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**Users Perception of Services, Resources and Facilities in Federal University of Petroleum
Resources Effurun (FUPRE) Library**

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Abstract

The purpose of this study is to examine users' perception of library services, resources and facilities in Federal University of Petroleum Resources Effurun (FUPRE). This study adopted a descriptive survey research design. The researcher used a simple random sampling technique in selecting samples for the study. The instrument used for data collection in this study was a structured questionnaire. The respondents comprises of registered users of the library, which cut across the entire academic community, which includes the lecturers, non –teaching members of staff, students and external researchers among others who registered between October, 2014-August, 2019. Out of 200 copies of questionnaires distributed, 150 copies were filled and returned for analysis hence given a response rate of 75% which was found usable for the study. The data collected from the respondents were analyzed using descriptive statistics (Frequency counts and Percentage). The study revealed that undergraduate students who were majority visit the library daily; followed by academic staff while non teaching staff and other researcher hardly visit the library to use its resources, services and facilities. Majority of the respondents visited the library to do assignments, to consult textbooks followed by to consult reference materials, to study for examinations, among others. In terms of services users were satisfied with library user education /orientation services, library research help service, library references services and dissatisfied with internet services, library electronic services, inter-library loan services and library loan services. In terms of resources, users were satisfied with Encyclopedia and Year Books. While users were dissatisfied with library books, journals, magazines, electronic resources, online resources, among others. In terms of facilities users were satisfied with the library printer, photocopying machine, digital board /projectors, notice board and shelves, while users were dissatisfied with tables and chairs, reading carrels, fans /air conditioning, networked computers, internet access, scanners, laminating machine, instructional facilities. Majority of the users were satisfied with the library personnel. In terms of general assessment of the library, users were satisfied with the library policy, assistance from the librarians, the position of the library in meeting users' needs, the rules and regulations as well as organization of the library. Users were dissatisfied with the library location, building book lending procedure and opening and closing time

Keywords: Users Perception; Services; Resources; Facilities; FUPRE; Library

Introduction

University libraries are established to cater for the information needs of patrons such as lecturers, non-teaching members of staff, students and external researchers among others. For University libraries to render effective and efficient services, library resources and facilities are expected to meet up with users' satisfaction. There is no gainsaying that without users; there will be no need for libraries, hence the need to carry out user studies by librarians to find out their perception about the library on a general scale in view of serving them better. Consequently, carrying out studies about users' perception will establish raw facts about how users perceive the library service quality, it would also make clear areas the library need to improve in order to keep patrons satisfied as well as attract more prospective users to the library. However, Lihitkar and Rajyalakshmi (2009) asserted that one of the main goals of any information system is to provide pinpointed, exhaustive and expeditious information service to its users. The researchers further stressed that university libraries have failed in that role by neglecting the users' perception as well as their information needs.

Perception can be defined as the recognition and interpretation of sensory information (Williams, 2019). Similarly, William (2019) also affirms that perception is a process where we take in sensory information from our environment and use that information in order to interact with our environment. From the aforementioned definition, understanding the perception of users of library services, resources and facilities will go a long way to tell if they will be willing to use the library or not, it would also reveal the factors that have discouraged users from using the library. User study is a must for every academic library in this digital age. Patrons in this 21st century are mainly digital natives (tech inclined) and their needs are changing rapidly, to be able to ascertain these needs and their perception of the library there is a need to conduct frequent user studies. University libraries cannot continue in the traditional way of working in isolation with considering the users, the library is meant to serve.

It is mandatory to note that before formulating policies for libraries, understanding users' needs and perception should be ascertained first, since all library services, resources and facilities should be geared towards users' satisfaction. According to Emerald Publishing Limited (2019) users' study is one of the most researched and significant topics in library and information studies, but it also remains one of the most elusive as there is no convenient definition available to help researchers get a handle on it. Any study that is centred on users' of the library can be categorized as "user study" be it studies on information seeking behaviour, information needs, information search strategies, and users' perception to mention but a few.

