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Assessment of Collection Development Practices for User Satisfaction in Public Libraries in Enugu State

Introduction

Library serve as a stimulant for academic and research events as they ensure access to the provision of globally acknowledged information resources. The assessment of libraries quality performance is very important because these libraries are meant to satisfy the professional and personal requirements of their users. Librarians have always found it challenging when it comes to determining the quality of services they provide (Shahs 2013). In practice and principle, the cardinal aim and objective of public library is to satisfy the need of library patrons. In library terms, user satisfaction refers to the extent to which the information need of the users is satisfied and the extent to which the library collections have been utilized. According to Swuchow (2006), user satisfaction is the sole determinant of the extent of the effectiveness of the public library services. Viewing library as a system, he noted that the relationship between performance or effectiveness and the overall library resources for example manpower, equipment, print and non-print materials, building etc. is necessary to achieve a stated level of performance, i.e., the degree to which services offered satisfy the needs of users in both qualitative and quantitative terms. He also noted that the public library is a system whose output is the potential for services rather than tangible good. In other words, public library exist to satisfy the information needs of users in the community Ogunsola (2004).

In this context, users' satisfaction refers to how users judge the services of public libraries. Indeed, it refers to whether users of public libraries get the desired information resources, facilities and services expected to be provided by the public library. Hence, in recent times, evaluating users' satisfaction with the information resources, facilities and services of public libraries has become a major concern and an integral part of library and information science practitioners. This is because the ultimate aim of all libraries as a service oriented organization is to satisfy the needs of its clientele. Thus, users' satisfaction with the information resources, facilities and services provided by public libraries has become the melting pot of librarianship and information science in the present day knowledge society. International

Federation of Library Association (IFLA)/United Nations Education and Socio-Cultural Organization, UNESCO manifestoes (2004) stipulates that the public library is the local center of information making all kinds of knowledge readily available and in a variety of ways to meet the needs of the community.

Revealing the value of public libraries, Achebe (2005) stated that in medieval Europe and America, eminent personalities like Antonio Panizzi, Edwards and Melvin Dewey at various times in the history of libraries worked tirelessly to establish their public libraries for purposes of bringing education and knowledge to the door steps of people, thereby encouraging them to read without necessarily going to school. Notwithstanding, achievement of user satisfaction in public libraries in Enugu State, Nigeria has suffered a lot of setbacks owing to some perceived problems associated with collection development practices in the libraries. Again, the attitude of many users of public libraries in Enugu State suggest that they are not satisfied with the information services derived from the public libraries due to the problems. These problems include the nature of collections in the public libraries, lack of fund, poor facilities, lack of trained personnel, poor attitude of users to public libraries etc. As a result, this work is part of several efforts geared towards find out how to enhance the public library services, resources etc. to meet the user satisfaction in Enugu State.

Literature Review

Concept of public library

Public libraries are established by the government for the use of the populace. They are usually made up of people of different age range and educational qualification. They are charged with the responsibility of satisfying the information needs of the people in the community as well as their recreational and research needs Eze (2007). They are usually cited at the center of the community for easy accessibility to the diverse users. It is also an institution that exists to serve all residents of a community, districts or regions and receives its financial support from public funds. A public library according to IFLA/UNESCO is an organization established, supported and funded by the community either through local or national government or through other forms of community organization which provides access to knowledge, information and other works of imagination through a range of resources and services. It is open to the general public regardless of age, social or religious status and language. However, to effectively achieve user satisfaction

in public libraries, the public library administrators should be critical in the allocation process, to see that a speculative hypothesis be made about the relationship between the library's spending and the patron's welfare or information need. Revealing the value of public libraries, Achebe (2005) stated that in medieval Europe and America, eminent personalities like Antonio Panizzi, Edwards and Melvin Dewey at various times in the history of libraries worked tirelessly to establish their public libraries for purposes of bringing education and knowledge to the door steps of people, thereby encouraging them to read without necessarily going to school. This implies that public library is an agency for self-education and continuing education for all members of the community and also those public libraries are schooling centers for knowledge and information acquisition as well as an agency for civilization. To this end, public libraries in Enugu State originated with a sole aim of building an effective collection that can satisfy effectively the information needs of the entire public, especially users.

