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User Satisfaction of Resources and Services of Libraries: A Case Study of the Narh-Bita College, Tema, Ghana.

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Abstract
Information and communication technologies have revolutionized how information is delivered to information consumers in the 21st century. Information can now be obtained just with a click of a button. For this reason, libraries are faced with the challenge of maintaining their clientel base. Therefore, user satisfaction of libraries' resources and services has become a major focus for most libraries. User satisfaction has been found to be an important factor that affects the use or non use of libraries. The study investigated the utilization and user satisfaction of the resources and services of the Narh-Bita College Library, Ghana. The study employed a descriptive survey research design and a total of sixty (60) questionnaires were conveniently distributed to users of the Narh-Bita College Library. Data obtained was analyzed using frequency counts and simple percentages. The results showed that the library users were generally satisfied with the resources and services of the library. The study also recommended that some improvements would have to be carried out in terms of the general serenity of the library environment and electronic collection aspect of the library.

Keywords: Narh-Bita College, Tema, Ghana, user satisfaction, user surveys, library resources, library services,

1.0 Introduction

Libraries play an important role in every academic set up, whether in the school system or in a tertiary educational set up, libraries are considered vital to the running and sustenance of each of these educational settings. A library provides resources and services to support teaching, learning, and research. It also creates the enabling environment, facilities, and in addition, competent personnel whose actions go along way to help in the effective utilization of the resources and services it provides so as to realize the final objective of meeting the teaching, learning, and research needs of its users.

In the midst of the explosion of information, where access to information resources have become cheap and available with less effort; where users can access libraries resources without physically present in the library building; in which users can also easily access other libraries resources such as on-line catalogues, and unrestricted database; and more so, where the Internet has opened the resources of libraries to students and faculty worldwide (Kalpana & Komathy, 2012), libraries have been forced to
re-think about their mode of information resources and services delivery to their clientel, otherwise they risk losing their clientel base. Consequently, understanding and anticipating user needs and expectations and user satisfaction of their resources and services have become the primary focus of most libraries (Kalpana & Komathy, 2012).

Libraries are considered as service oriented organizations established to provide relevant information resources and quality of services to meet their users information needs (Adeniran, 2011). The user is therefore regarded as the raison (reason for existence) of the library (Sowole, 1995 cited in Adeniran, 2011). According to Seneviratne (2006), the user community is the most important component of a library and that every information service sole aim is geared at satisfying its users. Hence, how well that aim is met is a measure of the effectiveness of that information service.

For libraries to achieve its desire usage, it is important that the relevant information resources and quality of services are provided for their clientel. Abagai (1993) cited by Adeniran (2011) notes that the use of libraries by users and indeed their satisfaction with library services depend on the availability of suitable learning materials, accommodation and competent staff in the library. Igben (1993) cited in Adeniran (2011) also observes that for a library to be most functional, the services it renders should correspond closely with the needs of its users. In addition, ensuring that the relevant information resources are provided and made accessible to users goes a long way to encourage users to visit the library more often (Adeniran, 2011).

Moreover, since the information needs and expectations of users are constantly changing in a rapidly changing information world, it is imperative for libraries to re-orient their collections, services, and facilities to keep pace with these continuous changes. User feedback for that matter user satisfaction is considered as a more reliable factor for measuring the utility and effectiveness of any library (Rehman, Shafique, & Mahmood, 2001). According to Joy and Idowu (2014), the satisfaction derived by users greatly influences the utilization of the services and resources provided by the library. They state further that user satisfaction is a concept that includes how good users feel after visiting and using the library, their likeness to return back to that library any time an information need arises. In addition, Mohammed (2006) cited in Joy and Idowu (2014) sees user satisfaction as the extent to which a library user information needs are fulfilled with available information resources and services of any given library. Therefore, for libraries to justify their very existence, they must strive to provide relevant information resources and efficient services in order to attract potential users. In this way, libraries would always maintain their user base despite the challenges they are faced with in the information abundance era.
Studies have shown that library user satisfaction is largely dependent and greatly influenced by the resources (that is how relevant and diverse the collection is), service quality, the physical surroundings (that is how conducive the library environment is), physical equipment and facilities, and above all, the quality of staff. Majid et al. (2001) found collection, equipment, and physical facilities as possible factors that had great impact on the performance of libraries. Iwhiwhu and Okorodudu (2012) say that the satisfaction of library users is a function of the quality of information product received. They identified three levels of measurement of satisfaction to be information resources, facilities, and service. They argued further that when these sources of satisfaction are properly harnessed, it has the possibility of contributing to the overall user satisfaction. User satisfaction has been ingrained in the library and information science field, thus in recent times evaluating user satisfaction with the information resources, facilities, and services of libraries has become a necessity and an integral part of library and information science profession (Ogunsola, 2004).