Brief history of Federal University of Petroleum Resources Library

The Federal University of Petroleum Resources Effurun (FUPRE) Library was established in September 6th, 2010 with the assumption of duty of a Principal Librarian, Mr. Mathew I. Okoh. The library became operational in October, 2011 after the recruitment of staff. At the time of opening it has 3000 books, 85 journal articles, and offline database of over 2000 electronic journal collection with a seating capacity of less than 70 in the circulation section. (FUPRE Library Handbook, 2017). The substantive university librarian is Prof.E.E. Adomi who assumed duty on May, 2015. Currently, the setting has increased to 274 sitting capacity in the reading areas of the library with fully air conditional facilities, good lightning system and other facilities to support the teaching, learning, research and recreational activities. There are thirty two (32) staff working in the university library that comprised of both academic, professionals, paraprofessionals 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 (FUPRE Library Handbook, 2017). Presently, the library has the main library and two college libraries; college of science and college of technology. The University Library, under the leadership of the University Librarian, Prof E.E Adomi was able to raise the collection of over seven thousand six hundred and seventy nine (7,679) volumes of books and one thousand, seven hundred and twenty four (1,724) volumes of journal publication and two hundred and eighty one (281) Projects as of August, 2018. The E-Library collection holds over 2000 electronic journal articles in various core areas with full internet connectivity of over 120 computer work stations and a seating capacity of 150 for users. The library subscribed to a wide array of science and technology databases including EBSCOHost that allowed access to subscribed online databases; JSTOR, Hinari, Springer, science direct among others. However, since inception, there has been no user study that ascertains users' perception of library services, resources, facilities and general evaluation of the library on a general perspective. This gap in knowledge prompted the need for this study in order to understand users' perception of library services, resources and facilities in view of serving the users better.

Statement of the Problem

University libraries are established to aid the teaching, learning, research and recreational needs of patrons. When the library is meeting that objective, there will be an influx of users trooping in to get information to meet their needs. Currently, the usage of FUPRE Library is declining, especially by staff (teaching and non- teaching) and researchers of the institution, could this decline be attributed to user not meeting their needs with the current information sources available to them in the library, maybe the library facilities are no longer conducive for them, or could it be they consult other information sources whenever they have an information need. Hence, this study will establish raw facts about users' perception of library services, resources and facilities in view of restructuring the library overall service quality to meet users' needs.

Objectives of the Study

The objective of the study is to ascertain users' perceptions of library services, resources and facilities in Federal University of Petroleum Resources Effurun. The specific objectives are to:

- ✓ find out users' frequency of using FUPRE library
- ✓ find out users reasons for using FUPRE Library
- ✓ ascertain users extent of satisfaction of Library Services
- ✓ establish users extent of satisfaction of library resources
- ✓ find out users extent of satisfaction of library facilities
- ✓ establish users extent of satisfaction of library personnel
- ✓ establish users extent of satisfaction of the library

Research Questions

The following research questions were formulated to guide the study:

- ✓ What is the frequency of usage of FUPRE Library by Users?
- ✓ What are the reasons of using FUPRE Library by Users?
- ✓ What is the extent of satisfaction of Library Services by Users?
- ✓ What is the extent of satisfaction of Library Resources by Users?
- ✓ What is the extent of satisfaction of Library Facilities by Users?
- ✓ What is the extent of satisfaction of Library Personnel by Users?
- ✓ What is the extent of satisfaction of the library by Users

Literature Review

Literature were reviewed in line with the objectives of the study which includes; Frequency of Library Usage, Reasons of using the Library, extent of satisfaction of Library Services, the extent of satisfaction of Library Resources, extent of satisfaction of Library Facilities, extent of satisfaction of Library Personnel and the extent of satisfaction of the library on a general scale.

Frequency of usage of FUPRE Library by Users

The frequency of the usage of university libraries differs from one library to another. Gunasekeraf (2010) studied Students Usage of an academic Library: a user survey conducted at the Main Library University of Peradeniya. The findings revealed that a simple majority of the respondents (474; 59.5%) visited the library daily, while 181 (22.7%) visited when necessary. It further shows that the respondents who visited the library once a week are equal to those who visited more than once. (N =70; 8.8). Yusuf and Iwu (2010) studied use of academic library: A case study of Covenant University, Nigeria. The findings of the study revealed that 75 (35.7%) student respondents use the library daily. 112 (53.3%) of student respondents visit the library 2-3

times a week. 8 (3.9%) student respondents visit the library 2-3 times a month. In contrast, 28 (31.1%) faculty respondents visit the library 2-3 times a month. In a similar study Folorunso and Njoku (2016) studied Influence of Library Environment and User Education on Undergraduates' Use of Library at the University of Ibadan, Nigeria. The findings revealed that the frequency of library use to study and read for examinations far outweighs every other purpose of use among the undergraduates. About 60% use the library at least twice in a week just for this purpose.

