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## Undergraduate Students Satisfaction With Library Services in A Faculty Library in University of Education,Winneba. Ghana

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**UNDERGRADUATE STUDENTS SATISFACTION WITH LIBRARY SERVICES IN A FACULTY LIBRARY IN UNIVERSITY OF EDUCATION, WINNEBA. GHANA.**

**BY**

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**ABSTRACT**

This study was conducted to find out user satisfaction with services and resources at the Institute for Educational Development and Extension (IEDE) Library in University of Education, Winneba, Ghana. A descriptive survey design was adopted for the study. The questionnaire was the instrument used for data collection. The questions were both open-closed ended. The target population was 4,539 undergraduate students who patronise the library in all the nine Departments located at the North campus of the University of Education, Winneba. Ten percent population from each of the nine (9) departments was selected. In the entire total sample for the study was 454. Thus availability sampling technique was adopted for the study which means that users who were available at the time the research was carried out were asked to respond to the questionnaire after explaining to them the purpose for the study. There was a high response rate because they were retrieved

right on the spot.. Data was analysed into frequency tables and percentages. Results of the study revealed that though students were satisfied with the present services, there is more room for improvement as far as the services and resources of the library are concerned. The study also provides evidence for IEDE management to allocate sufficient and regular budget as funds for items for library are more often ignored or glossed over. In addition, the findings of this study would enable management of the Institute in collaboration with library management to re- focus their attention on the library. Recommendations made included extending opening hours of the library; photocopier and printer among others are provided to enhance scholarly endeavours of users

**Keywords-** Academic libraries, Library users, IEDE Library, User satisfaction.

## **Introduction**

Libraries whether academic, public, school or special are all service institutions. All their activities are geared towards serving the needs of users. Academic libraries play an important role in the institutions they serve. The libraries hold printed materials including books, periodicals, newspapers, reports special collection of government documents and a wide range of electronic resources among others. The core objective of academic libraries is to support the parent institution to achieve its objective. This is partly because the institutions need information and the libraries play such roles.

The focal position and the role of the library within the university has been emphasised and echoed by many authors. Effah (1998), for example, emphasizes that the academic support service provided by the library is critical to the attainment of the university's central mission of teaching, research and service. Kargbo (2002) on the other hand argues that academic library is the central organ of the university, and this together with good laboratories and faculty are the parameters used to judge a good university. He goes on to posit further that, it is the barometer of learning, the intellectual hub of academia and as a result of its crucial position in the university its primary role is educational.

Undoubtedly, the academic library plays a tremendous role in the society and the any university. To put it paradoxically, any university would be incomplete without good libraries. To put it paradoxically, any university would be incomplete without good libraries. Thus the basic function of an academic library is to provide research support, teaching and learning activities by providing relevant and useful resources in the form of books, serials and electronic resources. Apart from the main library of academic institutions, other faculty and departmental libraries also provide access to information. Together with the main library, they all library provide users with the tools and skills

that can help them achieve success in their academic careers. It is essential that libraries recognise the needs of their users and try as much as possible to meet their needs.

Since academic library users have varying needs, it is the responsibility of the library staff to know the needs and expectations and strive to meet them. Meeting the information needs of users require the provision of the actual information resources and services that will satisfy their needs. Of great importance to them is satisfaction. Applegate (1997) defines user satisfaction as whether users are satisfied or not with a service or resources in a library. If users' needs and expectations are met then naturally they would be satisfied because their requests have been met. The satisfaction is the state that results after a library user has favourably or positively experienced a service product.

Though academic libraries like other libraries are non-profitable organizations, they should be more concerned on how to bring satisfactory services to users. Academic libraries are faced with competition due to the emergence of players such as Google scholar and other tools in the scholarly retrieval arena, as such academic libraries must constantly evaluate services to determine user satisfaction as a necessary step towards assessing the services. Hossain (2010) asserts that in today's digital environment libraries must improve their services in order to survive in a competitive environment.