Brief History of Enugu State Library

The Enugu State Library was formerly under the old Anambra State with its capital in Enugu City. According to Eze (2007), it started as the Eastern Nigeria Library Board which was established in 1956. The creation of new Anambra and Enugu States in 1991 gave birth to the Anambra and Enugu State Public Libraries. It finally stood on its own as Enugu State Library Board in 1996, after the creation of Anambra and Ebonyi States. Now the Library has up to three branch libraries, i.e., Nsukka zonal library, Ibagwa branch library and Aninri branch Library. The central Library has a book depot at Enugu and has some of its staff in Enugu learning resource centre (ELR) and house of Assembly. The library is usually open to users from 9am to 6pm. Users usually register to make use of the library. The library is chiefly funded by the state government and the community. The objectives of the library include among others to equip the libraries with books and non-book materials and equipment to serve the local community by providing, lending and circulation services, reference/circulation services, children's library, mobile library services, internet services, cataloguing, acquisition, classification, recreational and book depot services to all the community without discrimination.

Role of public library in achieving user satisfaction

One of the most cardinal functions of the public library is to satisfy the information needs of users. Therefore, to fully satisfy the need of users in public library, there should be a harmony

in defining the library output. Defining the output of the public library as “books” should be differentiated from defining it as “book use” This consists of having books available for use (Swuchow 2006). However, these functions preceded the overall role of the public library in achievement of the library’s broad objective of satisfying the information needs of users. According to Shad (2006), the ultimate objective of the public library should be lying in the maximization of social welfare. Use alone is not the principal goal of public libraries; the goal is also to provide the greatest possible benefit to the society and maximization of user satisfaction. This occurs when librarians in public libraries bring about the betterment of the library patrons directly or indirectly as a result of what they obtain from the public libraries. He went on to postulate that the welfare of a typical user of public libraries depend largely on the amount of information material in the library relevant to the user’s information needs. Thus, the ultimate benefit from the public library is the effect of book use on the augmented value of human capital.

Hence, the strategic roles of the public library in supporting the activities of the public library geared towards facilitating user satisfaction include:

1. Build and provide access to information sources in all formats to help facilitate user access to information sources
2. Be a comprehensive resource center for the documentation and investigation of the complex realities of the society and provide an international focal point for the study of issues affecting user satisfaction.
3. Actively foster user-focused environment committed to identifying and delivering information resources and service that meet user and global expectation on the public library
4. Establish a coherent, consistent library-wide external relations plan that focuses on new global phenomenon that can motivate public library users.

Plan and execute an evaluation plan for the libraries and use the findings to make strategic decisions.

Furthermore, the role of the public libraries involves developing information sources that can meet the dynamism of knowledge in the face of continuing explosion of knowledge and emergence of new concepts and challenges in the community. Therefore, the public libraries are in constant transition wherein the process of information acquisition, navigation, synthesis, archiving, are increasingly focused on enabling the clientele to have access to information that can satisfy their needs. Thus, the need for an articulate collection development practice in public

libraries. According to Ifidon (1985), collection development practice has direct implication to the achievement of user satisfaction in public library in that it determines the nature of collection developed in the public library for user. Presenting this argument, the scholar viewed the role of public library collection development not only from the traditional point of view of supporting research, public service and conservation of knowledge but from the prevailing socio-economic situation in the African environment. He is of the view that emphasis should be on building collections that can affect community health, tropical diseases, culture, social values, norms and ideas of the community. The information resources developed in the public libraries in Enugu State is largely dependent on the nature of collection development practices adopted by the library.