To date, no user satisfaction survey has been carried out at the Narh-Bita College Library and it is for this reason, this study is set out to find out user satisfaction towards the library's resources and services.

1.2 NARH-BITA COLLEGE LIBRARY

The Narh-Bita College Library is housed in a three-storey building of the Mamle Djange Block of the college. It occupies the first floor of the building. It was established in the year 2004 with a unique collection of about 995 information resources mainly in the Nursing discipline. Recently, the collection has grown exponentially to about 5,000 information resources covering disciplines such as Physician Assistantship programme, Medical Laboratory Programme, Pharmacy, Theology, in addition to Bsc Nursing.

The library subscribes to the Hinari Program. Hinari makes available about 23,000 International peer reviewed journals to the college as a whole. It covers journals in the biomedical and other social science related areas of study. In addition to this, the college also makes use of other open access databases such as Google Scholar, Biomed Central, Pubmed and others.

The library acquires a variety of information resources in print, CD-ROM in almost all disciplines run in the college in a bit to adequately support teaching, learning, and research in the college. This has seen the library's stock grow exponentially over the years. Most of the library's records are being uploaded on the Narh-Bita Digital catalogue in readiness to be broadcast as the OPAC.

The library provides photocopying and literature searching services to the users (mainly students). The photocopying services is one of most demanding services in the library. Students' course materials
receive the greatest attention in terms of photocopying. The library seating capacity is about 74. It has a registered users of about 100 students.

The library is manned by a qualified librarian and three Non-para professionals. These Non-Para Professionals receive in-service training sporadically. The library has proposed an information literacy programme as a thought course in the college to improve students' literature searching skills.

The library has a guide that spells out the resources and services of the library, rules and regulations, staff of the library. The Library Website Page is incorporated into the College main Website to enable electronic access to the library.

1.3 Objectives of the study

This study was set out to find the following objectives:

1. To find out the frequency of library visits
2. To find out the reasons why students/users visit the library
3. To determine if users are satisfied with the information resources and services provided by the library.
4. To determine if users are satisfied with the serenity of the library's environment.
5. To find out if users are satisfied with services of the library personnel.

1.4 Review of User satisfaction Literature

Since the ultimate aim of libraries as services oriented organizations is to satisfy the needs of its users, and the need to continue to receive allocations for their budgets, user satisfaction surveys have become fundamental and integral part of the library field. User satisfaction has been explained variously to mean the “desired” satisfaction users receive after patronizing a library. To others, it is when users' needs and expectations are met upon using a library. In all of these, what is cardinal is that the library must know the needs and expectations of its users since users enter the library with different needs and expectations at the same time with different information gathering skills. The library should try to adjust its resources and services to meet that of its users. Some researchers have also argued that libraries need to provide enough and adequate resources and services in order to able to satisfy its users but it is not every library that can provide same amount of resources, so satisfaction may differ from library to library. For example, the university library will definitely provide better resources than any college library can provide. Studies of user satisfaction are abound in the literature.
Iwhiwhu and Okorodudu (2012) conducted user satisfaction survey in Edo State Central Public Library in Benin city, Nigeria. Their study revealed that users were not satisfied with the information resources of the library. This was evident in the overall average mean of resources of 1.73. The study also showed that users were satisfied with the library's facilities such as library space, fans, air-conditions, lightings, and ventilation. The overall mean of 2.72 for all facilities indicated that users were satisfied with the facilities provided. The authors therefore commented that since the library was built in the last eight years and it was therefore possible for the library to command modern facilities. The study again revealed that users were satisfied with some services of the library such as hours of operations.