We can only understand our user needs, satisfy their information needs through surveys. In the light of this development the library must strive to evaluate the services and address the needs of users adequately. It is natural that only satisfied users come back and there are greater chances that a dissatisfied user will ultimately find some other supplies of information to meet their information needs. In my candid opinion what is essential is that libraries give considerable thought and

attention to service and user satisfaction. From my perspective, the IEDE Library though small in size staff is doing their best to satisfy the information need of its users. Nevertheless the question that readily comes to mind is how would we know whether our best is the best for our users? Since the user is the ultimate judge of the services it is crucial that a study of this nature is carried out to find out users satisfaction with the services offered at the library.

This is the first study on user satisfaction of the IEDE Library. Consequently, this study aims at finding out user satisfaction over currently available services and resources of this small Library. The significance of this survey rest on the fact that it is only through a survey that the library would know whether it is meeting users needs and also what decision to take and those to be revised as far as the services and resources of the Library are concerned. the library as a service oriented is to satisfy the information needs of users. The extent to which the library satisfies users' information needs is fundamentally more important because the goal is to bring about satisfaction. Thus it becomes pertinent to determine the extent to which users are satisfied with the services and resources of the Library. The survey will serve as a guide to improve the collection and services. The results of the survey will inform practice as the University Library Management plans to augment all the Departmental Libraries of the University.

### **Statement of the Problem**

All tertiary institutions attempt to resource their libraries in order to meet the needs of all categories of users. Therefore these libraries attempt to have relevant stock to facilitate teaching, learning, research and knowledge dissemination in the parent institution. In line with this, the library has put in place several resources to make their services available to students use. It is however not clear whether undergraduate users who patronise the Institute's Library are satisfied

with the services and resources in the Library. Only users of the Library can determine how satisfied they are with the services provided by the library. This is consistent with Basha (2010) when he noted that only the users of a library are the best judge to assess its services. In the light of this, the researchers deem it necessary to conduct this study to unravel users' satisfaction with the services provided at the IEDE Library. It is against this background the researchers deems it necessary to conduct this study to assess users satisfaction with the services provided at this Library.

### **Objectives of the study**

The following are the overall objectives of this study.

- To determine the frequency of use of the library
- To ascertain the purposes for using the library
- To assess the availability of materials both print and electronic
- To assess the currency of materials in the library
- To seek users opinion on the efficiency of staff
- To examine the extent of users satisfaction with the services offered
- To identify areas that need improvement

### **Research Questions**

The following research questions were formulated to guide the study:

1. How often do you use the library?
2. What are your reasons for using the library

3. Are materials both print and electronic available?
4. Do you find the currency of materials satisfactory?
5. Do you find the efficiency of the staff satisfactory?
6. How satisfied are you with the overall library services.
7. What suggestions can you offer to improve the services?

### **Brief Background of the University of Education, Winneba**

The University of Education, Winneba (UEW) was established by the University of Education, Winneba Act 2004, Act 672 on May 14, 2004. It was originally established by PNDC Law 322 (1992) as the University College of Education of Winneba (UCEW) through the amalgamation of seven diploma awarding institutions. The University is charged with the responsibility of producing professional educators to spearhead a new national vision of education aimed at redirecting Ghana's efforts along the path of rapid economic and social development. The University is expected to play a leading role in the country's drive to produce scholars whose knowledge would be fully responsive to the realities and exigencies of contemporary Ghana and West Africa sub-region. The University offers fulltime, sandwich and distance learning programmes. It has four campuses; the Winneba Campus, the Kumasi Campus, the Mampong –Ashanti Campus and the Ajumako Campus respectively.

### **IEDE Library**

The Institute for Educational Development and Extension (IEDE) was established in September 1993 as one of the faculties of the University of Education, Winneba Campus. The aim of the



institute was to develop a Bachelor of Education in-service in the area of teacher education to enable diplomate teachers and teacher trainees to study part -time for a degree without disruption in their work schedule. As an Institute there was a need for a library to serve the Institute as well as students. With the support of the University Library, the IEDE Library was established in 1994. The role of the Library cannot be overemphasized. It is the third in terms of use at the University and is located at the North Campus of the University. Like any academic library, it supports the information and scholarly needs of students (particularly the undergraduate students) at the North campus. It has collection of resources in education, humanities and sciences. The Library is basically a reference library and users are not allowed to borrow books for extended home use. It is manned by a professional librarian and supported by two staff. The resources of the Library include book stock, magazines and newspapers, e- resources. The electronic resources are accessed on the Internet and the Library has access to over seven thousand journals on the internet and the facility to pay for articles that cannot be accessed on the internet. The sitting capacity is fifty –five (55).