Collection Development Practices

Collection development practices refers to all conscious effort made by library administrations and stakeholders towards building relevant collections to users' information needs. Collection development according to Fordham (2009) refers to a systematic process of building collections to serve library patrons, research, recreational and other information needs of the community. It is a continuous and a dynamic process which has over the years engaged public librarians with the task of developing collections and system that will be relevant to satisfying the information needs of the users and also meet the current needs of the society. In dealing with these challenges, the public library should be made relevant to the ever-dynamic world by building collections and system that are relevant to achieving user satisfaction in public libraries. It is a cycle and a process which determines the nature of collection in public libraries. Collection development in public libraries is charged with the responsibility of building or developing collections that are relevant to current issues in the society and the information needs of the clientele, to be able to meet up with the challenges arising from ever increasing dynamic of evolving knowledge and user needs in the society, such new concepts in our today's world include the user satisfaction in public libraries. Collection development therefore becomes imperative to the public library objectives of achieving user satisfaction through some purposive and constructive activities involved in developing relevant information sources (IS) and information retrieval system (IRS) as well as censorship of information sources (Bahati, 2022). According to Fordham, collection development consists of six definable and dynamic processes which include:

Community Analysis

Collection development policy

Selection of information materials

Acquisition of information materials

Weeding of library collection and

Evaluation

Community Analysis: This refers to the study of the characteristic make up of individuals in the society and their immediate information needs with a view of developing collections that will satisfy their information needs. In the words of Evans (1974), community analysis which refers to the division of the community into segments identifying the peculiar characteristics of the community and each of its constituent elements. Areas of these peculiarities include individual differences in the ability of users to effectively retrieve information source within the time they scheduled, information needs and interest etc. Stressing on this fact, Martin (1976) stated that community analysis help to direct public librarians appropriately in selection of information sources and systems in the public library that will provide access to information that will satisfy the information needs of public library's patrons. Community analysis will determine the type of censorship the public library can adopt to maintain the relevance, peace and security of the society (Habiba, 2022).

Collection development policy: Refers to a blue print or a statement of master plan of the library. This indicates the kind of material a public library can acquire and make accessible to users; it also enunciated the kind of objectives of the public library will adopt. **Selection of information materials:** This refers to choice-making on materials to be acquired in preference to another materials in the library. Selection of information material require a careful approach to ensure that materials that can reflect user satisfaction are selected for acquisition in the academic libraries in Enugu state. McColvin (1925) as stated in Agbo (2019) in his view on the selection of information sources in the University library as part of collection development, reiterated on the need to select information materials in the academic library based on their quality, value and relevance to the information need of the community. **Acquisition of information materials:** According to Ifidon (1985) Acquisition of information materials refers to all the processes involve in acquisition of information materials in public libraries: These include, donations, direct purchase, subscription to bodies and associations, gifts, etc. **Weeding** on the other hand

refer to the process of removing unwanted materials from among the library collections due to the following reasons, age of the material, damage, etc. Finally, **Evaluation** is the overall assessment of the extent to which the collection development has helped in achieving the overall public library objective of satisfying user's information needs.

Assessment

In order to sustain a consistent achievement of meeting the user information needs in public library, assessment of user satisfaction has to be a continuous exercise. However, assessment refers to the overall measurement of the entire processes involved in library practice. According to Reitz (2015), assessment refers to the Quantitative and qualitative measurement of the degree to which a library's collections, services, and programs meet the needs of its users, usually undertaken with the aim of improving performance. Assessment is accomplished by various methods, including direct observation, analysis of feedback obtained through interviews, user surveys, testing, etc. When conducted by the library, rather than an outside agency, the process is known as self-assessment. According to Ruhig Du Mont (1982), there are diversities of assessment criteria but the most-often used assessment mechanism is the goal approach, whereby library effectiveness relates to how well the library, as a rational organization, fulfills its objectives of satisfying the information needs of users. Measuring library effectiveness becomes synonymous with measuring the degree of goal attainment. Another tactic that is widely used to assess library effectiveness and the extent it has affected user satisfaction is to measure library process or the collection development practice. Under the goal approach, major attention centers on purposes and/or related criteria. When using the library process concept, the main focus is the activities performed by the library staff i.e., collection development practice (Agbo 2013).

Assessment consists of determining how well a staff performs in his duties relative to some desired level of activity. This "level" serves as a standard, and may or may not be explicitly related to a stated goal. In essence, the center of attention is the means (activities or processes) used to provide library services rather than the ends (goals) of those services (Nworgu 2015). Many of the process measures services believed to affect the ability of the library to serve the user. At the individual user level, libraries may be evaluated on the adequacy of the collection for a specific user picked at random or the capability of the library to deliver documents to such a user. Assessment is a vital concept that can help achieve the overall public library objective of achieving user satisfaction.

