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Assessment of Library Service Quality and User Satisfaction among Undergraduate Students of Yusuf Maitama Sule University (YMSU) Library

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Abstract

The purpose of this study is to examine the undergraduate students' perception on library service quality from three dimensions which are library information resources, services and facilities that are available for use in YMSU Library whether the users are satisfy with the quality of library service delivery or not. The study adopted survey research methodology with cross-sectional design. It was appropriate for this study as a useful method for assessing attitudes or opinions towards programmes, individuals, organizations and events. Three research objectives were formulated to guide this study. A simple random sampling technique was used and a sample size of 120 registered undergraduate students was evaluated for this study, through the use of questionnaire. Out of 120 copies of questionnaires distributed, 84 copies were filled and returned for analysis hence given a response rate of 70.0%. Data collected were coded and inputted into SPSS Version 20.0 which was analyzed using descriptive analysis through the use of simple frequency and percentages. From the findings of the study, it was concluded that the general perception of undergraduate students towards the use of facilities, resources and services of the YMSU library, city campus is highly satisfactory. However, it is recommended that YMSU library management should keep on maintaining the high level of user satisfaction by improving on providing current and relevant information resources, modern facilities and befitting services that would meet the need and expectations of users. In addition, in order to sustain users' high level of satisfaction, there is a need to address all the problems identified by the undergraduate students.

Keywords: Library Service Quality, Information Resources, Library Services, Library Facilities, and User Satisfaction.

Introduction:

Assessment of university library services should be considered as a management tool, purposely applied to determine how library is serving the needs and expectations of its users effectively and efficiently. As well as identifying the strengths and weakness of its services in order to recommend ways of sustaining and improving the quality of service delivery in an institution. The extent to which library service quality are assess depends on the availability of information resources (both printed & electronic), services rendered, and facilities utilization by the university library users. The currency and relevancy of the information resources properly arrange on shelves, the usefulness of its catalogs and finding tools in providing access to its collection, the ability and cooperation of the library staff to use the facilities available in bringing these information resources and services to the attention of the users, the attitude of the staff in rendering services, are some of the requirements necessary for measuring service quality.

Apart from availability and accessibility of information resources, the application of facilities in providing services such circulation, technical, acquisition, serial, reference, reserve, reprographic, e-library, managerial etc facilitate prompt service delivery. Gama, (2013) opined that university libraries users are generally scholars and students whose use of the library facilities assists them to write papers, form class lectures, write assignments, enhance staff productivity and efficiency in discharging their duties and responsibilities, etc. The extent to which the library is used reflects the degree of user satisfaction which can be measured through the use of questionnaires or interviews, etc (Kulkarni & Deshpande, 2016).

Satisfying users' needs in the university libraries has been the primary objective of both the libraries and the librarians. Every year, new students come to the university with different needs and expectations. Besides, new technology, databases, and more innovative systems for accessing information, have made the library more complicated and challenging for librarians and users alike. The unfriendly treatment from library staff towards users, the abundance of resources available, and the difficulty in being able to identify these resources also create problems for users. The inability to easily identify the specific use of a library's services because of the new technologies, inadequate and non-functioning of some library facilities, and the difficulty to access information sources can all contribute to user dissatisfaction among university library users. Peris & Otike, (2016) asserted that univesity libraries today are faced with the chanllenges of infrequent or non-use of resources largely because of inadequate awareness, perceived lack of relevance, lack of time, distance, lack of skills in the use of electronic resources, having personal books and/or borrowing books from friends, access to the internet from home, slow internet, noisy and inappropriate study areas; inadequate collection; poorly managed information resources; unhelpful disinterested staff, and unfriendly users convienancies couple with other competitive sources of information that seem to be threatening the role of university libraries.

Therefore, it has become necessary for university libraries to adopt a more strategic approach beside the initial ones been used in order to know their users' perceptions since libraries exist purposely to serve users. Hence, there is a need for university libraries to understand their user needs and satisfy them. This research, used users (undergraduate students) to assess library

service quality by considering several important quality attributes in university libraries such as availability & accessibility of information resources, library staff behavior and the library building and its environment. The identified attributes that have a lower satisfaction level should be improved while the strong one should be sustained by the university library.

Brief history of Yusuf Maitama Sule University Library:

The University Library came into being along with the establishment of Yusuf Maitama Sule University (formally known as Northwest University, Kano) in January, 2013. The library formally operates at the temporary site of the university at Ado Bayero House along K/Nassarawa as its Main Library. However, with the completion of its newly Main Library at the permanent site, the university library now operates from its headquarter. Presently, the library has four branches; city campus main branch, faculty of education branch, faculty of humanities branch, and kwanar dawaki medical centre branch. The University Library under the leadership of the University Librarian Malam Sanusi Nassarawa Abdullahi (CLN, FNLA) was able to raise the collection of over eight thousand seven hundred and eight four (8,784) volumes of books and one thousand, seven hundred and twenty (1,720) volumes of journal publication, and three hundred and seventy two (372) Projects as of August, 2017. The E-Library collection holds five hundred and forty one (541) CD-ROMs and eight thousand four hundred and eighty one thousand (8,481) downloaded e-resources. The library subscribed to one offline database (eGranary) and also has internet connectivity that allowed access to subscribed online databases; jstor, hinari, Springer, sciencedirect, and oajse.

