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**ASSESSMENT OF USERS' SATISFACTION WITH LIBRARY SERVICES AND
RESOURCES AT TASHIEYIO MOHAMMED LIBRARY OF NURSES' AND
MIDWIVES' TRAINING COLLEGE, TAMALE.**

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ABSTRACT

The study investigated users' satisfaction with library services and resources provided by Tashieyio Mohammed Library of Nurses' and Midwives' Training College, Tamale. The survey design was used. Stratified random sampling was used to select a sample size of seventy-three (73) respondents out of seven hundred and thirty (730) population for the study. A self-designed questionnaire was used to gather data and the software used to analyze the data was the statistical package for social sciences (SPSS).

The outcome of the study indicates that 82.2% of respondents fall between the age brackets of 21-30 which reflects the character of a college library's patrons. Also, among the library resources, books on shelves had 93.1% either very satisfied or satisfied with meeting their needs. The majority of users visit the library to prepare for exams. Again, 82.2% of respondents were happy that the library provided library orientation service for them. Also, the study found that the majority of respondents use the library twice or more a week. This implies that library information resources are utilized since there is high patronage of the library. 53.6% of respondents were females while 46.6% were males.

However, it is recommended that ICT tools and accessories should be procured since ICT plays a pivotal role in library service delivery in 21st Century.

Also, library management must acquire updated information materials to support effective teaching and learning. Another recommendation of the study is that library staff needs to upgrade their skills to meet the versatile information needs that come with full tertiary education.

INTRODUCTION

The academic library of a tertiary school is considered the heart of a school because it can stand independently (Tiemo & Ateboh, 2016). Tiemo & Ateboh (2016) further asserts that tertiary schools have three major infrastructure and that is the library, laboratories, and classrooms that support teaching and learning as well as research in an academic institution. It would be practicable impossible for a tertiary school to achieve its vision without a library. Academic libraries are designed to cater to the needs of all satisfactorily irrespective of their gender, age, political affiliation, and others.

Zeithman & Bitmar (2000) as cited by Tiemo & Ateboh (2016) defines users' satisfaction as the means which users use to determine whether a product or service meets their expectation level. Librarians in general therefore need to pay attention to the roles they play in society. Satisfactory service and resources should be something libraries should strive to achieve to remain relevant in the eyes of stakeholders and users.

PROBLEM OF THE STATEMENT

Libraries play a fundamental role in teaching and learning in our academic institutions. A substantial amount of academic institution budget goes to libraries for its operations. It is important to investigate if resources committed to libraries are put into better service by meeting the satisfying the information needs of library patrons. Tashieyio Mohammed library was established in 1974 to support teaching and learning in the college. Since its establishment, no research has been done to assess the level of user satisfaction of library resources and services. It

is therefore the reason the researcher seeks to investigate user satisfaction among users of Tashieyio Mohammed library, Tamale.

PURPOSE OF THE STUDY

This study is to assess the level of user satisfaction of library resources and services among users of the Tashieyio Mohammed library of NMTC-Tamale.

METHODOLOGY

Research design

This study is a survey design. A survey was adopted because Odimegu-Ike (2014) as cited by Tiemo & Ateboh (2016) suggests that survey design seeks to document and describe a situation that exists at the time of the investigation. Also, Creswell (2009, p. 145) suggests that provides a quantitative description of opinions and trends of a study sample that can be generalized for the population of the study.

Stratified random sampling was used. The study involved level 100, level 300 and staff made up of a population of 730. Level 100 were 391, level 300, 235, and 104 staff members. Level 200 were excluded from the study because they were on vacation. 10% of the population were studied. The population was divided into 3 strata and 10% of each stratum were studied. A sample size of 73 respondents was arrived at. All questionnaires that were administered were retrieved. The data is analyzed using SPSS 23.0

RESULTS

Table 1. Demographics Information of Respondents

Gender	Frequency	Percentage
Male	34	46.6
Female	39	53.4
Total	73	100

Source: Field survey (2021)

Table 1 above shows that 34 of the respondents were male representing 46.6 %. 39 of the remaining sample population consisted of females representing 53.4%.

Table 2. Age Distribution of Respondents

Age Range	Frequency	Percentage
Below 20	0	0
21-30	60	82.2
31-40	8	11.0
41-50	5	6.8
51-60	0	0
Total	73	100

Source: Field survey (2021)

Table 2 above shows that respondents between the ages of range of 21-30 were 60 representing 82.2%. The age range of 31-40 were 8 people representing 11.0%. 5 people representing 6.8% were of the age range 41-50. They were no respondents below the age of 20 nor between the age ranges of 51-60.