Reasons of using FUPRE Library by Users

Studies in the literature have revealed the reasons for using university libraries by users. Nwezeh and Shabi (2011) studied Students Use of Academic Libraries in Nigeria: A Case of Obafemi Awolowo University, Ile-Ife. The findings revealed that 400 respondents (88.9%) use library books while 350 (77.8%) use journals. Some 250 respondents (55.6%) read newspapers whenever they come to the library, while government publications, indexes and abstracts and microforms are used by only 60 (13.3%), 50 (11.1%) and 2 (0.4%) of the respondents respectively. Also, Prabhavathi (2011) investigated the information seeking behavior of post graduate students of SPMV, Tirupoti to examine the information need, seeking behavior and availability of information resources that affect the information seeking pattern and communication process. The study revealed that half of the respondents visited library everyday and main purpose of visiting the library was to prepare for examination. About 94.6% of respondents were using books to support their curriculum and examination. The researcher emphasizes the need for orientation programme on library resources and services. Similarly, Saikia and Gohain (2013) studied Use and user's satisfaction in library resources and services: A study in Tezpur University (India). The findings revealed that 26.41 % (42) respondents visit library for the purpose of borrowing books, 19.50 % (31) respondents do to access periodicals. In this study it is observed that borrowing books is the main purpose of visiting library, followed by access to e-journals.

Extent of Satisfaction with Library Services

The extent of satisfaction of library services by users will go a long way to tell if they would visit the library when next they have information need. According to Forrest (2009), 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. Mahajan (2009) studied the information seeking behaviour of undergraduate and post graduate students and research scholars in science, social sciences and humanities at the Punjab University of India. The findings revealed that users were more or less satisfied with collection and services. The researcher further suggested that libraries' professionals must understand information seeking behaviour of users to provide information effectively since methods and tools for information delivery continue to grow and change dramatically. Im and

Singh (2013) studied Users' Satisfaction of the Academic Library Services in Sri Lanka. The findings revealed that most students were satisfied with the help and support received from the library. It was clearly indicated that the users were not satisfied with the opening time of the library. Motiang, Wallis and Karodia (2014) evaluated user satisfaction with library services at the University of Limpopo, Medunsa Campus. The findings revealed that users are satisfied with library hours, registration process and the staff members. It was drawn that there are some areas that need attention like the increase of book and journal collection, photocopy machines, improvement of the internet service, increase of library hours and improvement of the services from library staff. More so, Ijiekhuamhen, Aghojare and Ferdinand (2015) studied Users satisfaction with academic library performance. The findings revealed that users were satisfied with the photocopying and scanning services, current books on shelves, access to electronic information resources such as books and journals, complete relevant journals, friendly users card catalogue to locate resources, longer hours to locate resource via the internet and the opening hours were suitable. Oyelekan and Iyortsuun (2011) conducted an evaluative study of reader services in University of Agriculture library, Makurdi. The study revealed that users were satisfied to a high extent with lending services, reserve materials services and bindery services. The study also showed that inter library loan, current awareness, library orientation and photocopying services were not suitable to them.

Extent of Satisfaction with Library Resources

The extent of satisfaction of library resources by users will also go a long way to tell if they would visit the library when next they have information need. Gudi and Paradkar (2018) studied users' satisfaction with library resources: A survey of Engineering College Libraries, PUNE, India. The study revealed that the Reference books as print resources are those with which respondents are mainly satisfied (4.25) followed by text books (4.11), print journals (3.91) and back volumes of print journals (3.72). For Electronic resources, E-Journals were found as those electronic resources with which respondents are mainly satisfied (4.13) followed by e-books (4.04), e-databases (3.95) and e-conference proceedings (3.94). Kassim (2009) while evaluating user's satisfaction on academic library performance in Malaysia opined that users are quite satisfied with the library collections. Ogbuiyi and Okpe (2013) evaluated the use of library materials and services in private universities in Nigeria. Among the objectives of the study was to investigate the degree of users satisfaction in the library materials and perception of services. The study shows that 60% of the respondents agreed that the textbooks were adequate, 72% of the respondents agreed that the supply of newspaper in the library was regular. Edem and Edem (2002) conducted a study on level of utilization of reference information resources in the University of Calabar Library. Two hundred and fifty (250) respondents returned usable questionnaires. The findings showed that 127(50.80%) respondents were satisfied with the quality of reference information sources services, but 73(29.20%) respondents were neutral in assessing their level of satisfaction. Tiemo and Ateboh (2016) studied Users' Satisfaction with Library Information Resources and Services: A Case Study College of Health Sciences Library