The Library opens from 9am to 5pm. In view of the important role that the Library plays in the academic life of the University, it offers a variety of services to enable users meet their information and research needs. The services rendered include the following:

Reference services

Indexing services

Assisting users to conduct research

Literature search

Apart from the aforementioned services, one on one instruction in the use of the online databases is provided by the librarian. The goal is to empower users with skills necessary to accomplish research objectives and also to educate users on information resources available in electronic format. It also provides enabling environment for studies and research endeavours.

## **Review of related literature**

Studies on user satisfaction with reference to academic library services have been conducted in many parts of the world (Ming and Chich, 2006, Khasiah, 2009, Adeniran, 2011). User satisfaction refers to whether users get the desired information resources, facilities and services expected to be provided at the Library and how users judge the services of a library. The ultimate objective of academic libraries is to meet the information and research needs of users through the provision of services and resources. To meet the information needs of users requires the provision of the actual information resources and services that will satisfy the information needs of users. Libraries are therefore established to provide information resources and services to meet users' information needs (Adeniran, 2011). The purpose of a library is defeated if its users are not satisfied with the resources and services it provides. User satisfaction has therefore been recognised as an important measure of library performance. To remain relevant, libraries should as matter of necessity have to periodically measure the resources and services of their library as a way of ensuring that they are meeting the set objectives of the library. The extent to which academic libraries satisfy users' information needs is fundamentally more important. This is because the ultimate goal is to bring about satisfaction. In recent development users expectation has increased as a result of advances in information communication technology and the availability of information in print and electronic format. In view of that many libraries are focusing on user satisfaction and needs. If users are not satisfied, it is inferred that there is something wrong with the library.

Libraries are at a crucial stage because there is pressure and competition created by the new technology and users are faced with a variety of information delivery. User satisfaction is therefore a step towards retaining users in today's competitive information industry. As a matter of fact, libraries must improve the services they render to users to survive in the competitive information industry (Mundt and Awar, 2003; Bamigboye, 2010). In a study conducted by Seneviratne (2006), on user satisfaction, he found that users were not satisfied with the currency of materials at the Library. He concluded that the traditional collections of books are the reasons most users visit the Library.

In separate studies conducted by Richardson (2002); (Awana, (2007) note that the friendly disposition of staff, efficiency and willingness of staff to assist users as well as the information the staff provides to the user exhausting all necessary avenues to find an answer to a query will encourage users to patronise the Library and above all contribute to user satisfaction. These views give credence to the fact that user satisfaction also depends on the interaction between library staff and the user. They continued that the service quality involves more than an outcome; it also includes the manner in which the service is delivered. On the other hand Okorodudu and Enemute (2012) reported in a recent survey they conducted in Nigeria that users were not satisfied with the efficiency and attitude of staff in the libraries they conducted the survey.

A survey conducted by Olufunmilola and Oluebube (2012) on user satisfaction with Library resources and services in Nigerian Agricultural research Institutes found that users were dissatisfied with the electronic resources and availability of materials in the Libraries. In the same vein, Khasiah (2009) conducted a study on user satisfaction showed that provision of services like providing latest collection and extended opening hours among others lead to user satisfaction. The provision of

good library services to the user should be emphasised by all libraries particularly the academic libraries. In 1998, Simmons and Andaleeb evaluated library services in the United State of America. The findings revealed that in selecting colleges in the United States of America, some students are influenced partially by the colleges' academic library and the services the library provides. They concluded that academic libraries may have to adopt a more strategic orientation in which creation and delivery of service of satisfaction for their users play an important role. Simmons and Andaleeb (2001) contend that by providing quality services and satisfaction to users, academic and research libraries can distinguish their services through friendly, helpful and knowledgeable advice and the best technological resources available. Since academic library users have varying needs and expectations, it is the responsibility of the library staff to know these needs and expectations and strive to meet them. Fundamentally academic libraries are established to provide information resources and services to meet users' information needs. Therefore the purpose of a library is defeated if its users are not satisfied with the resources and services it provides.