The library is made up of eight (8) service points with adequate seating capacity of over 1,000 and other facilities to support the teaching, learning, and research activities. There are forty six (46) staff working in the university library that comprised of both academic, professionals, para-professionals and supporting staff. The Administration department of the Library maintains the staff records, and serves as a channel of communication between the Library management and the University Administration (Nassarawa & Maisango, 2014).

Objectives of the study:

1. To investigate undergraduate students frequency and reasons for using the university library in YMSU.
2. To determine undergraduate students' perception about resources, facilities and services in YMSU Library.
3. To determine undergraduate students' level of satisfaction towards library service quality in YMSU.

Literature Review:

This chapter reviews the related literature on previous research based on library service quality, university library, information resources, different types of services rendered in university library, library facilities, and users' level of satisfaction in the university libraries.

Library Service Quality:

Service quality is defined in different ways but for the concept of service quality that is used for library evaluation to examine the difference between a user's expectations and the user's perceived sense to actual performance Calvert, (2001). Hernon and Calvert, (1996) also mentioned that most typically, service quality is defined in terms of reducing the gap between user expectations and actual service provided. Though there is ambiguity between the concept of service quality and satisfaction, Hernon (2002) concluded that service quality focuses on the interaction between customers and service providers, and the gap or difference between expectations about service provision and perception about how the service was actually provided. Satisfaction, on the other hand, does not involve gap analysis. Library service quality (LibQual) model is one of the tools that libraries use to solicit, track, understand, and act upon users' opinions of service quality rendered. The three dimensions of service quality measured by Libqual are: affect of service, information control, and library as a place (LibQUAL, 2015). The researcher adapt this model and modify it to suit our local environment through the use of information resources, services rendered, and library facilities available in the university library.

According to library professionals, some librarians think that they can decide the quality of the library service for their users, thinking that they know their users' needs. They also think that users cannot judge the quality of service; users do not know what they want, what would be more useful to them (Kulkarni & Deshpande, 2012). However, such opinions are irrelevant because the only criterion that counts in evaluating service quality is defined by users. Only users judge quality; all other judgments are essentially irrelevant because the users are the most important stakeholders (Parasuraman A. et al, 1985). Without users the library is just a 'warehouse' of information. The users are the ultimate consumers of the library services. The library's success should be measured not in terms of what it has (inputs) but of what it does, the activities it supports, its outputs for example circulation transactions, reference questions answered, classes taught and students enrolled. This also explains the significant role of the library staff, as they have to treat the users as important guests and in that way they will contribute to their satisfaction (Forrest, 2009)

University Libraries:

The university library is an integral part of its parent institution which is vested with the responsibility of supporting the core mission of the university's teaching, learning and research activities. According to Maidabino and Ladan, (2015) university library has been set-up to build up a need-based, balanced and up-to-date collection of reading materials in both print and electronic formats as this will enables the library to serve as a reservoir of scholarly literature. Aina (2004) states that, the main purpose of a university library is to support the objective of a university in areas of teaching, research and service. Mabawonku (1992) points out that university library exist for the benefit of students and teachers. In order to function and serve the information needs of users, the library needs to have information resources (both print and electronic materials like CD-ROM data base, e-journals, internet, e.t.c), render different services and provide facilities for effective service delivery.

Availability and Use of Information Resources in University Libraries:

Library resources could be seen as both printed and non-printed materials such as books, journals, e-resources, e-books, e-journals, CD ROMs, DVDs, magazines, internet, audio-visual

materials, atlases and maps, subscribed online databases as well as bibliographic databases and so on that are available in a university library for effective utilization. Gama (2012) pointed out that, the printed resources found in university libraries are newspapers, magazines, journals, books, etc, which information seeker can read and become informed while non-printed resources are broadcasting media like radio, television, etc, the Internet, CDs, microforms, cassettes, tapes, flashes, etc.

Also, revealing the availability of resources in some higher institution of learning in Nigeria Ugah, (2008) opined that Michael Okpara University of Agriculture Library has about 20,000 volumes in agricultural science and related fields, with 5,000 volumes of reference materials, and reports of student research, including theses and dissertations. The library is connected to the internet, and subscribes to more than 500 print journal titles, local and foreign, as well as national newspapers and magazines. The Yusuf Maitama Sule University Library which is made up of eight (8) service points has over five thousand (5000) volumes of books covering all the twenty six (26) programmes offered the university (Nassarawa & Maisango, 2014).

Onifade, Ogbuiyi, & Omeluzor, (2013) quoting Ojo rightly noted that, for libraries to add to the advancement of knowledge, they must not only provide resources but also ensure that the resources are effectively used. Ugah (2008) opined that the more accessible information sources are, the more likely they are to be used. Shodele, (2013) pointed out that, generally library provide access through OPAC, author or subject catalogue cabinet, open access sources, site map, shelf guides, information about holdings, self explanatory signage, help desk, web page of the library, current contents, and display of new arrivals. Cook & Heath, (2001) also stressed the need for extensive hours and reliable catalogue for any user oriented library. With the help of technology libraries are providing not only access to the bibliographic information but also full text databases, e-journals and e-books, online search facilities and delivery services, access to local, national, and international databases for users of their library. In an attempt to know the types of information resources used by the students in a Nigerian private university Onifade, Ogbuiyi, & Omeluzor, (2013) revealed that, students used more of internet facilities than any other library resources. This represented 65 (20%) of the total responses, followed by textbooks and monograph resources which accounted for 60 (18%) of the total responses; while e-journals and e-books were the next most used resources representing 56 (17.1%) of the total responses. Sohail, Pandye, & Upadhyay, (2012) studied the use of library resources by the students of University of Kalyani. The authors found that, guidance in the use of library resources and services was necessary to help students to meet their information needs. They also found that journals, textbook and lecture notes were the most popular sources of information for the students. They suggested that the latest edition of text book and reference materials should be added to the library collection and users should be guided to use the resources of the library.