Niger Delta University, Amassoma, Nigeria. The findings revealed that users were dissatisfied with the following library information resources: reference materials in their subject areas were not up to date, national and international journals because they were also not up to date, inadequate books on the shelves, adequate project and thesis collection in the library, electronic resources such as CD ROMs were not comprehensive, library bulletin and newsletters, subscription of online databases were not regular and inadequate online data base resources in their different subject areas.

Extent of Satisfaction with Library Facilities

The extent of satisfaction of library facilities by users will go a long way to show if the library environment is conducive enough for studying and research. The physical facilities of a university library are indispensable components of the library system (Yeboah, Adams & Boakye, 2018). They facilitate access to relevant information and provide users with needed library environment that would enhance their satisfaction (Yeboah, Adams & Boakye, 2018). However, Kaunda (2013) examined user expectation and perception with library services and facility provisions of National Library Services. It was revealed from the study that, users are dissatisfied with security system of library, library opening time and library space and atmosphere. Gudi and Paradkar (2016) studied user satisfaction with library facilities: A Study of Engineering Colleges of Pune City (India). The findings of the study revealed that 40.6 % respondents were extremely satisfied with Library opening hours followed by library area with 28.5% respondents. In descending order of satisfaction, these are library opening hours (40.6%), library area (28.5%), library access system (26.1%), seating capacity of reading hall (24.7%), Security system of library (23.8%) and Air conditioners and fans in Library (18.8%). A study conducted by Khan and Bhatti (2012) on the department libraries of the University of Peshawar identified poor physical facilities as a major issue confronting the library. Frascotti, Levenseler, Weingarten, and Wiegand, (2007) opine that introducing better environment in academic libraries significantly influence user satisfaction. Yeboah, Adams and Boakye (2018) studied user satisfaction with Library Resources in Public Colleges of Education in Ghana. The study revealed that majority of the respondents were satisfied with the library building and furniture.

Extent of Satisfaction with Library Personnel

The attitude and professionalism of library staff towards users needs is highly correlated to user satisfaction. If users are satisfied with the library personnel services they will come back to the library whenever they have information needs. Iwhiwhu and Okorodudu (2012) posited that poor status of information resources and inadequate services rendered by the library staff, coupled with their poor attitude to work leads to unsatisfied users. Hossain (2014) studied Causes of User Dissatisfaction in Academic Libraries: A Case of University Students in a Developing Country. The findings revealed lack of user-employee relationships, lack of attention to users' needs, an external communication gap between library and users, lack of attention to enhance staffs' performance, etc are the major causes of dissatisfaction of users. Odu (2017) studied user apathy

towards library resources and service: A case study of the University of Calabar Library, Calabar, Nigeria. The findings revealed insufficient seats, attitude of library staff towards users, Erratic Power supply, Students access to personal computer and smart phones, low information literacy competencies of undergraduates and inadequate information resources were identified as reasons for the state of apathy towards the library. Cozin and Turrini (2008) evaluated products and services of a nursing library: user satisfaction. The findings revealed that users were dissatisfied with the training for bibliographic research and the librarian's willingness to meet the clients' information needs, respectively.