The success of any library depends on the extent of satisfaction of users. In view of that, libraries need to evaluate the services and satisfaction among users. To buttress this assertion, Yang (2004) note that user satisfaction is based on the degree of perceived quality that meets users' expectations, therefore library management should periodically evaluate the services they provide to their users. That is the only way to assess users' needs and expectations as far as the services of a library are concerned. Periodic survey studies need to be done to evaluate all the existing resources and services since necessary measures can be taken in case users are dissatisfied with the services.

Resources are critical to user satisfaction. The availability of resources both print and electronic can have a significant influence on user satisfaction. The overall perception of a library's services and resources contribute to user satisfaction. Ensuring that relevant information resources are

provided and made accessible to users goes a long way to encourage users to visit the library more often (Cullen, 2001, Martensen and Gronholdt, 2003, Kumar, 2008).

From the foregoing, it can be depicted that user satisfaction depends on several factors and surveys have been used as a tool to assess services and user satisfaction in academic libraries. Through the surveys, user needs and expectations would be identified, and addressed by library management. In addition, it could help library management reposition the library as the first choice as far as access to information is concerned. The fact is that the need to improve and deliver satisfactory services based on user needs is emerging as an important theme among librarians. It is necessary in order to ensure that users changing needs are continually being met.

### **Research methodology**

A survey method was adopted for the study to find out users satisfaction of services and resources of an Institute's Library. The reason for the choice of the survey design was that it has the potential to provide a lot of information obtained from quite a large sample of individuals (Fraenkel and Wallen, 2000). The target population for the study consisted of undergraduate students from nine (9) departments who have been using the Library according to the usage statistics record in the library. In all the population was (4,539) four thousand five hundred and thirty nine. The departments were; Business, Health, Physical Education and Recreational Science, (HPERS), Basic Education, Early Childhood and Development, Social Studies, Social Science, Home Economics and Art and Graphic Design. All the aforementioned departments are located at the North campus.

According to Grinnell and Williams (1990) in most cases, 10 percent sample should be sufficient for controlling sample errors. They also argued that 10 percent sampling is usually applied to target

populations of 500 respondents and above. Gay (1987) is also of the view that 10 percent is adequate for a descriptive survey. With this in mind, 10 percent of the students were selected from each department. The sample for the study was 454 and the instrument used for the data gathering was a questionnaire, which consisted of open and close –ended questions based on the research questions formulated to guide the study. The availability sampling method was adopted, thus students who are regular users of the Library and were available at the time of the study were asked to respond to the questionnaires as they entered the library. The researchers and two staff of the Library administered the questionnaires. The purpose of the study was adequately explained to them. Respondents’ anonymity was ensured by asking them not to identify themselves anywhere in the survey. The study was conducted in the second semester in 2012. They were completed and were retrieved in the library; therefore response rate was very high. The data were analysed using descriptive statistics such as percentage and frequencies.

## **FINDINGS AND DISCUSSIONS**

Presentation of the result of the study was done based on the designed research questions. Of the 452 respondents, 299(66.2%) were males while 155 (33.8%) were females. All the respondents were undergraduate students from nine (9) Departments at the North Campus of University of Education, Winneba. Data were analysed using descriptive statistics such as percentage and frequencies. Before the discussion of the findings brief information is given on the category of respondents.

**Table 1: Respondents departments**

Department	Students population per Dept.	10%
<b>Early Childhood and Development</b>	<b>505</b>	<b>51</b>

<b>Home Economics</b>	<b>346</b>	<b>35</b>
<b>Basic Education</b>	<b>616</b>	<b>62</b>
<b>Business Education</b>	<b>498</b>	<b>50</b>
<b>Social Science Education</b>	<b>735</b>	<b>74</b>
<b>Social Studies</b>	<b>617</b>	<b>62</b>
<b>Art Education</b>	<b>485</b>	<b>49</b>
<b>Graphic Design</b>	<b>325</b>	<b>33</b>
<b>Health Physical, Education</b>		
<b>Recreation and Sports (HPERS)</b>	<b>412</b>	<b>41</b>
<b>Total</b>	<b>4539</b>	<b>454</b>

**Table 2: Levels of study of respondents**

<b>levels</b>	<b>Number of respondents</b>	<b>Percentage %</b>
<b>100</b>	121	26.65
<b>200</b>	108	23.78
<b>300</b>	111	24.45
<b>400</b>	114	25.11
<b>Total</b>	454	100

The table reveals that a majority of the respondents were level 100 students with 121 (26.65%), followed by level 400 with 114 (25.11%) responses, while level 300 were 111 (24.45). The lowest was level 200 students accounting for 108 (23.78%). It could be deduced that all levels of students were represented in the study.