Availability and Use of Services in the University Libraries:

University libraries are expected to provide a variety of services that would support the teaching, learning and research capabilities of the institution. LRCN, (2014) proposed that university library shall carry out the following services: Circulation services, Inter-library loan services, Reference and Information services, Current awareness services, Selective Dissemination of Information (SDI), User-Education, Literature searching, Compilation of bibliographies, Indexing and abstracting services, Knowledge management services, Preservation and conservation services, Bindery services, Information literacy services, Information media literacy, Archiving services, Preservation services, Bibliographic services,

Consultancy services, Photocopying/reprographic services, Publication of guides to the library, Compilation and maintenance of statistics, E-library services, Translation services, Statistical data analysis services, Internet services, Book editing services, Book end support etc.

Chakrabarti & Pramanik, (2014) point out the type of services university libraries provide to its users as Current Awareness Service (CAS), Selective Dissemination of Information (SDI), interlibrary loan, access to national and international databases through internet or other network, attending reference queries and reference service over phone, fax or personal contact, etc. In the same vein, Motiang, Wallis, & Karodia (2014) in their study found out that the type of services rendered by the academic library to users as internet facility, access to databases, photocopying services, book loans, functional library website and so on. While, Ishola & Olurotimi, (2015) found out in their research that, interlibrary loans service (1.9%), library website (5.6%), bibliographical services (1.7%), abstract and indexing services (5.4%), documentation services (3.7%), current awareness services (4.7%), selection and dissemination services (2.8%), reference services (3.8%), online services (1.8%), publishing services (4.6%), internet service (2.8%), television services (2.3%), CD ROM services (6.5%), reprographic services (3.6%), access to full text journals and electronic databases services (4.4%), access to electronic newspaper services (2.9%), access to social media services (2.9%), online public access catalogue (3.7%), downloading and printing services (4.7%), binding services (1.3%), and referrer services (7.5%) as some of the services offered in the library.

In another research by Dickenson, (2006) the library users were asked about the library services they had used during the past 12 months in the academic library, four services remained outstanding while others need to be improve. Among the outstanding ones are computer access (77%), electronic databases and article indexes (76%), traditional printed resources (75%), and meeting and study space (70%). A study conducted by Saikia & Gohain, (2013) on use and user's satisfaction of library resources and services the respondents were asked to give their opinion on library facilities and services offered to them. 42.77 %(68) of respondents considered circulation services as excellent, followed by 38.99 %(62) respondents who considered the reservation of book service as excellent.36.48% (58) respondents regarded online renewals of books service as excellent. 33.33% (53) respondents considered OPAC/Web OPAC as excellent; 32.07% (51),reprographic services; 30.19% (48), content page alert services on current journals; 29.56% (47), training and demo on e-resource retrievals and reference and information services; 27.67% (44), e-News services; 25.78% (41), orientation programme and 18.24% (29), mobile alert service.

Availability and Use of Facilities in University Libraries:

Library facilities are the resources needed in the library in order to facilitate effective service delivery. Facilities such as library building, photocopying and ICT network facilities, computers, micro film readers/ printers add quality service delivery. Availability of library facilities means ensuring their presence in the library for immediate use (Aguolu & Aguolu, 2002).

Abubakar (2011) opined that library facilities comprised of reading carrels, air conditioners, fans, shelves, kardex, toilets facilities, projectors, television, radio, journal display racks, Circulation desks, kicks-Steps, trolleys, pick up vans/trucks, periodical racks, signage, and translators. Others includes computing facilities, film /tape based facilities –microfiche reader, micro card reader, video machine, reproduction facilities- photocopying machine, duplicating machine, telecommunication facilities- telephone, GSM, Telex, telegram, Fax machine, satellite, broad casting facilities- radio, television, cable transmission (Gama, 2008).

In a research study on Users' Perceptions of the Use of Academic Libraries and Online Facilities for Research Purposes in Nigeria Chiemeke, Longe, Umar, & Shaib, (2007) found that, majority of the respondent visited the library to use internet facilities. Akpan-Atata & Enyene, (2014) articles' on Awareness, Availability and Utilization of ICT Facilities for Effective Service Delivery in Academic Libraries in Nigeria revealed that the academic library users visited the library purposely to use any of the following facilities computers, internet, fax machines, online public access catalogue, scanners, printers, photocopies, mobile phones with WAP wireless application protocol and reprographic machines available in the library. However, guidance is found to be very important for the proper utilization of services such as the use of signage; shelve guide, library catalogue cabinet or OPAC etc (Shodele, 2013).