In their study to examine user satisfaction with academic libraries, Andaleeb and Simmonds (1998) found four factors that had significant effect on user satisfaction. These included assurance (b=.428, p<0.001), resources (b=.584, p<0.001), and tangibles (b=.99, p<.001). They observed further that library users accord significant importance to the demeanor of the library staff.

In another study carried out by Rehman, Shafique and Mahmood (2011) to assess user satisfaction and perception with reference services in university libraries of Punjab, Pakistan, findings revealed that reference staff were rated competent and helpful (mean =3.84) and that the staff demonstrated good communication skills (mean=3.58). They again found that overall, users were satisfied with the quality of reference services (mean=3.60) of the selected libraries in the study.

Adeniran (2011) conducted a study on user satisfaction with academic libraries services among academic staff and students in Pakistan and reports that majority of the respondents indicated they could easily get access to current research materials in their libraries. He therefore interpreted that to mean that users were quite satisfied with the resources of their libraries. He also found that library staff provided relevant and personalized services. This, he concludes that participants perceive the services of the libraries' staff to be satisfactory.

Further more, Kassim (2009) evaluated the library's performance by measuring users satisfaction with library services, infrastructure, and collection provided by a public university library in Malaysia. His findings revealed that on average, the respondents were only quite satisfied with the library's services, infrastructure/places/space, collection/information of the library as a whole.

From the ensuing literature review, it is important to stress that the basic philosophy of the library is to meet the varied information needs of its users. Therefore it is imperative to assess the quality of library services rendered and user satisfaction because the success of any library depends on how well the service satisfied the demands placed upon by the users (Mohindra & Kumar, 2015). Hence, user satisfaction and service quality are ultimate goals of any service organization such as the library. The
present study is conducted to examine user satisfaction with Narh-Bita library's information resources, and services.

2.0 Methodology
The study adopted the survey design. According to Rehman, Shafique and Mahmood (2011) surveys have become widespread in academic libraries during the last twenty years and that surveys have often been used as a tool to assess service quality and user satisfaction. Questionnaire was therefore the main instrument for data collection. The respondents for this study were mainly Narh-Bita College library users and the sample was conveniently chosen as questionnaire was administered to those who visited the library.

The questionnaire was first pre-tested among ten students who were familiar with the library and these students were again conveniently chosen. This was done to assess the strengths and weakness of the questionnaire and in ensuring that all pertinent variables were included. This ensured that several modifications were made to the questionnaire to remove ambiguities and improve the flow of the questions.

One academic semester spanning February 2019 to June 2019 was chosen to administer the questionnaire in the hope of capturing a greater diversity of users. In all, 60 questionnaires were distributed to students who visited the library and used the library within this semester period. Questionnaires were administered on daily basis and users were implored not to fill a questionnaire twice. The administration of the questionnaires were done by the library's assistant after adequately explaining to them how to carry out the questionnaire administration. In all, three assistants were involved in the administration depending upon who was on duty at any time of the day.

A total of fifty-eight questionnaires were duly completed and found usable for analysis giving a response rate of 97%.

Respondents anonymity was ensured by asking them not to identify themselves anywhere in the questionnaire and the purpose of the study was briefly, but adequately explained to them before giving them the questionnaire to fill.