**Table 3: Frequency of use of the Library**

<b>Frequency</b>	<b>Respondents</b>	<b>Percentage</b>
<b>Almost daily</b>	<b>199</b>	<b>43.8</b>
<b>Two or three times a week</b>	<b>245</b>	<b>53.4</b>
<b>Once or twice a month</b>	<b>10</b>	<b>2.2</b>
<b>Never</b>	<b>-</b>	<b>-</b>
<b>Total</b>	<b>454</b>	<b>100</b>

Users were asked how often they use the Library. The idea was to ascertain their familiarization with the resources at the Library. Respondents who use the Library two or three times a week ranked highest with 245 (53.4%) followed by respondents who use the Library almost daily with 199 (43.8%), while few respondents 10 (2.2%) indicated that they use the Library once or twice a

month. This finding is a positive indication that the Library is much used by majority of the students at the North Campus. The implication is that the Library is not underutilized.

Users were asked how often they use the Library.

**Table 4: Purpose of using the Library**

Purpose	Respondents	Percentage%
<b>To read library text books</b>	<b>98</b>	<b>21.58</b>
<b>To read news papers</b>	<b>11</b>	<b>2.42</b>
<b>To read my own notes</b>	<b>69</b>	<b>15.19</b>
<b>To do assignment</b>	<b>71</b>	<b>15.63</b>
<b>To browse the internet</b>	<b>201</b>	<b>44.27</b>
<b>All of the above</b>	<b>14</b>	<b>3.08</b>
<b>Total</b>	<b>454</b>	<b>99.9</b>

Data 4 captured the purpose of the use of the Library by respondents. A simple majority of the respondents 201 (44.27%) use the library to browse the Internet, followed by those who use the library to read textbooks at the library, 98(21.58%). Furthermore, 71 (15.63%) use the library to do assignment. On the other hand, 69 (15.19 %) use the library to do read their own notes, while 14(3.08%) visit the library for all the purposes stated. Those who visit the Library to read newspapers are 11(2.42%). This is heartwarming that the library is patronised and used by students for various reasons to satisfy their information needs.

**Table 5: Availability of Internet facilities and electronic databases**

Rating	Frequency	Percentage
<b>Satisfied</b>	<b>423</b>	<b>93.2</b>
<b>Partially satisfied</b>	<b>22</b>	<b>4.8</b>
<b>Not satisfied</b>	<b>9</b>	<b>1.9</b>
<b>Total</b>	<b>454</b>	<b>99.9</b>

Users' opinion on the availability of electronic resources was sought as shown in Table 4. It could be seen that majority of users 423 (93.2%) were satisfied with the availability of Internet and



electronic resources at the Library. Few 22 (4.8%) were partially satisfied. Only 9 (1.9%) were however not satisfied with the electronic resources. It is gratifying to mention that Library is on course as far as the electronic resources are concerned. This clearly shows that users use the electronic resources to satisfy their information requirement. It is a fact much of the world best information is now in electronic format and is mostly only accessible on-line. The University library has access to over seven thousand journals; it is therefore not surprising that overwhelming majority of the respondents were satisfied with the availability of the internet and electronic databases. The importance of electronic resources cannot be over emphasized.

**Table 6: Availability of materials**

Rating	Frequency	Percentage
<b>Satisfied</b>	<b>261</b>	<b>57.5</b>
<b>Not satisfied</b>	<b>193</b>	<b>42.5</b>
<b>Indifferent</b>	<b>-</b>	<b>-</b>
<b>Total</b>	<b>454</b>	<b>100</b>

The largest number of respondents 261 (57.5%) were satisfied with the availability of materials in the library, while 193 (42.5%) were not satisfied with the availability of materials. This is not surprising because sometimes users were directed from the main University Library to the IEDE for certain materials which are not in the main Library. As the third largest Library in the University, most of the materials representing all the courses offered are located at the Library.