User Satisfaction

User satisfaction is the primary objective of any public library because user information needs is the primary aim of establishing public library. User satisfaction is an intrinsic behaviour of a library patron which is a response to his/her interaction with the library collections and services aimed at meeting user's information needs. According to Tessier et al (1977) user satisfaction as a concept, stated that satisfaction was ultimately a state experienced inside the user head and therefore was a response that may be both intellectual and emotional. Jones (1981) stressed the importance of user satisfaction and considered it as the basic concept of information retrieval system evaluation that could not be ignored in any experiment. User satisfaction has numerous advantages to public libraries, as identified by SU (1992) if well achieved. They include:

1. it takes explicit account of users and their subjective evaluation of various aspects of the IR interaction
2. It focuses on multi-dimensional evaluation of the interactive processes
3. It also recognizes user and request characteristics as among possible factors influencing in user evaluation.

However, notwithstanding these advantages, it is evident from studies that user satisfaction is a subjective variable which can be influenced by several factors such as system effectiveness, user effectiveness, user effort, user characteristics and user expectations. **User Effectiveness** influences user satisfaction in public libraries in different ways. User effectiveness is defined as the accuracy and completeness with which users achieve certain goals. User effectiveness can be measured by the following criteria: (i) the number of tasks successfully completed, (ii) number of relevant documents obtained, and (iii) the time taken by users to complete set tasks. According to him, it is expected that user effectiveness (as measured by the number of relevant documents identified and/or the time taken users to complete the task) correlates with user satisfaction: as user effectiveness decreases, user satisfaction will correspondingly decrease. Law et al. (2006) concluded that user satisfaction is directly influenced by the amount of time required to find the information sought: the less time spent searching, the greater the satisfaction.

User Effort is another factor which influences user satisfaction in public libraries. User effort can be defined in a similar way to the definition of "information searching behaviour"

(Wilson, 2000); information searching behaviour is the user search behaviour when interacting with an IR system to search for relevant information. User effort can be measured by the number of clicks, number of queries and number of query reformulations, and rank position accessed to obtain relevant information. Lancaster (1969) also considers the amount of effort expended during the search as one of the critical features affecting user satisfaction. Expected search length (ESL) by it is expected that the amount of effort users exert to complete the task influences their satisfaction with a given list of results returned by some search engine: as the amount of effort expended increases, user satisfaction correspondingly decreases. Lancaster (1981) considered the amount of time the user spent conducting a search as a measure of effort and he also considered the amount of effort expended during the search as a measure of user satisfaction. Kokubu et al. (2005) reported, in a question answering system, an inverse correlation between user satisfaction and the rank position where the answer was located, as users examined more documents by going down the rank to locate relevant information, the less satisfied they were.

Furthermore, **User Characteristic** also influences user satisfaction. It is expected that users with previous searching experience were likely to be more satisfied with results than less familiar users. Human factors and individual differences were recognized as a key aspect for understanding users search behaviours (Nielsen, 1993). Some of these factors were closely related to user characteristics/traits such as familiarity with the search topic (domain expertise), motivation, and experience in various aspects such as computing, librarianship, and skills in searching for information. Marchionini (1995) explained that every individual has a unique set of IR skills. These skills consist of three components: (i) domain expertise, (ii) system expertise and (iii) search expertise. Therefore, the term “user characteristics”

Finally, notwithstanding the different opinion standings of scholars, **System Effectiveness** was identified as another factor that influences user satisfaction. The system effectiveness concept states that the effectiveness of the computer system determines the success or failure of the user ability to search and retrieve information. It also determines the amount of time a user spends in search for information which according to Deane (2016) means a lot to both the user and the input he/she can contribute to the society. System effectiveness measures how well a given IR system achieves its objective. Traditionally, system retrieval effectiveness is measured in terms of precision the fraction of retrieved documents retrieved by the Information Retrieval System (IRS) that are also relevant to the query and recall the fraction of the relevant

documents present in the database that are retrieved by the Information Retrieval System (IRS). These two parameters characterize the ability of the system to retrieve relevant documents and avoid irrelevant ones. However, Hufnagel (1990) concluded that the actual contribution of the system is ambiguous and difficult to quantify from the users' perspective, because users tend to discount the contribution of the computer system when things go well and to blame the system when things go poorly. Thus, Hufnagel suggested that user satisfaction is not an adequate measure for system effectiveness.