Extent of Satisfaction with University Library

In study of Yeboah, Adams and Boakye (2018) on user satisfaction with library resources in Public Colleges of Education in Ghana. The findings revealed that in general, 122(34.3%) were very satisfied with the location of the library while 149(41.8) were satisfied. 83 (23.3%) indicated that they were dissatisfied while 2(0.6%) indicated that they were very dissatisfied with the location of the library building. Dominici, Palumbo and Basile (2015) such as the possibility of evening opening, online consultation of the resource catalogue, interlibrary loans, natural lighting, desk reservation in reading rooms, a dedicated section for business newspapers and magazines, text acquisition by students and copying facilities are all attractive, therefore generate satisfaction if present. Also, Cozin and Turrini (2008) evaluated products and services of a nursing library: user satisfaction. The findings revealed that most like or most dislike in the library, opinions diverged. "Environment and facilities", "archives" and "service" were most often mentioned positively, while "archives", "noise" and "service" were most often mentioned as reasons for dissatisfaction.

Research Methodology

This study adopted a survey research design. The type of survey design employed is a 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 a 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 instrument used for data collection in this study was a structured questionnaire by the researchers and three research assistants who were trained on how to distribute the questionnaires to the respondents. The respondents comprise of registered users of the library, which cut across the entire academic community, which includes the lecturers, non –teaching members of staff, students and external researchers among others who registered between October, 2014- August, 2019. The data collected from the respondents were analyzed using descriptive statistics (Frequency counts and Percentage).

Finding and Discussion:

Response Rate:

A total of two hundred (200) copies of questionnaires were administered to library users who visited and used FUPRE library within the period of this research through the assistance of the Library assistants. A total of One Hundred and Fifty (150) questionnaires were duly completed and found usable in the study, which represents 75% against 25% not returned. Items in the questionnaire were positive and negatively worded on a four-point scale which ranges from very high extent=4, high extent =3, low extent =2 to a very low extent =1. Items in the questionnaire were broken into six sections. Section 'A' elicited background information of the respondents. Section Part 'B' was used to elicit information on respondents' extent of satisfaction of library service. Section 'C' elicited information on respondents' extent of satisfaction of library resources. Section 'D' sorted for respondents' extent of satisfaction of library facilities. Section 'E' identified respondents' extent of satisfaction with library personnel and Section 'F' elicited information on respondents on extent of satisfaction with the library. The data was analyzed using simple percentages and frequency counts.

Analysis and Discussions

Analysis of the survey carried out by the investigators on the research topic User perception of library services, resources and facilities of Federal university of Petroleum Resources, Effurun. The response are analyzed and presented in tables.

Table 1: Gender

Gender	Frequency	Percentage (%)
Male	96	64
Female	54	36
Total	150	100

Table 1, shows the demographic information of the undergraduate students, staff and external researcher under study. Based on the gender of the respondents, the table reveals that majority of the respondents 94 (64%) were male while less than half 54 (36%) 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.

Table 2: Users' Categories of Library Patrons

Users' Categories	Frequency	Percentage (%)
Undergraduate	120	80%
Staff	22	15%
External Patrons	8	5%
Total	150	100%

Table 2, shows users 'categories of library patrons, the table reveals that majority of the respondents 120 (80%) were undergraduate students. This is followed staff 22(14.6%) and 8(5.33%) were external Patrons. This shows that majority of the respondents were level undergraduate students.

Table 3: Frequency of Using the Library

Frequency of Use	Undergraduate Students	Academic Staff	Non-teaching staff	Researcher
Daily	65 (43%)	1(0.6%)	0	0
2-3 times in a week	25(17%)	3(2%)	2(1%)	0
Once a week	10(7%)	3(2%)	2(1%)	3
Two or three times in a month	7(5%)	7(5%)	6(4%)	4
Occasionally	2(1%)	5(3%)	3(2%)	2
Total	109(72%)	19(13%)	13(9%)	9(6%)

Table 3, show that 65 (43%) of undergraduate students who were majority visit the library daily, followed by academic staff who were rated 1(0.6%) while non-teaching staff and researcher hardly visit the library daily. On the frequency of library usage, undergraduates use the library more, followed by academic staff while non teaching staff and other researcher hardly visit the library to use its resources, services and facilities.

Table 4: Reasons for Using the Library

Reasons for Using the Library	Frequency	Percentage (%)
To do assignments	90	60
To consult textbooks	70	47
To consult journals (hard copies)	32	21
To consult reference materials	65	43
To study for examination	60	40
To photocopy materials	44	29
To read newspapers	43	29

To browse the internet	48	32
To consult electronic journals (online resources)	45	30
To scan documents	50	33
To print documents	55	37
To spiral bind documents	54	36
Others	30	20

Table 4, revealed respondents responses on reasons of using FUPRE library. Majority visited the library to do assignments, to consult textbooks followed by to consult reference materials, to study for examinations, to print documents, to spiral bind documents, to scan documents, to browse the internet, to consult electronic journals, to photocopy materials, to read newspapers, to consult journals among others.