Do you find the currency of materials satisfactory?

**Table 7: Currency of materials**

Rating	Respondents	Percentage
<b>Satisfactory</b>	<b>149</b>	<b>32.8</b>
<b>Unsatisfactory</b>	<b>303</b>	<b>66.7</b>

<b>Difficult to tell</b>	<b>2</b>	<b>0.4</b>
<b>Total</b>	<b>454</b>	<b>100</b>

The table reveals that 303 (66.7%) of the respondents indicated that the currency of materials are unsatisfactory, while the number of those who indicated that the currency of materials are satisfactory is 149 (32.8%). On the other hand, 2 (0.4) of the respondents indicated that it was difficult to judge the currency of the materials in the library. It is not surprising that 66.7. % assessed the currency of the books as unsatisfactory. There has not been any acquisition of books for the Library ever since I assumed office as the officer in charge of the Library. An examination of the materials reveals that all the materials on the various subjects lack current materials. The latest edition of books to be found in the Library is 1997. The implication of this is that users who patronise the library were deprived of up to date information. The importance of current materials in an academic Library cannot be overemphasized. The Library is therefore expected to provide current materials on all the subjects offered in their mother institution.

**Table 8: Library staff efficiency as perceived by respondents**

Rating	Frequency	Percentage
<b>Satisfied</b>	<b>301</b>	<b>66.3</b>
<b>Not satisfied</b>	<b>152</b>	<b>33.5</b>
<b>indifferent</b>	<b>1</b>	<b>0.2</b>
<b>Total</b>	<b>454</b>	<b>100</b>

Table 8 captured data on the efficiency or helpfulness of staff at the library to users. It was revealed that a significant number of respondents 301 (66.3%) agreed that the library staff offer appreciable services to users. It is a fact that when users perceive staff as efficient they will always feel assured

that their information needs could be handled and solved efficiently and effectively leading to greater satisfaction.

**Table 9: Extent of users' satisfaction with the overall services offered**

Rating	Frequency	Percentage
<b>Satisfied</b>	<b>269</b>	<b>59.3</b>
<b>Not satisfied</b>	<b>185</b>	<b>40.7</b>
<b>Indifferent</b>	<b>-</b>	<b>-</b>
<b>Total</b>	<b>454</b>	<b>100</b>

Data in Table 9 were to determine whether users were satisfied with services provided at the Library. The results in the table show that significant number of respondents 269 (59.3%) were satisfied with the services and resources at the Library, while 185 (59.3%) expressed their dissatisfaction with the overall services offered in the library.

**In what ways can the library improve the services it renders to users?**

**Table 10: Users comments about the way forward for improved services**

<b>Opinions/Views</b>	<b>No of Respondents</b>	<b>Percentage (%)</b>
More computers needed in the library	72	15.9
Journals, magazines and reports should be provided in the Library	51	11.2
Library should make available photocopier and a printer	72	15.9
Library too small and sitting capacity should be increased	56	12.3
More current books and reference materials should be provided	97	21.4
Students should be allowed to borrow books for extended use	24	5.3
The library should extend the opening hours	50	11.0
The Library staff should do something about the excessive heat in the library	32	7.0
<b>Total</b>	<b>454</b>	<b>100</b>

With regard to users' suggestions on how to improve upon the services in the Library, 72 (15.9%) respondents recommended that more computers should be added to the existing ones. Quite a number of respondents 97 (21.4) indicated that more current books and reference materials should also be acquired to augment the stock of the Library, 56 (12.3%) stated that the size of the Library is small to accommodate users, others 72 (15.9%) suggested that photocopier and printer to be made available at the Library to enhance their studies and other scholarly endeavours. On the other hand, 51 (11.2%) were of the view that the journals, magazines should be added to the stock, while 50 (11.0%) recommended that the opening hours of the Library be extended, also 32(7.0) indicated that the library staff should do something about the excessive heat in the library. Few of

the respondents 24 (5.3%) also suggested that users should be allowed to borrow books for extended home use. The Library will as a matter of urgency take measures to ensure that all the suggestions would be taken care of to enhance information delivery.

