library services. These are issues that are based on responses from users.

The following recommendations are suggested;

- Increase the number of library books and periodicals to cover the interests of those who are dissatisfied with the service. Books are the main component of a library. Most users come to the library primarily for them. The library helps some students with the prescribed books. Some of these students are needy and can't afford to buy it. Students also use some other books in addition to the books described. This is especially valuable for researchers because they often need to get more information. Other students find novels necessary for recreational purposes. This helps them when they want to update mentally.
- The management of library, fines should be reconsidered and another alternative application, at the same time ensuring that users do not stay too long with books, for example, reminding users in the form of SMS messages when their books are due. Forgetting is one of the main problems that cause fines, with most users keeping books at length despite not using them. So, a reminder may help them get the books back on time.
- Internet facility needs improvement as more users depend on it for information. Most users now use technology to find

information. It allows them to get the information they want more quickly and in an updated format.

- . Photocopying service is the most frequently used facility in the library therefore it should be provided without delay. Students use it to print notes and assignments, to photograph portions of books, journal articles, notes, and question papers. It is a type of service that needs constant monitoring. In most cases, some devices do not work; they are few to accommodate the large number of users who use them. Therefore, subcontracting the service may improve in terms of having a large number of users who are constantly using the imaging service.
- Library staff should be trained to maintain a high level of user satisfaction. Library staff must wear name tags so that users can identify them. Staffs may sometimes appear almost like users; the tags help users get to know them faster about the library and seek help. Also, for users who may need to keep a record of the staffs they have assisted, name tags may also help with this purpose.
- Library hours should be extended to try to meet the needs of all categories of users. Resident students usually need more time to study, and some may study until late hours. Graduate students may need the library even during vacations because their schedules do not align with those

of undergraduates. They also participate in research projects and usually work on them even during vacation times, in search of more material. As a result, they feel neglected or neglected if the library closes during the holidays.

- Computer, Internet and electronic journal articles should be improved so that users can access them easily. Users prefer electronic information mostly as described above. Since they are up-to-date and faster to access, their availability and accessibility will be of great help to the users. Electronic magazines also do not take up space compared to print magazines, so a library may be able to get them in large enough numbers. Most of the users also struggle with internet access and logging into computers. IT division is responsible for issuing passwords to users, some users have reported that they are still unable to login; others also reported several days later that their passwords no longer work. The presence of an IT technician may be one way to solve the problem as he will be present to solve all the problems that students have with logging in and accessing the Internet.

### **Recommendations for future research**

- It is suggested that this type of survey be conducted on a regular basis to ensure that users are always satisfied with the library services and resources.
- There should be regular guidance throughout the year for those who need it, especially with regard to searching for books and information online. Visual aids may also be valuable, i.e., a recording on a CD may be shown to users which will take them on a tour of the library and also about using the services.
- Other studies should be conducted where users will specifically evaluate library sections separately, e.g.; circulation desk, information service, staff. This means that users may be asked how they feel about staffs, borrowing or information services. The goal will be to gather more information regarding these sections.
- Further study should be carried out, which will focus specifically on one category of users, for example; undergraduates and faculty member. Users have different needs regarding library services, if a separate study is conducted on one of these categories, the library may be able to gather more information that will be of value to improve the services provided.
- The suggestions box should be available all the time where users can write their complaints and suggestions, which

will be checked regularly. Since the library cannot satisfy all users, it is important that they have a platform to raise their complaints. This may also be a mirror of the library as some users may come up with suggestions that may contribute to the changes.

## **Conclusion**

This chapter summarizes the research results that answer the research questions. The conclusions and implications of the study were evaluated using the available literature on user satisfaction with library services. The research objectives and questions were related to the results.

Summarize the main results of the study. It is clear from the literature review and findings that users depend on the library to study and obtain information and study materials, that they expect further technological developments and also that they need up-to-date information. Most users are generally satisfied with the services and resources they get from Kwara State University Library. This is evident in the fact that the majority of library users expressed satisfaction in the survey. But it is very important to constantly evaluate and improve services and resources.

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