Tables 5: Extent of Satisfaction with Library Services

Extent of satisfaction of library service	VHE (F)	HE(F)	LE(F)	VLE(F)
I am satisfied with the library user Education /orientation services	90(60%)	50(33.3%)	6(4%)	4(2.7%)
I am satisfied with the library loan services	25(16.7%)	10(6.6%)	60(40%)	55(36.7%)
I am satisfied with the library book reservation	40(26.7%)	40(26.7%)	60(40%)	10(6.6%)
I am satisfied with the library research help	60(40%)	50(33.3%)	30(20%)	10(6.7%)
I am satisfied with the library references services	55(36.7%)	50(33.3%)	35(23.3%)	10(6.7%)
I am satisfied with the inter-library loan services	30(20%)	10(6.7%)	60(40%)	50(33.3%)
I am satisfied with the library indexing and abstracting services	50(33.3%)	60(40%)	15(10%)	25(16.7%)
I am satisfied with the library selective dissemination of information services	60(40%)	50(33.3%)	25(16.7%)	15(10%)
I am satisfied with the library reprographic services	70(46.7%)	40(26.6%)	30(20%)	10(6.7%)
I am satisfied with the library electronic services	25(16.7%)	15(10%)	50(33.3%)	60(40%)
I am satisfied with the library internet services	25(16.7%)	10(6.6%)	55(36.7%)	60(40%)

Table 5 revealed users were satisfied with library user education /orientation services, library research help service, library references services, library indexing and abstracting services, selective dissemination of information services and library reprographic services. Users were dissatisfied with internet services, library electronic services, inter-library loan services and library loan services.

Table 6: Extent of satisfaction with library resources

Extent of satisfaction of library resources	VHE	HE	LE	VLE
Library books	50(33.3%)	10(6.7%)	50(33.3%)	40(26.7%)
Library journals	30(20%)	30(20%)	50(33.3%)	40(26.7%)
Library Magazines	30(20%)	35(23.3%)	50(33.3%)	35(23.3%)
Library Dictionaries	45(30%)	55(36.6)	40(26.7%)	10(6.7%)
Library newspapers	55(36.7)	45(30%)	30(20%)	20((13.3%)
Library Encyclopedia	60(40%)	40(26.7%)	20(13.3%)	30(20%)
Library handbooks/Yearbooks	70(46.6%)	40(26.7%)	30(20%)	10(6.7%)
Library Electronic Resources	25(16.7%)	30(20%)	55(36.7%)	40(26.6%)
Library Online Resources	30(20%)	30(20%)	55(36.7%)	35(23.3%)
Library Offline databases	30(20%)	35(23.3%)	35(23.3%)	50(33.3%)
Library Online Databases	20(13.3%)	10(6.7%)	50(33.3%)	70(46.7%)
CD-ROMS	30(20%)	30(20%)	35(23.3%)	55(36.7%)
Servers	20(13.3%)	10(6.7%)	70(46.7%)	50(33.3%)
Search Engines	10(6.7%)	20(13.3%)	50(33.3%)	70(46.7%)

The findings in **Table 6** revealed that users were satisfied with Encyclopedia and Year Books. While users were dissatisfied with library books, journals, magazines, electronic resources, online resources, offline databases, online databases, CD-ROMS, servers and search engines

Table 7: Extent of satisfaction with library facilities

Extent of satisfaction of library facilities	VHE	HE	LE	VLE
Library space	25(16.7%)	40(26.6%)	30(20%)	55(36.7%)
Tables and chairs	40(26.6%)	30(20%)	25(16.7%)	55(36.7%)
Reading carrels	30(20%)	35(23.3%)	55(36.7%)	30(20%)
Fans/ Air conditioning	40(26.6%)	20(13.3%)	55(36.7%)	35(23.3%)
Library lighting /Ventilation	30(20%)	55(33.3%)	45(30%)	25(16.7%)
High capacity Printers	55(36.7%)	45(30%)	35(23.3%)	15(10%)
Networked computers	35(23.3%)	15(10%)	45(30%)	55(36.7)
Photocopying Machines	50(33.3%)	30(20%)	25(16.7%)	45(30%)
Internet Access	25(16.7%)	30(20%)	40(26.6%)	55(36.7%)
Scanners	30(20%)	45(30%)	55(36.7%)	20(13.3%)