User Satisfaction:

User satisfaction is an important measure of service quality in libraries which provides an important feedback for libraries to assess and improve its services to the users (Kumar, 2012). The core users of the university libraries are grouped into faculty members, undergraduate, and graduate students. Thus, according to Gama (2013) in order to satisfy the informational needs of its users, the university library has to ensure adequate provision of actual information, service, and facilities. Simmonds and Andeleeb (2001) stated several factors that can influence users' satisfaction; these include responsiveness, competence and assurances, tangibles and resources. Kumar, (2012) found that less than 50% of the users are satisfied with the collection, physical facilities and more than 50% satisfied with the information resources and services and functional organization of the libraries. Behavior of the staff is highly appreciated by most of the respondents. The marketing activity is moderately appreciated by most of the members.

The essence of assessing user satisfaction is to keep user satisfied and this can be done through different ways more especially in university libraries where user's survey and other approaches are used to know customers expectations and perceptions of services offered by the libraries. It means service quality could be assessed and thereby evaluating customer's satisfaction. According to Thakuria, (2007), availability of up-to-date information, visibility of facilities, accessibility of resources, friendly staff and attractive appearance of the library and its staff are factors which contribute to user satisfaction.

In a nutshell, it is generally believed that undergraduate students in every university should effectively make use of the university library to satisfy their information needs; however, studies have shown that university libraries in Nigeria are underutilized by undergraduates Igben, (1993); and Bello, (2000). Nevertheless, one wonders why the Nigerian university libraries are underutilized even though they were established to supplement and complement the classroom teaching. Several questions come across one's mind, as to what may have been responsible for this undesirable situation. Could it be that the library resources are poor in quality? Could it be due to lack of adequate environmental factors such as good ventilation, library physical facilities and noise-free reading environment? Or could it also be lack of currency of resources, lack of adequate access etc (Ishola & Olurotimi, 2014).

Methodology:

The researcher adopted survey research design. The type of survey design employed is cross sectional. The use of cross sectional survey design is to allow for the collection of data through the use of a questionnaire. The researcher uses simple random sampling technique in selecting samples for the study because in such a technique members of the population under study have

equal chances of being selected as subjects. The population of the study comprised of undergraduate students who registered with the university library from the period of 2014/2017.

Finding and Discussion:

Response Rate:

A total of one hundred and twenty (120) copies of questionnaires were administered to undergraduate students who visited and used the university library at city campus within the period of this research through the assistance of the Library assistants. A total of eighty four (84) questionnaires were duly completed and found useable for the study which represents 70% against 30% not returned. The questionnaire was in five parts. Part A elicited background information of the respondents. Part B was used to elicit information on respondents' usage of library. Part C elicited information on respondents' perception about actual services rendered in the library. Part D sorted for respondents' level of satisfaction while Part E indentified respondents' challenges. The data was analyzed using simple percentages and frequency counts.

Table 1: Gender

Gender	Frequency	Percentage (%)
Male	64	76.2
Female	20	23.8
Total	84	100.0

Table 1, shows the demographic information of the undergraduate students under study. Based on the gender of the respondents, the table reveals that majority of the respondents 64 (76.2%) were male while less than half 20 (23.8%) were female. This implies that majority of the respondents visiting the university library were dominantly male. Finding reveals that male constitutes a larger part of this study. This is consistent with the findings of Ijiekhuamhen, Aghojare, & Ferdinand, (2015).

Table 2: Level of Study

Level of Study	Frequency	Percentage (%)
100 Level	12	14.3
200 Level	30	35.7
300 Level	21	25.0
400 Level	21	25.0

Table 2, shows educational level of the respondents, the table reveals that less than half of the respondents 30 (35.7%) were level 200 students which constitute a larger part of the respondents. This is followed by level 300 with 21 (25.0%), level 400 with 21 (25.0%), and level 100 with 12

(14.3%). This shows that majority of the respondents were level 200 students followed by level 300 and 400 respectively. Finding reveals that levels 200, 300 and 400 regularly patronized the university library. This is consistent with the findings of Hassan, (2016).

Table 3: Frequency of Using the Library

Options	Frequency	Percentage (%)
Daily	15	17.9
2-3 times a week	55	65.5
Once a week	5	6.0
2-3 time a month	9	10.7

Table 3, shows the frequency of using the library by the respondents in which the table indicates that more than half 55 (65.5%) were visiting the library 2-3 times a week. This is followed by less than half 15 (17.9%) who were visiting the library daily, followed by 9 (10.7%) 2-3 times a month and 5 (6.0 %) who visit to use the library once a week. This implies that, more than half of the respondents were using the university library 2-3 times in a week.

Finding reveals that more than half of the students were regularly visiting and using the university library resources, services and facilities 2-3 times in a week as such they are in better position to relate their experiences or judge the quality of services rendered to them by the university library.