Table 3. Distribution of Respondents By Categories of Users

User category	Frequency	Percentage
Level 100's	40	54.8
Level 300's	23	31.5
Staff	10	13.7
Total	73	100

Source: Field survey (2021)

Table 3 indicates that level 100 students were 40 representing 54.8% of the total respondents. 23 of the respondents were level 300 students representing 31.5%. 10 (13.7%) were the staff.

Table 4. Library Visits Frequency

Usage of library	Frequency	Percentage
Daily	13	17.8
Once a week	15	20.5
Twice or more a week	23	31.5
Once monthly	2	2.7
One or more a month	10	13.7
Rarely	8	11.0
Never	2	2.7
Total	73	100

Source: Field survey (2021)

Table 4 indicates the level of library visits among the respondents. 13 respondents representing 17.8% visited the library daily. 15(20.5%) visited the library once a week. Twice or more a week visitors were 23 representing 31.5%. 2 respondents representing 2.7% visited the library once monthly. Once or more monthly visitors were 10 respondents representing 13.7%. Respondents who rarely visited the library were 8 (11.0%). 2(2.7%) never visited the library.

Table 5. Reasons for Library Visits

Reason	Frequency	Percentage
To work on assignment	39	18.1
To borrow & return materials	15	7.0
To read for pleasure	23	10.7
To interact with librarians	9	4.2
To prepare for exams	43	20.0
For reference service	28	13.0
To read personal notes	32	14.9
To read books on the shelves	26	12.1
Total	215	100

Source: Field survey (2021)

Table 5 shows the purpose of library visits. 39 (18%) visit the library to work on assignments. 15(7%) reason for visiting the library was to borrow & return materials. 23 of the respondents representing 10.7% visit the library to read for pleasure. 4.2% reason for visiting the library is to interact with the librarians. 20.0% visit to prepare for exams. 28(13.0%) purpose to the library

was for reference service. 14.9% were there for personal notes reading. 26(12.1%) visit the library to read books on the shelves.

Table 6. Users' Satisfaction with Library Resources

Type of resource	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Missing value	Total
Books on shelves	32(43.8%)	36(49.3%)	4(5.5%)	1(1.4%)	0	73(100%)
Computers for research	10(13.7%)	38(52.1%)	19(26.0%)	5(6.8%)	1(1.4%)	73(100%)
Reference materials	19(26.0%)	36(49.3%)	14(19.2%)	2(2.7%)	2(2.7%)	73(100%)
Online databases and journals	11(15.1%)	37(50.7%)	16(21.9%)	7(9.6%)	2(2.7%)	73(100%)
Newspapers collection	28(38.4%)	33(45.2%)	11(15.1%)	1(1.4%)	0	73(100%)
Workshop materials	7(9.6%)	39(53.4%)	22(30.1%)	0	5(6.8%)	73(100%)
Project work & care study collection	26(35.6%)	38(52.1%)	6(8.2%)	1(1.4%)	2(2.7%)	73(100%)

Source: Field survey (2021)

Table 6 shows that 32(43.8%) were very satisfied with books on the shelf resources, 36(49.3%) were satisfied with 4(5.5%) being dissatisfied and 1(1.4%) were very dissatisfied. With computers for research, 13.7% were very satisfied, 52.1% satisfied, 26.0% dissatisfied, and 6.8%

very dissatisfied. 26.0% of the respondents were very satisfied with reference materials, 49.3% were satisfied while 19.2% were dissatisfied and 2.7% were very dissatisfied. Online databases and journals had 15.1% very satisfied, 50.7% satisfied, 21.9% dissatisfied, and 9.6% very dissatisfied. Newspapers collection resource had 38.4% very satisfied, 45.2% satisfied, 15.1% dissatisfied, and 1.4% very dissatisfied. With workshop materials, 9.6% of the respondents were very satisfied, 53.4% were satisfied, 30.1% dissatisfied with no respondent being very dissatisfied. 26(35.6%) were very satisfied with project work & care study collection while 38(52.1%) were satisfied with 8.2% dissatisfied and 1.4% very dissatisfied.

Table 7. Users' Services Satisfaction

Library service	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Missing value	Total
Printing & photocopying service	25(34.2%)	36(49.3%)	7(9.6%)	4(5.5%)	1(1.4%)	73(100%)
Library orientation service	27(37.0%)	33(45.2%)	10(13.7%)	2(2.7%)	1(1.4%)	73(100%)
Library training service	15(20.5%)	33(45.2%)	22(30.1%)	1(1.4%)	2(2.7%)	73(100%)
Lending service	12(16.4%)	50(68.5%)	3(4.1%)	2(2.7%)	6(8.2%)	73(100%)
Interaction with library staff	32(43.8%)	33(45.2%)	6(8.2%)	1(1.4%)	1(1.4%)	73(100%)
internet service	15(20.5%)	37(50.7%)	15(20.5%)	3(4.1%)	3(4.1%)	73(100%)
Weekends service	11(15.1%)	38(52.1%)	17(23.3%)	4(5.5%)	3(4.1%)	73(100%)
Electronic service	6(8.2%)	47(64.4%)	15(20.5%)	2(2.7%)	3(4.1%)	73(100%)
Opening hours	20(27.4%)	34(46.6%)	16(21.9%)	2(2.7%)	1(1.4%)	73(100%)