Laminating Machine	50(33.3%)	10(6.7%)	35(23.3%)	55(36.7%)
Computer web cameras	45(30%)	35(23.3%)	55(36.7%)	15 (10%)
Digital Board /Projectors	55(36.7%)	45(30%)	30(20%)	20(13.3%)
Instructional facilities	15(10%)	45(30%)	35(23.3%)	55(36.7%)
Toilet facilities	35(23.3%)	15(10%)	55(36.7%)	45(30%)
Notice boards	55(36.7%)	15(10%)	35(23.3%)	45(30%)
Desks and storage lockers	35(23.3%)	15(10%)	45(30%)	55(36.7%)
Shelves	65(43.3%)	45(30%)	25(16.7%)	15(10%)

Table 7 above revealed that users were satisfied with the library printer, photocopying machine, Digital Board /Projectors, notice board and shelves. While users were dissatisfied with tables and chairs, reading carrels, fans /air conditioning, networked computers, internet access, scanners, laminating machine, instructional facilities, toilet facilities, notice boards, desks and storage lockers.

Table 8: Extent of satisfaction with Library Personnel

Extent of satisfaction with library Personnel	VHE	HE	LE	VLE
I am satisfied with the interpersonal Relationship skills of library Personnel's	50(33.3%)	90(60%)	6(4%)	4(2.7%)
I am satisfied with the communication skills of the library Personnel's	60(40%)	55(36.7%)	25(16.6%)	10(6.7%)
I am satisfied with the way library personnel's render services	60(40%)	50(33.3%)	30(20%)	10(6.7%)
I feel library personnel's are quite professional	70(46.7%)	40(26.6%)	30(20%)	10(6.7%)
I am satisfied with the soft skills of library personnel's	60(40%)	50(33.3%)	25(16.7%)	15(10%)
Library Personnel's go to extra length to ensure I am satisfied	50(33.3%)	60(40%)	15(10%)	25(16.7%)
I am always attended to on a smiling face whenever I visit the library	50(33.3%)	90(60%)	6(4%)	4(2.7%)
I feel the library personnel's are too harsh to users	25(16.7%)	15(10%)	50(33.3%)	60(40%)
I feel the porters are too harsh to users	50(33.3%)	60(40%)	10(6.7%)	30(20%)
Library Personnel's always enforce the rules and regulations of the library	75(50%)	55(36.6%)	10(6.7%)	10(6.7%)
I am attended to by the library personnel's even when I 'm away from the institution	60(40%)	50(33.3%)	25(16.7%)	15(10%)
The library Personnel's always ensure	90(60%)	50(33.3%)	6(4%)	4(2.7%)

absolute silence within the library premises				
Library Personnel's do not obey the rules and regulations	50(33.3%)	60(40%)	15(10%)	25(16.7%)

Table 8 revealed users were satisfied with library personnel's to a high extent.

Table 9: Extent of Satisfaction with the Library

Extent of satisfaction with library	VHE	HE	LE	VLE
I am satisfied with the library location	20(13.3%)	30(20%)	60(40%)	40(26.6%)
I am satisfied with the library building	10(6.7%)	30(20%)	80(53.3%)	30(20%)
I am satisfied with the book lending procedure of the library	35(23.3%)	25(16.7%)	35(23.3%)	55(36.7%)
I feel okay with the policy of the library	55(36.6%)	45(30%)	35(23.3%)	15(10%)
I am satisfied with the opening and closing time of the library	35(23.3%)	25(16.7%)	55(36.7%)	35(23.3%)
I am satisfied with the assistance from the librarians	65(43.3%)	45(30%)	25(16.7%)	15(10%)
I always meet my needs whenever I visit the library	70(46.6%)	50(33.3%)	20(13.3%)	10(6.7%)
I feel the library is meeting the purpose it was established	50(33.3%)	65(43.3%)	25(16.7%)	10(6.7%)
I am satisfied with the library rules and regulations	70(46.4%)	50(33.3%)	10(6.7%)	20(13.3%)
I feel the library is very organized.	45(30%)	48(32%)	37(24.6%)	20(13.3%)

Table 9 above revealed that users were satisfied with the library policy, assistance from the librarians, the position of the library in meeting users' needs, the rules and regulations as well as organization of the library. Users were dissatisfied with the library location, building book lending procedure and opening and closing time.