Table 4: Reasons of Using the Library

Options	Frequency	Percentage (%)
To write assignments	51	60.7
To consult textbooks	46	54.8
To consult journals (hard copies)	12	14.3
To consult electronic journals (online resources	23	27.4
To read for examination	45	53.6
To consult reference materials	23	27.4
To photocopy materials	21	25.0
To read newspapers	11	13.1
To browse the internet	37	44.0
Others	16	19.0

Table 4 presents the responses of undergraduate students on the reasons for using the university library and various reasons were adduced by respondents. The table reveals that more than half 51 (60.1%) visited the library to write assignments while half of the respondents 46 (54.8%)

visited to consult textbooks and 45 (53.6%) to read for examination. However, less than half of the respondents 37 (44.0%) visited to browse the internet, followed by 23 (27.4%) to consult reference materials and electronic journals respectively, followed by 21 (25.0%) to photocopy materials, others (16:19.0%) have other reasons for visiting the library, 12 (14.3%) to consult journals (hard copies) and only 11 (13.1%) of the respondents visited to read newspapers.

This implies that more than half of undergraduate students visited the university library to write assignments and in the process they consulted textbooks, reference materials, browse the internet, consulted newspaper, e-journals and printed journals. Others visited the library to read for examination purpose and make photocopies. The finding reveals that the undergraduate students regard the library to be a place of learning and research activities.

Table 5.1: Perception of users on library information resources in the university library.

LIBRARY INFORMATION RESOURCES	SA (5) F (%)	A (4) F (%)	NS (3) F (%)	D (2) F (%)	SD (1) F (%)
The library provides me with resources (books, journals, etc.) that meet my course needs.	31 (36.9)	39 (46.4)	7 (8.3)	3 (3.6)	4 (4.8)
The library arranged its resources in their proper places on the shelves	48 (57.1)	29 (34.5)	4 (4.8)	2 (2.4)	1 (1.2)
The library has current and relevant information resources.	28 (33.3)	28 (33.3)	13 (15.5)	10 (11.9)	5 (6.0)
The library provides me with daily newspapers.	19 (22.6)	19 (22.6)	36 (42.9)	6 (7.1)	7 (8.3)
The library resources are easily accessible.	28 (33.3)	35 (41.7)	14 (16.7)	4 (4.8)	3 (3.6)
The library provides me with past question papers.	31 (36.9)	22 (26.2)	19 (22.6)	10 (11.9)	2 (2.4)
The library provides me with electronic information resources.	34 (40.5)	32 (38.1)	14 (16.7)	1 (1.2)	3 (3.6)

Table 5.1, presents the respondents perception on library resources, services, and facilities available in the university library. The responses indicates that, more than half of the respondents 48 (57.1%) strongly agree that the library arranged its resources in their proper places on the shelves. While, less than half of the respondents 39 (46.4%) agree that the library provides them with resources (books, journals, etc.) that meet their course needs, others 34 (40.5%) strongly agree that the library provides them with electronic information resources. 35 (41.7%) agree that the library resources are easily accessible. 31 (36.9%) strongly agree that the library provides them with past question papers. 19 (22.6%) strongly agree and agree respectively that the library provides me with daily newspapers only 36 (42.9%) of the respondents that were not sure

whether the library provides newspapers. Also, only 28 (33.3%) strongly agree and agree respectively that the library has current and relevant information resources. This implies that, the university library has both printed and electronic information resources in different format.

Findings reveals that the students perceived the library provides them with information resources both books, journals, and electronic resources that are current and relevant to the users properly arrange on the shelves for easy retrieval. They also perceived that the library provided users with past question papers while they are not fully sure whether library provides them with daily newspapers.

Table 5.2: Perception of users on services rendered in the university library.

LIBRARY STAFF/SERVICES	SA (5) F (%)	A (4) F (%)	NS (3) F (%)	D (2) F (%)	SD (1) F (%)
The library staffs are approachable and always ready to answer users' questions.	41 (48.8)	31 (36.9)	11 (13.1)	0 (0.0)	1 (1.2)
The library always keeps on updating me about current information in the library.	17 (20.2)	30 (35.7)	25 (29.8)	6 (7.1)	6 (7.1)
The library provides user education/ orientation exercises that enable me make effective use of library resources & services.	37 (44.0)	29 (34.5)	11 (13.1)	4 (4.8)	3 (3.6)
The library staff treats users in a polite way and show willingness to help users.	29 (34.5)	30 (35.7)	15 (17.9)	7 (8.3)	3 (3.6)
The library working hours are convenient to me.	32 (38.1)	25 (29.8)	12 (14.3)	8 (9.5)	7 (8.3)
The library provides me with photocopying services.	22 (26.2)	24 (28.6)	22 (26.2)	12 (14.3)	4 (4.8)
The library provides me with internet service.	34 (40.5)	26 (31.0)	16 (19.0)	5 (6.0)	3 (3.6)

Table 5.2, responses from library services reveal that less than half of the respondents 41 (48.8%) strongly agree that the library staffs are approachable and always ready to answer users' questions followed by 31 (36. 9%) agree, 11 (13.1%) not sure, and only 1 (1.2%) strongly disagree. 17 (20.0%) strongly agree that the library always keeps on updating them about current information in the library while 30 (35.7%) agree, followed by 25 (29.8%) not sure, 6 (7.1%) disagree and 6 (7.1%) strongly disagree. The library provides user education/ orientation exercises that enable them make effective use of library resources & services was strongly appreciated by 37 (44.0%), followed by 29 (34.5%) agree, 11 (13.1%) not sure, 4 (4.8%) disagreed and 3 (3.6%) strongly disagree. The library staffs treat users in a polite way and show willingness to help users was strongly agree by 29 (34.5%), followed by 30 (35.7%), 15 (17.9%) not sure, 7 (8.3%) disagree and only 3 (3.6%) strongly disagree. 32 (38.1%) strongly agree that the library working hours are convenient to them, followed by 25 (29.8%) agree, 12 (14.3%) not sure, 8 (9.5%) disagree and 7 (8.3%) strongly disagree. The library provides users with