Source: Field survey (2021)

Table 7 shows that 34.2% were very satisfied with printing and photocopying service, 49.3% were satisfied, 9.6% dissatisfied and 5.5% very dissatisfied. With library orientation service,

37.0% were very satisfied, 45.2% satisfied and 13.7% were dissatisfied while 2.7% were very dissatisfied. 20.5% of the respondents were very satisfied with library training service, 45.2% satisfied while 30.1% were dissatisfied and 1.4% were very dissatisfied. With lending service, 16.4% were very satisfied, 68.5% satisfied, 4.1% dissatisfied, and 2.7% very dissatisfied. Interaction with library staff service had 43.8% very satisfied, 45.2% satisfied, 8.2% dissatisfied, and 1.4% very dissatisfied. Internet service had a response rate of 20.5% very satisfied, 50.7% satisfied, 20.5% dissatisfied, and 4.1% very dissatisfied. Weekends service had 15.1% very satisfied, 52.1% satisfied, 23.3% dissatisfied, and 5.5% very dissatisfied. With electronic service 6(8.2%) were very satisfied, 47(64.4%) were satisfied, 15(20.5%) dissatisfied and 2.7% were very dissatisfied. 27.4% Of the respondents were very satisfied with opening hours, 46.6% satisfied, 21.9% dissatisfied and 2.7% were very dissatisfied.

DISCUSSIONS

This study reveals that 53.4% of respondents were female which is in sharp contrast with Olarongbe et al.,(2013) and Hafiz, Issah & Iddrisu's (2019) studies where the majority of respondents were males.

This study reveals that 82.2% of respondents are within the age brackets of 21-30 which is the main character of typical college library patrons as also reported by (Hafiz et al., 2019). College library users are more likely to be youth.

54.8% of respondents were level 100 students making them the majority of the respondents which is in agreement with (Yeboah et al., 2018).

The study is in agreement with Fiawotoafor (2002) and Hafiz et al.,(2019) that majority of respondents use the library twice or more a week. This implies that library information resources are utilized since there is high patronage of the library.

Cumulatively, 93.1% were either very satisfied or satisfied with library books on the shelves. This indicates that the library books were effective in meeting the needs of patrons.

The majority of the respondents visited the library to prepare for exams which are consistent with the study of (Hafiz et al., 2019). This goes to confirm that the reason why most college students visit the library is for examination preparation.

This study further finds that 52.1% of respondents were satisfied with computer resources in the library. This affirms that libraries should create an Information and Communication Technology (ICT) section within it to cater to patrons' ICT need.

Library orientation had the majority of the respondents that is 82.2% been happy with that service either been satisfied or very satisfied with it. This suggests that library orientation is important for library users and must be for users. This finding is in agreement with Hafiz (2019) study where 80.8% of respondents were happy with the orientation service but disagrees with Tiemo (2016) study where the majority of respondents were not happy with this service.

With regards to printing and photocopying service, 83.5% were very satisfied and satisfied with this reprographic service in this study which is in sharp contrast with hafiz (2019) and Tiemo &

Ateboh (2016) studies where the majority of the respondents were either dissatisfied or very dissatisfied with reprographic service.

The majority of respondents were very satisfied and satisfied with the opening hour which conforms to the study of Tiemo & Ateboh (2016) where 71.25% of respondents were also very satisfied and satisfied with the opening hour.

CONCLUSION

In conclusion, this study noticed that majority of respondents were either satisfied or satisfied with library resources and services.

RECOMMENDATIONS

1. With colleges of health being upgraded to full tertiary institutions(*First Degree Will Soon Become the Minimum Requirement for Practicing Nurses and Midwives - Health Minister - MyJoyOnline.Com, 2021*), a lot more resources need to be invested into the libraries of health colleges by management to meet the standards of an academic library.
2. The library staff needs to upgrade their skills to meet the versatile information needs that come with full tertiary education.
3. Library management needs to acquire updated information materials to support teaching and learning.
4. ICT plays a very key role in a modern-day library environment, for this reason, more computers and their accessories need to be procured to be used by library patrons.
5. Librarians need to market library and their services to the college community to enhance the full utilization of library resources and services
6. Librarians should train library patrons on new library tools and systems

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