The questionnaire was divided into three parts. Parts A, elicited demographic information such as gender, programme of study, and year of study. Part B, focused on respondents use of the library and reasons for using the library while Part C, elicited information on the satisfaction of respondents towards the library's resources, services, environment, and facilities. Data was analyzed using simple percentages and frequency counts.
3.0 Results and Analysis

A total of fifty eight (58) questionnaires were completed and returned out of a total of sixty questionnaires distributed giving a response rate of 97%. The survey results showed that 47% of the respondents were males and 53% were females. Majority of the respondents (52%) fell within the age range of 21-25, followed by 36% who fell between 26-30, whilst 7% fell between 31-36, and the lowest (5%) were between 16-20. The results also showed that majority (45%) of the respondents were BSc Physician assistant students, 26% were Registered General Nursing, 19% were Registered Nursing Assistant Clinical students, and 10% were BSc Nursing students. In addition, the highest (29%) of the respondents were first year students, followed by another 29% third year students, 26% were second year students, and lowest (16%) were fourth year students.

3.1 Frequency of library visits

Frequency of library visits shows how heavy the library is used by students. Respondents were therefore requested to indicate their frequency of visit to the library. The results have been shown in table 1 below:

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Number(%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily</td>
<td>14(24)</td>
</tr>
<tr>
<td>Several times a week</td>
<td>39(67)</td>
</tr>
<tr>
<td>Rarely</td>
<td>5(9)</td>
</tr>
</tbody>
</table>

Out of the 58 respondents, 67% of the respondents stated that they visit the library several times a week, 24% on daily basis, and 9% of the respondents rarely visit the library. The results showed that majority of the students patronized the library and hence, the library is utilized properly.

3.2 Purpose for use of Library

The respondents were asked to indicate the purpose for which they visited the library. Purpose of visit gives essential information about the reading materials, which are required for the library users. Table 2 shows the results.

<table>
<thead>
<tr>
<th>Purpose</th>
<th>Number(%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Study</td>
<td>49(55)</td>
</tr>
<tr>
<td>Research</td>
<td>27(30)</td>
</tr>
<tr>
<td>Group discussions</td>
<td>13(15)</td>
</tr>
</tbody>
</table>
Forty-one per cent (41%) of the respondents visited the library for more than one purpose, which is a good sign about the library usage. Majority of the students (55%) indicated that they visit the library to study. This was followed by the purpose of research, whilst 15% of the students stated that they visit the library for the purpose of group discussions.

3.3. Satisfaction with library resources, services, facilities and environment, and library staff
The library resources, services, facilities, and staff are the major determinants of user satisfaction. According to Thakuria (2007) cited in Motiang et al. (2014), the availability of up-to-date information, the visibility of facilities, accessibility of resources and services, friendly staff and attractive appearance of the library and its staff are factors that contribute to user satisfaction. User satisfaction plays a very importance role, as it is able to keep users and encourage them to continue using a library. Therefore the needs of users must be fulfilled in order for satisfaction to result (Thong & Yap, 1996 cited in Motiang et al., 2014). User satisfaction was therefore measured by a degree of agreement or disagreement with statements about the library resources, services, facilities and environment, and staff of the library.

3.3.1 Respondents Satisfaction with library Resources
Table 3 shows statements about library resources and user satisfaction levels. Statements about the library resources were put to respondents and they were asked to indicate if they agree or disagree with the statements which show their satisfaction or dissatisfaction with the resources provided by the library. Table 3 depicts respondents satisfaction with library resources.