Summary of findings

The study revealed following:

- ✓ Undergraduate students who were majority visit the library daily; followed by academic staff while non teaching staff and other researcher hardly visit the library to use its resources, services and facilities. This finding aligns with the findings of Gunasekeraf (2010) which revealed that a simple majority of the respondents (474; 59.5%) visited the library.
- ✓ Majority of the respondents visited the library to do assignments, to consult textbooks followed by to consult reference materials, to study for examinations, to print documents,

to spiral bind documents, to scan documents, to browse the internet, to consult electronic journals, to photocopy materials, to read newspapers, to consult journals among others. This finding is in agreement with the study of Nwezeh and Shabi (2011) which show that the reasons for using the library by the patrons were to use library books, use journals and read newspapers.

- ✓ Users were satisfied with library user education /orientation services, library research help service, library references services, library indexing and abstracting services, selective dissemination of information services and library reprographic services. Users were dissatisfied with internet services, library electronic services, inter-library loan services and library loan services. This finding disagrees with the study of Oyelekan and Iyortsuun (2011) which revealed that users were satisfied to a high extent with book lending services.
- ✓ Users were satisfied with Encyclopedia and Year Books. While users were dissatisfied with library books, journals, magazines, electronic resources, online resources, offline databases, online databases, CD-ROMS, servers and search engines. The findings agree with the study of Gudi and Paradkar (2018) which revealed that that the Reference books are those with which respondents are mainly satisfied.
- ✓ Users were satisfied with the library printer, photocopying machine, Digital Board /Projectors, notice board and shelves. While users were dissatisfied with tables and chairs, reading carrels, fans /air conditioning, networked computers, internet access, scanners, laminating machine, instructional facilities, toilet facilities, notice boards, desks and storage lockers. The finding agrees with the study of Khan and Bhatti (2012) which identified poor physical facilities as a major issue confronting the library.
- ✓ Users were satisfied with library personnel's to a high extent. This finding disagrees with the study of Cozin and Turrini (2008); Odu (2017); Hossain (2014) which revealed librarian's willingness to meet the clients' information needs, attitude of library staff towards users, lack of user-employee relationships, lack of attention to users' needs, and external communication gap between library and users as the factors that causes users dissatisfaction.
- ✓ Users were satisfied with the library policy, assistance from the librarians, the position of the library in meeting users' needs, the rules and regulations as well as organization of the library. Users were dissatisfied with the library location, building book lending procedure and opening and closing time. This finding disagrees with the study of Yeboah, Adams and Boakye (2018) which revealed that in general a majority of the respondents were very satisfied with the location and building.

Conclusion

Based on the findings of this study, it is concluded that users of FUPRE Library were satisfied with the library services. However, there is a need for improvement of information resources and facilities available because users will always be encouraged to make use of the library when the quality of services rendered help meet their needs. The study has provided data on the perception of users' about the library information resources, services, and facilities and among others. 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 upgrading the library to meet up with the required standard that will enhance teaching, learning and research activities in university institutions. This study will be made available for the FUPRE 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 staffs (Academic and Non Academics) are under utilizing the resources, service and facilities in FUPRE library.
2. FUPRE Library should target their marketing plans majorly to Academic and Non Academics Staff of the institution.
3. There is need for FUPRE Library to improve in the following library services; internet services, library electronic services, inter-library loan services and library loan services to enhance the satisfaction of their users.
4. FUPRE Library should update the following information resources; books, journals, magazines, electronic resources, online resources, offline databases, online databases, CD-ROMS, servers and search engines to enhance the satisfaction of their users.
5. 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.
6. The library management should sustain the high level of users' satisfaction by improving on providing current and relevant information resources, modern facilities and befitting services that would meet the needs and expectations of users.
7. Library staff from top management down to security and cleaners should imbibe the culture of treating users with outer most respect.

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