photocopying services was strongly agreed by 22 (26.2%), followed by 24 (28.6%) agreed, 22 (26.2%) not sure, 12 (14.3%) disagreed and only 4 (4.8%) strongly disagreed while 34 (40.5%) strongly agreed that the library provides users with internet service followed by 26 (31.0%) agreed, 16 (19.0%) not sure, 5 (6,0%) disagreed and only 3 (3.6%) strongly disagreed.

Findings reveal that majority of undergraduate students perceived the services of the library staff were appreciable. Greater part of the students agreed that the library offered current awareness services, user education/ orientation exercises, photocopying and internet services as well as library working hours were appreciated.

Table 5.3: Perception of users on facilities in the university library.

LIBRARY FACILITIES / ENVIRONMENT	SA (5) F (%)	A (4) F (%)	NS (3) F (%)	D (2) F (%)	SD (1) F (%)
The library has sufficient reading tables with chairs.	46 (54.8)	24 (28.6)	6 (7.1)	6 (7.1)	2 (2.4)
The library has sufficient number of computers in the e-library.	22 (26.2)	27 (32.1)	12 (14.3)	12 (14.3)	11 (13.1)
The library has functional air conditioners and fans.	16 (19.0)	21 (25.0)	18 (21.4)	16 (19.0)	13 (15.5)
The library and its environment are always clean and neat.	50 (59.5)	26 (31.0)	4 (4.8)	3 (3.6)	1 (1.2)
The library environment is adequately lighten/brighten to my need.	41 (48.8)	34 (40.5)	6 (7.1)	2 (2.4)	1 (1.2)

Table 5.3, presents respondents responses on library facilities available in the university library where it reveals from the table that, half of the undergraduate students strongly agreed 46 (54.8%) the library has sufficient reading tables and chairs, followed by less than half 24 (28.6%) agreed, 6 (7.1%) not sure, 6 (7.1%) disagreed and only 2 (2.4%) strongly disagreed. Less than half 22 (26.2%) of the students strongly agreed that the library has sufficient number of computers in the e-library followed by 27 (32.1%) agreed, 12 (14.3%) not sure, 12 (14.3%) disagreed and 11 (13.1%) strongly disagreed. On whether the library has functional air conditioners and fans less than half of the respondents strongly 16 (19.0%), followed by 21 (25.0%) agreed, 18 (21.4%) not sure, 16 (19.0%) disagreed and 13 (15.5%) strongly disagreed. The library and its environment are always clean and neat was strongly appreciated by more than half 50 (59.5%) of the respondents, followed by 26 (31.0%) agreed, 4 (4.8%) not sure, 3 (3.9%) disagreed and 1 (1.2%) strongly disagreed. Less than half 41 (48.8%) strongly agreed that the library environment is adequately lighten/brighten to my need, followed by 34 (40.5%) agreed, 6 (7.1%) not sure, 2 (2.4%) disagreed and only 1 (1.2%) strongly disagreed.

Findings indicate that the majority of respondents perceived that the library has sufficient number of reading tables with chairs. Users perceived that library has fairly number of computers in the e-library and they don't fully agree that the library has functional air conditioners and standing fans in the library. Almost all of the undergraduate students perceived

the library and its environment are always neat and clean as well as the library environment is adequately lightened.

Table 6: Level of Users' Satisfaction

Quality of Library Resources, Facilities and Services	Very Satisfied F (%)	Quite Satisfied F (%)	Neither Satisfied nor Dissatisfied F (%)	Quite Dissatisfied F (%)	Very Dissatisfied F (%)
Collection of library (Books, Journals etc.)	36 (42.9)	21 (25.0)	20 (23.8)	2 (2.4)	5 (6.0)
E-Resources (e-books, e-journals etc.)	32 (38.1)	34 (40.5)	11 (13.1)	4 (4.8)	3 (3.6)
Library Reference Services (CAS, SDI etc.)	37 (44.0)	25 (29.8)	20 (23.8)	0 (0.0)	2 (2.4)
Behaviour of the Library Staff.	42 (50.0)	20 (23.8)	16 (19.0)	2 (2.4)	4 (4.8)
Internet Service.	36 (42.9)	22 (26.2)	14 (16.7)	4 (4.8)	8 (9.5)
Photocopying Services.	29 (34.5)	20 (23.8)	18 (21.4)	8 (9.5)	9 (10.7)
Cleanliness of the Library	56 (66.7)	16 (19.0)	9 (10.7)	1 (1.2)	2 (2.4)
Lighting of the Library Building	54 (64.3)	18 (21.4)	5 (6.0)	4 (4.8)	3 (3.6)
Number of Computers in the library	23 (27.4)	19 (22.6)	12 (14.3)	16 (19.0)	14 (16.7)
Seating arrangement of the Library.	49 (58.3)	18 (21.4)	10 (11.9)	2 (2.4)	5 (6.0)