<table>
<thead>
<tr>
<th>Statements about library resources</th>
<th>Yes (Agree) Number(%)</th>
<th>No (Disagree) Number (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Able to find every reference textbook given by my lecturers</td>
<td>31 (54)</td>
<td>27 (46)</td>
</tr>
<tr>
<td>Sufficient latest editions of textbooks in the library</td>
<td>18 (31)</td>
<td>40 (69)</td>
</tr>
<tr>
<td>Adequate textbooks in my discipline</td>
<td>36 (62)</td>
<td>22 (38)</td>
</tr>
<tr>
<td>Sufficient electronic books</td>
<td>20 (34)</td>
<td>38 (66)</td>
</tr>
<tr>
<td>Relevancy of print journals</td>
<td>35 (60)</td>
<td>23 (40)</td>
</tr>
<tr>
<td>Sufficient electronic journals</td>
<td>22 (38)</td>
<td>36 (62)</td>
</tr>
<tr>
<td>Adequate reference materials</td>
<td>37 (64)</td>
<td>21 (36)</td>
</tr>
<tr>
<td>Constant supply of newspaper</td>
<td>24 (41)</td>
<td>34 (59)</td>
</tr>
</tbody>
</table>

It was observed that overall, respondents were satisfied with four items on the statements about library resources list (that is, 31 (54%) of the students agreed that they could find every textbook on their reference list given by lecturers, 36 (62%) agreed further that the library has adequate textbooks in their disciplines, again, 60% agreed that there were relevant print journals in their course of study, and
64% were satisfied with the reference materials provided in the library). However, 69% of the respondents were dissatisfied with the statement “there are enough latest editions of textbooks in the library”, whilst 66% were also dissatisfied with the adequacy of electronic books provided by the library, and 59% did not agreed with the statement “there is a daily supply of newspaper in the library”. It was quite clear that a large amount of the students were not satisfied with the adequacy of latest editions of textbooks as well as the electronic collection in the library. The library therefore needs to find solutions to these short comings, in order to meet users’ expectations in that regard. In addition, 48% of the respondents expressed their displeasure about the currency of textbooks and adequacy of the textbooks in the comment section, and suggested that the library should be provided with more current editions of textbooks, 5% also requested that the library should put in place measures to enable students access electronic books outside the library, and 2% complained that the library collection is nursing bias.

3.3.2 Respondents satisfaction with Library Services

In this section, respondents' satisfaction with the services provided by the library was examined by asking respondents to indicate whether they agree or disagree with the following statements about library services. Table 4 shows the results:

<table>
<thead>
<tr>
<th>Statements about Library Services</th>
<th>Yes (Agree) Number (%)</th>
<th>No (Disagree) Number (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library orientation programme</td>
<td>46 (79)</td>
<td>12 (21)</td>
</tr>
<tr>
<td>Hours of operation</td>
<td>47 (81)</td>
<td>11 (19)</td>
</tr>
<tr>
<td>Photocopying services</td>
<td>52 (90)</td>
<td>6 (10)</td>
</tr>
<tr>
<td>Duration of lending materials</td>
<td>45 (78)</td>
<td>13 (22)</td>
</tr>
<tr>
<td>Reference services</td>
<td>41 (71)</td>
<td>17 (29)</td>
</tr>
<tr>
<td>Research assistance</td>
<td>38 (66)</td>
<td>20 (34)</td>
</tr>
<tr>
<td>Library instruction</td>
<td>45 (78)</td>
<td>13 (22)</td>
</tr>
</tbody>
</table>

According to Table 4, Majority of the respondents (90%) were satisfied with the photocopying services provided in the library, followed by 81% of them who were satisfied with the library operational hours, 79% of the respondents were satisfied with the orientation program run by the library as majority of them confirmed that the orientation program provides adequate awareness about the library resources and services, whilst 78% were also satisfied with the duration the library lends its materials to students. Again, majority of the respondents indicated that they were satisfied with the library's instruction, reference services, and research assistance given in the library. Based on the percentage
scores of the statements about library services, majority of the respondents were very satisfied with every library service on offer. Interestingly, 5% of the respondents requested that the library should increase the duration it lends out materials to students, 10% also suggested that the wireless connection in the library should be improved, 7% of them wanted the library to open on Saturdays, and 10% complained that the library sometimes is not opened on time to them as they have to wait for cleaning to be done before they are allowed to use the library.