In relatedness, Griffiths et al. (2007) surveyed the information retrieval and information system (IS) literature in an attempt to understand what constitutes user satisfaction and the factors that affect it in public libraries. They found that user satisfaction is a measure that has been considered immensely in user-oriented system evaluation within both the Information Retrieval System (IRS) and Information System (IS). According to their survey they found that user satisfaction is not a single construct upon which to base user assessment of system effectiveness but is influenced by other factors, including: system output; user expectation and attitude, perceived ease of use and usefulness; system type; and task difficulty. Omekwu (2001) stated that the success of online searching depends on the ability of the user or the information scientist to perform the search in the best possible way. However, he noted that the performance of libraries or user satisfaction has been hindered by some problems. They include, Lack of infrastructure, Lack of adequate finance, he asserted that finance is a major resource for organizational effectiveness and without it nothing meaningful will be achieved. Other problems are, unavailability of local communication experts, internal computer communication, lack of skilled and experienced personnel, Poor installation and maintenance facility, foreign currency limitations, Moreover, networks have their inherent problems which sometimes affect the decision of individual and organizations etc. These however point to the need for assessment of collection development practice in public libraries in Enugu State and its relevance to achieving user satisfaction in public libraries.

Challenges Facing Collection Development for User Satisfaction in Enugu State Library

User satisfaction in public libraries in Enugu State has faced so many challenges due to some piercing problems facing collection development in public libraries in the state. These problems include poor funding arising from insufficient government budgeting allocation to public libraries, lack of facilities and trained librarians, inappropriate collection development

practices, lack of professional proficiencies on the side of public librarians, lack of security which exposes library collections to stealing by users, inordinate location of public libraries in places close to markets and other noisy environment, etc. This study however is so much concerned with a view to finding out the possible strategies to help solve the identified problems and achieve the public library objectives in Enugu State.

Purpose of the Study

The general purpose of this study is to access the collection development practices of public libraries in Enugu state and their implications to user satisfaction.

The specific objectives of the study include the following: To

1. Examine the nature of collection development practices in public libraries in Enugu State.
2. Ascertain the contribution of collection development practices to user satisfaction.
3. Identify the major problems militating against collection development for user satisfaction in public libraries

Methodology

This study adopted descriptive research design as suitable for the study. Descriptive research design according to Nworgu (2015) is used in studies that aim at collecting data and describing situations, characteristics, features of a given population assessment of collection development practices for user satisfaction in Public Libraries in Enugu State in a systematic way. The study was carried out in Enugu State. Enugu State shares borders with Anambra and Abia State to the South, Ebonyi State to the East, Benue to the North and Kogi to the West. Enugu state is located at the south Eastern part of Nigeria and is made of three zones from where the public libraries chosen for the study are located.

The population of the study include professional, non- professional librarians and users in public Libraries in Enugu state. They include, Enugu state public library Enugu, Nsukka Library Board, Branch Public Library in Ibagwa Igbo-Eze South LGA, Amufie branch library in Igbo-Eze North LGA and Awgu branch library in Awgu LGA. The total number of the population considered for the study is 60 nonprofessionals and professional public librarians and 1, 264 users making the population a total of 1, 318. Source: visit and interaction with the Deputy Director, Enugu state library Board and the Head Nsukka branch library on 29th June, 2022.

The researchers selected 120 users and 60 nonprofessional and professional librarians in all the public libraries in Enugu State as the sample for the study. The sample size is therefore 180 which is 51% of the entire population. The researchers used simple random sampling technique to select the 120 users for the study. The researchers also made use of all the professional librarians in all the public libraries in Enugu State because the number is manageable.