Table 6, presents the information on students' level of satisfaction with the information resources, services and facilities available in the university library. The table reveals that, less than half 36 (42.9%) of the respondents were very satisfied with library collections followed by 21 (25.0%) quite satisfied, 20 (23.8%) neither satisfied nor dissatisfied, 2 (2.4%) quite dissatisfied, and 5 (6.0%) very dissatisfied. Less than half 32 (38.1%) of the respondents were very satisfied with E-Resources (e-books, e-journals etc.) followed by 34 (40.5%) quite satisfied, 11 (13.1%) neither satisfied nor dissatisfied, 4 (4.8%) quite dissatisfied, and 3 (3.6%) very dissatisfied. Library Reference Services (CAS, SDI etc.) was rated by less than half of the respondents 37 (44.0%) very satisfied, followed by 25 (29.8%) quite satisfied, 20 (23.8%) neither satisfied nor dissatisfied, and only 2 (2.4%) very satisfied. Half of the respondents 42 (50.0%) were very satisfied with the behavior of the library staff followed by 20 (23.8%) quite satisfied, 16 (19.0%) neither satisfied nor dissatisfied, 2 (2.4%) quite dissatisfied and 4 (4.8%) very dissatisfied. Less than half of the respondents 36 (42.9%) were very satisfied with internet service in the library, 22 (26.2%) quite satisfied, 14 (16.7%) neither satisfied nor dissatisfied, 4 (4.8%) quite dissatisfied, and 8 (9.5%) very dissatisfied.

Less than half 29 (34.5%) were very satisfied with photocopying service followed by 20 (23.8%) quite satisfied, 18 (21.4%) neither satisfied nor dissatisfied, 8 (9.5%) quite dissatisfied, and 9

(10.7%) very dissatisfied. More than half 56 (66,7%) of the students were very satisfied with the cleanliness of the library environment followed by 16 (19.0%) quite satisfied, 9 (10.7%) neither satisfied nor dissatisfied, 1 (1.2%) quite dissatisfied, and 2 (2.4%) very dissatisfied. Also, more than half of the respondents 54 (64.3%) were very satisfied with lighting of the library building followed by 18 (21.4%) quite satisfied, 5 (6.0%) neither satisfied nor dissatisfied, 4 (4.8%) quite dissatisfied, and 3 (3.6%) very dissatisfied. Less than half of the respondents 23 (27.4%) were very satisfied with number of computers in the e-library followed by 19 (22.6%) quite satisfied, 12 (14.3%) neither satisfied nor dissatisfied, 16 (19.0%) quite dissatisfied, and 14 (16.7%) very dissatisfied. While on seating arrangement of the library more than half 49 (58.3%) were very satisfied followed by 18 (21.4%) quite satisfied, 10 (11.9%) neither satisfied nor dissatisfied, 2 (2.4%) quite dissatisfied and only 5 (6.0%) very dissatisfied.

The findings reveal that, majority of the undergraduate students were highly satisfied with cleanliness of library environment, brightness of the library building, as well as the seating arrangement of the library. Also, more than half of the users were satisfied with the knowledge and courtesy of library staff in providing information services. Less than half of the users were found to be satisfied with library collections both printed and electronic, library reference services, internet service, photocopying service, and number computers available in the e-library. This shows that the library is living up to the expectations of users and well-equipped to cater for their information needs.

But despite this, there is need for improvement on the areas of library collection, library reference service, internet service, photocopying service, additional computers, and more awareness on the existence of newspapers in order to highly satisfied users needs.

Table 7: Problems encountered

This question was asked to identify the problems users encountered while using Yusuf Maitama Sule University library.

S/N	Problems	F	(%)
1	Lack of additional relevant and current Library Collections (on Islamic Studies, Economics, Education statistics, International Relations, Linguistic, African Literature, Arabic books, & Reference books) and Journals.	37	44.0
2	Noise (from students, phone calls, generators & cars from outside of the library)	29	34.5
3	Impoliteness of some library staff toward users.	9	10.7
4	Insufficient number of computers in e-library	42	50.0
5	Photocopy (bad copies & additional photocopy)	5	6.0
6	Insufficient number of air conditioners & standing fans.	23	27.4
7	Lack of past question papers for Level 300 students (Economic dept.)	2	2.4
8	Lack of wireless connection in the entire library building.	8	9.5
9	Lack of fast Internet connection.	20	23.8
10	Lack of toilets for students in the library	16	19.0
11	Non-functional mouse and keyboard in the e-library.	4	4.8
12	Not allow to borrow book or journal from the library.	2	2.4
13	Library should consult students when acquiring library materials.	2	2.4

14	Restriction of some sites (lack of educational/tutorial videos & illustrations in some area of study).	1	1.2
15	Lack of daily newspapers	8	9.5
16	Congestion: Lack of space during examination period/tables & chairs.	14	16.7
17	Lack of additional library staff in some places.	1	1.2
18	Lack of Password to access wireless in the e-library.	3	3.6
19	Lack of printer to print finish work in the e-library.	3	3.6
20	Lack of weekend library services.	2	2.4
21	Closing the library before time.	2	2.4