3.3.3 Respondents satisfaction about Library facilities and environment

Library facilities and environment play a very important role in users patronage of the library. Hence, library facilities and environment have an influence over user satisfaction levels with libraries. Kalpana and Komathy (2012) reported that 7% of students patronized the library because it was a quite place to study. Respondents were therefore asked to indicate their level of satisfaction with the following statements about the library facilities and environment and Table 5 indicates the results obtained.

<table>
<thead>
<tr>
<th>Statements about library facilities and environment</th>
<th>Yes (Agree) Number (%)</th>
<th>No (Disagree) Number (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Study space/Area</td>
<td>43 (74)</td>
<td>15 (26)</td>
</tr>
<tr>
<td>Reading chairs and tables</td>
<td>31 (53)</td>
<td>27 (47)</td>
</tr>
<tr>
<td>Quietness</td>
<td>20 (34)</td>
<td>38 (66)</td>
</tr>
<tr>
<td>Ventilation</td>
<td>38 (66)</td>
<td>20 (34)</td>
</tr>
<tr>
<td>Lighting</td>
<td>42 (72)</td>
<td>16 (28)</td>
</tr>
<tr>
<td>Cleanliness</td>
<td>47 (81)</td>
<td>11 (19)</td>
</tr>
</tbody>
</table>

Table 5 showed that majority of the respondents (81%) were satisfied with the cleanliness of the library, space provided for learning (74%), lighting system in the library (72%), ventilation in the library (66%), and chairs and tables being comfortable for them (53%). However, 66% of the respondents did not agree that the library was a quite place. Interestingly, in the comment section, 62% expressed their worries about the level of noise generated by the stand-by-generator close to the library and therefore suggested that the library should be provided with sound proof or noise proof glasses to reduce the level noise in the library. 19% of the respondents also expressed their dissatisfaction about the tables and chairs in the library as they commented that they experience pains for seating on the chairs for longer hours. 62% further stated that the library should be fixed with an air-conditioner and if possible fans, 3% complained about the curtains and suggested that it should be washed regularly or changed. In addition, 3% were not satisfied with the food-joint at the base of the library as it produces “aroma” that sometimes distract them in their studies, 5% of them said “T-roll and soap” need to be provided for students use in the library and another 2% yearned for more sockets to be provided in the library.
3.3.4 Respondents satisfaction about Library Staff

Library staff plays an important role in the satisfaction of users and more generally in the patronage and utilization of library resources and services. Just by having a well stocked collection and good facilities alone, can not provide the overall satisfaction users are looking for, there must be competent staff to help users find whatever they need and therefore library staff must be helpful and approachable.

Table 6 shows respondents satisfaction with the library staff:

<table>
<thead>
<tr>
<th>Statements about library staff</th>
<th>Yes (Agree) Number(%)</th>
<th>No (Disagree) Number (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approachability/friendliness of staff</td>
<td>50 (86)</td>
<td>8 (14)</td>
</tr>
<tr>
<td>Availability of staff when assistance is needed</td>
<td>52 (90)</td>
<td>6 (10)</td>
</tr>
<tr>
<td>Helpfulness in locating information</td>
<td>53 (91)</td>
<td>5 (9)</td>
</tr>
<tr>
<td>Knowledge regarding resources</td>
<td>54 (93)</td>
<td>4 (7)</td>
</tr>
<tr>
<td>Williness to provide personalized services</td>
<td>50 (86)</td>
<td>8 (14)</td>
</tr>
</tbody>
</table>

Majority of the respondents (93%) were satisfied with staff knowledge about library's resources, the helpfulness of staff in finding information (91%), the library staff are always there to assist them (90%), the library staff are approachable and friendly (86%), library staff are willing to provide personalized services (86%). Based on this, respondents were satisfied with all the attributes about the library staff. In addition, in the comment section, 19% of the respondents observed that the staff were hardworking and always ready to help and suggested that they should “keep it up”. Another 7% stated that staff were friendly, 10% were generally satisfied with the attitude of staff toward their work, and 7% however complained about the students gathering at the front-desk in the library.