## **Discussions of findings**

The findings of the study revealed that users were satisfied with the availability of internet facilities and materials in the library. This result is in consonance with several earlier ones reported in the literature, (Martensen and Gronholdt, 2003, Cullen, 2001, Kumar, 2008). Each of these researchers found from their studies that availability of library materials and electronic resources like the internet in a library encourage users to visit the Library and contribute to user satisfaction. This finding however, contrasts earlier study by Oluebube and Olufunmilola (2011) on users' satisfaction of some Agricultural Research Institutes Libraries in Nigeria where they found that users were not satisfied with electronic resources and availability of materials in those libraries. The study however, revealed that though users were satisfied with the availability of materials and are using the materials as revealed from the study, they were not satisfied with the currency of the materials in the Library. This finding collaborates with a study conducted by Senevratne (2006). In the study he concluded that users were dissatisfied with the currency of the collection.

One salient finding was that staff was satisfied with the efficiency and helpfulness of staff. This is supported by the views of Richardson (2003), Awana (2007), Kumar (2008) as reported in the literature that the efficiency and willingness in assisting users to get the needed information contribute to user satisfaction. They noted that the satisfaction users get will encourage them to always visit the library to satisfy information needs. This finding, however, is at variance with a study conducted by Okorodudu and Enemute (2012) in a study they conducted in Edo State Central Library in Nigeria. They found that staff attitude to work was poor so users were not satisfied with the efficiency of staff.

From the analysis on the responses on the issue of users perception with the overall services offered in the Library, it could be inferred that users were satisfied with the overall services offered at the Library. These findings agree with the views of Yang, (2004); Mundt and Awar; (2003 Bamigboye, (2010), Each of them was of the view that user satisfaction is based on the degree of perceived quality of services that meets users' expectation.

On the suggestions for the improvement of the Library, the responses from respondents revealed that users called for improvement of the sitting capacity, more current books as well as reference materials, journals and magazines to be purchased, extending the opening hours, adding more computers, acquiring photocopier and printer staff to do something about excessive heat in the Library, users be allowed to borrow books for extended home use. This finding is in total agreement with Awana (2007) and Khasiah (2009) from a study they conducted, users made similar suggestions for improving the Library. It was revealed all levels of undergraduate students from the various departments located at the North Campus patronise the library intensively. Most students use the library two to three times a week or daily. This is an indication that the library is not underutilised. This revelation gives credence to the assertion that the library is third to the Main and the North Campus Libraries in terms of University of Education in terms of use.

Many reasons were also advanced for use of the Library. Thus, 44.27% of the respondents visit the library to use the internet to satisfy their information needs, followed by those who visit the library to use library textbooks. It is gratifying to mention that the library is on course as far as the electronic resources are concerned. Thus the study has revealed both electronic and print sources are used by students to satisfy their information needs. Library resources are critical to user satisfaction and the availability of resources can have significant influence on user satisfaction.

## **Conclusion**

The study has revealed undergraduate students satisfaction with services in the IEDE Library in University of Education, Winneba, Main Campus at Winneba. The study was conducted to find users satisfaction over the current services and resources at the Library. One significant finding that emerged from the study was that users were satisfied with the overall services which means that the Library is playing an important role to enable the University to achieve its objectives; there were, however, some aspects of the service that need to be addressed adequately to enhance learning and other academic activities by the users.

## **Recommendations**

Based on the findings, the following recommendations are worthy of note.

The management of IEDE should as a matter of urgency, find a bigger place within the vicinity of the Institute to be use as the library since the present library cannot accommodate the increasing number of students that throng the library. Funding is central to the provision of all library resources and services. The management of IEDE should ensure that the library has an annual budgetary provision for its services to enhance operations. Every effort should be made to acquire more and current books, periodicals and reference materials for the library since scholarly journals and magazines and reference materials are central to library services as indicated by respondents.

Library management to conduct user studies annually in order to have feedback from users on how well the library is meeting their information needs. The results of the survey should be published in any journal in the University.



Management of the institute and library should endeavour to consider extending the closing hours of the library from 9am 10 pm since students require increased opening hours. The management of the institute to allocate sufficient and regular library budget to enable the library acquire working tools like photocopier, printer among others. Again they should provide more computers in addition to the existing ones to enhance the scholarly requirement of users.

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