Table 7, shows the problems users encountered while using the university library and the table reveals that half of the respondents 42 (50.0%) expressed the need for additional computers in the e-library, followed by lack of lack of additional relevant and current library collections 37 (44.0%), noise in the library 29 (34.5%), insufficient number of air conditioners & standing fans 23 (27.4%), lack of fast internet 20 (23.8%), lack of toilets for students in the library 16 (19.0%). Others are congestion: lack of space during examination period/tables & chairs 14 (16.7%), impoliteness of some library staff toward users 9 (10.7%), lack of wireless connection in the entire library building 8 (9.5%), lack of daily newspapers 8 (9.5%), photocopy (bad copies & additional photocopy) 5 (6.0%), non-functional mouse and keyboard in the e-library 4 (4.8%), lack of Password to access wireless in the e-library 3 (3.6%), lack of printer to print finish work in the e-library 3 (3.6%), lack of weekend library services 2 (2.4%), closing the library before time2 (2.4%), not allow to book or journal from the library 2 (2.4%), library should consult students when acquiring library materials 2 (2.4%), lack of past question papers for Level 300 students (Economic dept.) 2 (2.4%), restriction of some sites (lack of educational/tutorial videos & illustrations in some area of study) 1 (1.2%), lack of additional library staff in some places 1 (1.2%),and closing the library before time 1 (1.2%).

The findings identified twenty one problems users encountered during service transactions in the university library. The major ones are insufficient number of computers in e-library, noise, and lack of additional information resources specifically on Islamic studies, economics, education statistics, international relations, linguistics, African literature, Arabic books and reference books. All these falls under the three dimensions of service quality which are information resources, facilities and services rendered.

Summary of findings:

The study revealed that:

1. The library in the Yusuf Maitama Sule University City Campus is well utilized dominantly by male students.
2. The library in the Yusuf Maitama Sule University City Campus is regularly patronized by levels 200, 300, and 400 students.
3. Majority of the students usually visit to use the University Library 2-3 times a week.

4. The undergraduate students purposively visit the university library to write assignments, consult textbooks, reference materials, newspaper, printed journals, e-journals and browse the internet. Others visit the library to read for examination purpose and make photocopies.

5. Majority of the students perceive that the library provides them with current and relevant information resources that comprised of books, journals, and electronic resources which are properly arranged for easy retrieval. They also perceive that the library provided users with past question papers although they are not fully sure whether the library provides daily newspapers.

6. Undergraduate students perceive that the university library rendered different type of services to its users such as reference services, personnel service, photocopy service, internet service etc.

7. Undergraduate students perceive that the university library has sufficient number of reading tables with chairs, fairly number of computers in the e-library, functional air conditioners and standing fans. While the library environment is always clean and adequately lightened.

8. The study found that, library users are highly satisfied with the cleanliness of library environment, brightness of the library building, sitting arrangement as well as the knowledge and courtesy of library staff in providing information services. Other areas satisfied with are library collection, internet, and photocopying services.

9. Users identified twenty one problems hindering the quality of library service delivery in Yusuf Maitama Sule University library which falls under information resources, services rendered, and library facilities/equipment.

Conclusion:

Based on the findings of this study, it is concluded that undergraduate users of Yusuf Maitama Sule University Library were satisfied with the library services, information resources and facilities available, however, there is need for improvement in the services provided by the library because users will always be encouraged to make use of the library where the quality of services rendered will help them satisfy their need. The study has provided data on the perception of undergraduate students about the library information resources, services and facilities. The purpose of this study is to enable the library to improve on the services it renders to the university community. The study will be helpful to libraries in order to improve library services especially in supporting the library tripartite function of teaching, learning and research activities in university institutions. This study will be made available for the university library management for implementation.

Recommendations:

Based on the findings of the study, the following recommendations are made:

1. Further research should be conducted on why female students are underutilizing the resources, service and facilities in Yusuf Maitama Sule University Library City Campus.

2. During library orientation exercise and library skill lectures tutors should stress the importance of using library services by the fresh students as well as other users.
3. Undergraduate students should consider the university library to be a place where they can actively engage themselves and enhance their knowledge as this would turn them into active library users.
4. Library management should take cognizance of informational needs of undergraduate students as they have different reasons for visiting the university library.
5. Despite the fact that, the library provides undergraduate students with current and relevant information resources there is still the compelling need for the acquisition and provision of additional library collections specifically on Islamic Studies, Economics, Linguistic, African Literature, Arabic, Education Statistics, International Relations, Reference books, newspapers, as well as Journals.
6. Adequate attention should be given to the provision of services such as book borrowing service, inter library loan service, weekend library service, commencement of night library service, printing and binding services. While, reference section should maintain and intensify efforts in marketing the available information resources and services provided using, notices, bill boards, flyers, display racks, social media, e-alert and on the library website.
7. There is the urgent need of additional computers, air conditioners, standing fans, and photocopiers. The non-functional ones should be fixed while the non-functional mouse and keyboards in e-library should be replaced. Additional space should be provided at the city campus to accommodate more students during examination period and also toilets should be made available for the students.
8. The library management should sustain the high level of user satisfaction by improving on providing current and relevant information resources, modern facilities and befitting services that would meet the needs and expectations of users.
9. Library staff from top management down to security and cleaners should imbibe the culture of treating users in a polite manner and should provide a complaint/suggestion boxes at the main library and all its branches as this will go a very long way in meeting the needs of users and letting their voices be heard.

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