4.0 Discussion

Libraries play an essential role in the academic life of students. To some degree, a library shapes the learning and research activities of the larger students' population. The study found out that most of the students visit the library daily. This implies that the resources of the library are being utilized well. One of the contributing factor to the high patronage rate may be that there are relevant resources in the library and that generally, students may be satisfied with the services the library provides. This indication agrees with the findings of Adeniran (2011) that when relevant information resources are provided and made accessible to users, there is a high potential that they would visit the library more often. Also, in agreement with Motiang, Wallis, and Karodia (2014) who found that majority of their study library users visit the library daily. The study revealed that the purposes for students visit to the library were: to study, to do research and for group discussions. It is worthy of note that the library provides space for group discussions. The modern students' learning now lean much towards group
work and students find it expedient when they can have a separate room for their group work. According to Howe and Strauss (2000) cited in Gardner and Eng (2003), there is a new focus on teamwork; students now prefer to work together rather than alone and that, there is a new emphasis on group learning. This finding is in consonant with that of Kalpana and Komathy (2012) who found that majority of the surveyed respondents mentioned that they use the library for learning and research purposes. Their participants further felt that the library is an essential component that facilitates their learning and research activities and that they perceived the library to play an important role in improving their academic capabilities. Similarly, Gardner and Eng (2003) found that when respondents were asked why they visit the Leavy Library, the third popular response was to study with a group while the seventh place response was to use a collaborative workstation room.

It was evident from the investigation that majority of respondents were generally satisfied with the adequacy of print textbooks, relevancy of print journals to their disciplines, and the adequacy of reference materials in the library. They were however dissatisfied with the adequacy of the latest editions of print textbooks, the adequacy of electronic textbooks and as well as electronic journals in the library. It was worrying that, the adequacy of current textbooks were not to the satisfaction of the students because the importance of current information can not be overstated in a discipline such as the health field, where current information is needed to deal with new emerging diseases and conditions. In addition, it was again unfortunate that the library has not been able to provide enough electronic textbooks in the era where students learning is much on the screen rather than the normal print book. Students' learning and research needs could be enhanced if they can access electronic textbooks at the comfort of their screens especially with these current generation of students where they are mostly seen as technological savvy people. These findings are similar to the findings of Seneviratne (2006) who reports that majority of respondents (69%) were satisfied with the quantity of textbooks collection, reference materials in the library and most of the respondents were again satisfied with the adequacy of textbooks in their disciplines. These findings have also been supported by Kalpana and Komathy (2012) who found that 64% of respondents were satisfied with the collection and 62% were unable to find the latest editions of textbooks in the library. Their findings further indicated that participants felt that the collection should be improved by incorporating new and latest editions of textbooks and multiple copies of textbooks. Sivathaasan (2013) observed that if a collection of a library is “up to the mark”, users will automatically be satisfied and for most undergraduates textbooks usage account for the reason why they visit the library (Motiang, Wallis, & Karodia, 2014) since they mostly need general information in their fields. The provision of adequate and current textbooks are of paramount in
undergraduates studies and when the library's collection meets the learning and research needs of students, they are bound to be satisfied and use the library. The provision and ease of access to electronic resources are equally imperative to these modern students as students can sometimes stay glued to their screens for longer hours of time. These findings are however at variant with the findings of Kumar (2012) where nearly half of the users in the university library in Kerala indicated that they were satisfied with the electronic resources of the library.