Questionnaire titled User Satisfaction in public library questionnaire (USPLQ) developed by the researchers consisting of 31 item questions were used for collection of data for the study. The researchers used four-point scales of 4-1 in a descending order of magnitude and frequency distribution table to organize the data for instance: The Cluster Used Strongly Agreed (SA) = 4point, Agreed (A) = 3point, Disagreed (D) =2point, and Strongly Disagreed (SD) =1pont.

The copies of the questionnaire were administered personally by the researchers to users and public librarians in Enugu State. The researchers also used trained research assistants in the sampled area i.e., to ensure maximum return of the questionnaire. The research assistants were drawn from each of the selected public library and were trained personally by the researchers on

how to administer the questionnaire for maximum success. After completion, the researchers and their assistants collected the questionnaire for proper analysis.

The data collected for the study were analyzed using descriptive statistics. The researchers used mean to analyze the data in order to answer the research questions. The researchers used mean score of 2.5 and above to indicate positive response thereby using it as a yardstick to make positive decision. Likewise, any mean score below 2.5 indicate negative response. Nwana (1981), stated that, when the mean score is 2.5 and above, it signifies a positive response, but when the mean score is below 2.5, it signifies a negative response. The researchers thus adopted the use of Agree to represent positive response while Disagree represent negative response.

Results

Data collected from the Questionnaire were presented in a frequency table and analyzed using, simple percentage and mean. The presentation and analysis were done sequentially under the four research questions. A total of one hundred and eighty (180) questionnaires were distributed to the respondents but one hundred and seventy-five (175) were returned correctly filled, this indicates a percentage of 97% which the researcher considered appropriate for use.

Research Question 1: What is the nature of collection development practices in public libraries in Enugu State?

Table 1: Mean and standard deviation of the ratings of the respondents on the nature of collection development practices in public libraries in Enugu State.

S/N	ITEMS	SA	A	D	SD	MEAN	DECISION
1	Collection development policy determines the overall collection development practice in public libraries in Enugu State.	54	57	47	17	2.85	VHE
2	Collection development policy account for the extent of user satisfaction in public libraries in Enugu State.	25	69	64	17	2.26	DISAGREE
3	Collection development policy determines the nature of information sources that will be selected in public libraries in Enugu State.	25	82	54	14	2.67	AGREE
4	Collection development policy states the aims and objectives of the public library	31	69	54	21	2.63	AGREE
5	Community analysis is one of the major practices in collection development in public libraries in Enugu	25	75	53	22	2.59	AGREE

	State						
6	Community analysis determines the nature of collection development policy to be developed in public libraries in Enugu State	36	78	36	25	2.71	AGREE
7	Selection of information resources is done by professional librarians using standard selection tools	28	71	62	14	2.65	AGREE
8	Selection of information resources in Enugu State public libraries is done based on the peculiarity of information needs of users in the host community.	34	70	46	25	2.65	AGREE
9	Selection of information resources in public libraries in Enugu State is based on the result of community analysis	34	70	46	25	2.65	AGREE
10	Public libraries in Enugu State engage in regular evaluation of library resources	22	70	67	16	2.56	AGREE
11	Evaluation of library resources in public library is done using user opinion and statistics to ensure that library collection meet user satisfaction	54	57	47	17	2.85	AGREE
12	Evaluation of library resources in public libraries is done by professional librarians only	14	40	80	41	2.15	DISAGREE
13	Weeding of library resources is done regularly in public libraries in Enugu State	12	86	63	14	2.55	AGREE
14	Public librarians in public libraries in Enugu State resist unethical external censorship to ensure that users have even access information resources	54	51	54	16	2.82	AGREE
15	To ensure that library collection meet user satisfaction and support the achievement of public library aims and objective, librarians engage in self- censorship practice.	41	44	60	30	2.55	AGREE

Table 1 above shows that the nature of collection development practice has a significant effect on user satisfaction in public library. The evidence of the responses had mean weight of 2. 65, 2.59, 2.63, 2.85, 2.82, 2.55, 2.71 etc. Contrary to the above response, respondents disagreed on the fact that evaluation of library resources in public libraries is done by professional librarians only. They argued that evaluation of library collection is the duty of both professional and nonprofessional librarians. This was evidential in the responses of the respondents which had a mean weight of 2.15.