The study also found out that respondents were generally satisfied with almost all services in the library. That is, photocopying services (90%), operational hours of the library (81%), awareness creation about library services (79%), duration of lending library materials (78%), library instruction (78%), reference services (71%), and research assistance (66%). These findings are consistent with the findings of Seveviratne (2006) who reports that most respondents were generally satisfied with the quality of photocopying services (90.5%) and the hours of the library operations seem to be satisfy majority of the users on week days. He observed further that overall, satisfaction with the library operations as a whole was high. Similarly, Rehman, Shafique and Mahmood found that respondents were satisfied with the reference services, the opening and closing hours of the library met their needs and majority of the respondents also indicated that it was easy to borrow reference materials for photocopying. Overall, respondents agreed that they were satisfied with the overall quality of reference services (Mean=3.6) of the library. In addition, Adeniran (2011) posits that library users will always be encouraged to make use of the library when the quality of services rendered to them will help them to satisfy their requests. Similar works have been reported by Joy and Idowu (2014) and Gardner and Eng (2003).

This study further revealed that majority of the respondents were satisfied with the facilities and the library's environment except the noise aspect of the library. The respondents were clearly dissatisfied about the noise level in the library and this was illustrated in both in their responses and comment section. They indicated that noise from moving vehicles and the generator located closer to the library distract their studies and hence the library sometimes was not conducive for studies. These findings are in line with the findings of Kalpana and Komathy (2012) that majority of participants were satisfied with the available tables and chairs, cleanliness, and lighting system in the library and that some of the respondents were dissatisfied with the ventilation level in the library and therefore requested for an air-conditioner to be fixed to avoid problems such as noise, and heat. However, these findings parallel that of Adeniran (2011) where respondents agreed that the library's environment was conducive for learning
and research activities. Mohindra and Kumar (2015) opined that the library's environment and library's services had impact on the levels of user satisfaction.

The study again found out that the library staff were rated high in terms of their approachability, helpfulness, assistance in finding information, knowledge of library resources, friendliness and provision of personalized services. Overall, majority of the respondents expressed their satisfaction with the services and attitude of the library staff. This was commendable as the role library staff plays in user satisfaction can not be over emphasized. According to Kalpana and Komathy (2014) having a well-stock collection does not alone serves the needs of users but the need to have competent staff to help users find whatever they need, hence library staff are expected to be approachable and helpful. This finding supports the findings of Seveviratne (2006) who found that users were satisfied with the helpfulness of the staff, courteousness, and efficiency of the staff. Similarly, Adeniran (2011) reports that nearly three quarters of respondents agreed that the library staff were efficient in discharging their duties and more than half of the users (58.3%) indicated that the library staff provided relevant and personalized services, implying that the participants perceived the services of the library staff to be satisfactory.

5.0 Conclusion and Recommendations

The main purpose of any library is to provide relevant resources and services aimed at satisfying users. However, the study has brought to the fore certain weaknesses that impede on students' learning and research activities in the Narh-Bita College Library. The study revealed that the library can sometimes be so noisy and therefore affecting the concentration levels of the library's users. This factor was taken into consideration as a point of dissatisfaction over the conduciveness for learning and research work in the library. The complaints over the currency of textbooks were also considered as a point of dissatisfaction over the library collection. The conduciveness of the library and the currency of the library collection (among others) which are expected to make the library functional and a hub for research and learning are rather lacking.

Based on the findings, the following recommendations were made:

1. The library's collection needs a total overhaul in terms of acquiring multiple copies of latest textbooks in every discipline run by the college. This will take the form of soliciting list of latest recommended textbooks from lecturers and making the corresponding order for purchase. The library should also concentrate its efforts in building its e-library portal to include relevant e-textbooks and making it accessible to students of the college and this should include off-
campus access too. Links of appropriate and relevant e-journals can be created alongside the e-library portal for students access.

2. A larger wireless router should be bought for the library. This will make connectivity more vibrate and enable stable Internet access in the library.

3. Adequate measures would have to be put in place to change the furniture of the library gradually. The tables and chairs need to be changed to modern ones as they are too hard to sit on for longer hours. The noise level in the library needs to be looked at seriously. The conversion of window Louvre blades to sliding ones, and fixing the library with an air-conditioner would go a long way to minimizing the noise produce outside the library and making the library conducive for research and learning.

4. The College Authorities would have to use the library fees for the sole purpose of fixing these identified problems for the efficient running of the library.
References