Research Question 2: What are the factors affecting user satisfaction in public libraries?

Table 2: Mean and standard deviation of the ratings of the respondents on the affecting user

satisfaction in public libraries in Enugu State.

S/N	ITEMS	SA	A	D	SD	MEAN	DECISION
1	The state of computers and other information communication technology (ICT) affects the user's access to online information sources and satisfaction.	31	56	64	24	2.54	AGREE
2	User's attitude to utilization of library resources in public libraries determine the extent of user	37	37	77	24	2.50	AGREE

	satisfaction						
3	The nature of collection development determines the extent user can accurately meet his information need in the public library	21	71	61	22	2.52	AGREE
4	User ability and effort can greatly affect his or her satisfaction in public library.	7	21	98	49	1.92	DISAGREE
5	Users that are more familiar with skills required for information retrieval are more likely to attain user satisfaction than unfamiliar and unskilled users.	36	78	36	25	2.71	AGREE
6	Individual differences in public library users determines the extent of user satisfaction.	25	69	64	17	2.58	AGREE
7	Nature of weeding in public library determine the amount of time users expend in retrieving information.	11	25	102	37	2.06	DISAGREE
8	Attitude of librarians in the public libraries affects user satisfaction.	23	70	55	27	2.51	AGREE

Table 2 above shows the nature of collection development practice is a major factor militating against user satisfaction in public libraries in Enugu State. These factors include state of the Information Communication Technology (ICT), attitude of librarians and users, individual differences of users, user characteristics etc. The evidence of the responses had mean weight of 2.54, 2.50, 2.52, 2.51 2.71 etc. contrary to the above response, respondents disagreed with the assertion fact that user effort and nature of weeding in the public library can influence user satisfaction. This had a mean weight of 1.92 and 2.06 respectively.

Research Question 3: What are the major problems militating against collection development for user satisfaction in public library?

Table 3: Mean and standard deviation of the ratings of the respondents on the major problems militating against collection development for user satisfaction in public libraries

S/N	ITEMS	SA	A	D	SD	MEAN	DECISION
1	Poor allocation of vote affects collection development and user satisfaction in public library	29	77	54	15	2.69	AGREE
2	Lack of local communication experts in public libraries affects user satisfaction.	10	94	55	16	2.56	AGREE
3	Lack of installation and maintenance facility affects system effectiveness in public library.	5	103	51	16	2.55	AGREE
4	Lack of professional librarians account for the poor service delivery which affects user satisfaction in public libraries	9	29	90	47	2.00	DISAGREE
5	Lack of professionalism in among public librarians affects user satisfaction.	25	69	64	17	2.58	AGREE

6	Poor attitude of users to utilization of library materials affects user satisfaction	33	55	62	25	2.55	AGREE
7	Inarticulate collection development policy and community analysis in public library affects collection development practice and user satisfaction.	21	81	47	26	2.55	AGREE
8	Poor infrastructure in public libraries affects collection development and user satisfaction	35	70	50	20	2.69	AGREE

Evidence in table 3 indicate the problems militating against collection development practice for user satisfaction in public library. These include, Poor allocation of vote, poor infrastructure, lack of local communication experts, lack of installation and maintenance facility, lack of professionalism among public librarians etc. These had a mean weight of 2.69, 2.56, 2.55, 2.58, 2.55, 2.69 and 2.55. However, the result also revealed that lack of professional Librarians in in public libraries in Enugu has no significant effect on collection development practice for user satisfaction in public library. This had a mean weight of 200.

Conclusion and Recommendations

Based on the findings of the study, it was concluded that collection development practice is vital to achieving user satisfaction in public libraries in Enugu State. Thus, in order to improve this contribution, this study makes the following recommendations:

1. Government should allocate enough vote to public libraries in Enugu State to enhance the quality of collection development.
2. Government should recruit more professional librarians and local communication experts in public libraries.
3. Public library authority should organize trainings, workshops, orientation programmes etc. to help improve professional proficiency of public librarians.

4. Library authority should organize orientation programme for the users to improve their skills and attitude towards utilization of public library resources.

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