Users' satisfaction with the library facilities, resources and services: An evaluation of Bowen University Library, Iwo, Osun State

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Abstract

The study evaluates users' satisfaction with the facilities, resources, and services of Bowen University Library, Iwo, Osun State, Nigeria. The main objective is to determine the level of users' satisfaction with the facilities, resources, and services of the library. The study adopted a survey research design. The population is made up of staff, postgraduate and undergraduate students of Bowen University, Iwo. The availability sampling technique was used to obtain information from 300 library users that visited the library during the period of data collection. A questionnaire was used as an instrument for collecting data. Out of 300 copies of the questionnaire distributed, 249 (83%) were duly filled and found useable for data analysis. Data were analysed using frequency counts and percentages and presented in tables. The study found that majority of the respondents is aware and frequently used books, journals, reference sources and newspapers/magazines in the library. The main purpose of using the library is for reading and studying as well as borrowing library books. The finding shows that the majority of the respondents are highly satisfied with nearly all the facilities, resources, and services while a few areas recorded dissatisfaction. The study recommends that the library should continue to maintain high satisfaction levels on those areas indicated by the respondents as satisfied and improve on those areas indicated as dissatisfied.

Key words: Library users' satisfaction; library facilities; library resources; library services; Bowen University Library, Iwo.

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Introduction

Library users' satisfaction is a measure of how library facilities, resources, and services meet or exceed the users' expectations. Users' satisfaction can be used to gauge the effectiveness and efficiency of a library. Modern day libraries are no longer assessed based on large numbers of the collection but on how the facilities, resources, and services rendered influence or satisfy their users. Libraries all over the world are expected to provide facilities, resources, and services that will quench the information thirst of their users. Therefore, it is expected that they provide an experience that will meet users' expectations through adequate facilities, resources, and services. Academic libraries are the heartbeat of institutions because a good university academic programme can be assessed by her library's facilities, resources, and services. To achieve a good academic programme, the libraries must provide facilities, resources, and services that will support the teaching, learning and research needs of the parent institution. Library facilities, resources, and services that produce satisfaction will always attract users to come back again. A satisfied user will encourage and even recommend the library for others to use. The consequences of dissatisfaction with a library's facilities, resources or services may discourage users from visiting the library and eventually lead to a reduction in library patronage. Therefore, evaluation of users' satisfaction with the library facilities, resources, and services is important to help libraries determine their level of performance, strength, and weaknesses.

Brief historical development of Bowen University Library

Bowen University Library, Iwo started her operation in 2002 at the inception of the university in a former Simons Memorial Library which happens to be a college library with a seating capacity of 160 users at a time. The library was extended in 2006 and increased the seating capacity from 160 to 620. As both staff and students continue to increase, the need to have a new ultramodern library building became essential. In 2012 the library moved into the new two-storey building. The new library building has a seating capacity of 2,150, with toilets facilities, individual study carrels, new furniture for offices and reading areas, modern shelves, air-conditioned offices and reading areas, good lighting and a beautiful environment.

The total library collection as at present is well over 100,000 volumes of both books and journals. The library also subscribed to databases that enable users to access online resources. The library provides various services that assist users to meet their information needs. The services provided by the library include but not limited to circulation services, photocopying services, reference enquiry services, current awareness services, etc. The library has an e-library with internet connectivity and also provides wireless connection. In September 2007, the library commenced her automation project using Koha Integrated Library System. The library has her portal and Web PAC which enables users to access some of the library services remotely. The Library multimedia room was also equipped with the latest multimedia equipment.

Since the inception of Bowen University Library, no research has been conducted to evaluate users' satisfaction on the library facilities, resources, and service. It is in the light of this that the study seeks to evaluate users' satisfaction with the facilities, resources, and services of the library. It is expected that the result of this study will highlight the strength and weaknesses of the library in terms of facilities, resources, and services. The result of this study will also help the library management to improve on the facilities, resources, and service provided to the users where necessary.

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Objectives of the study

The main objective of this study is to evaluate users' satisfaction with the facilities, resources, and services of Bowen University Library. The specific objectives are to:

1. Determine the frequency of use of the library;
2. Find out the purpose of using the library;
3. Find out the awareness and use of library information resources;
4. Ascertain the sources used in the library for finding information;
5. Evaluate users' satisfaction with the library facilities;
6. Assess users' satisfaction with the library resources;
7. Evaluate users' satisfaction with the services provided by the library;
8. Identify constraints to access and use of library facilities, resources, and services.

Research questions

1. What is the frequency of use of the library?
2. What is the purpose of using the library?
3. Are the users aware and use the library information resources?
4. What are the sources used when searching for information in the library?
5. What is the level of users' satisfaction with the library facilities in Bowen university library?
6. What is the level of users' satisfaction with the information resources in Bowen university library?
7. What is the level of users' satisfaction with library services in Bowen university library?
8. What are the constraints faced by the users in accessing and using library facilities, resources, and services?

Literature review

Veerabasavaiah and Shivappa (2017) findings show that 87.29% were satisfied with newspapers/ magazines collections, over 70% were satisfied with textbooks, reference books and periodicals while 55% were satisfied with e-resources. On library services, 88.9% were satisfied with reference services, 77.9% with bibliographic services, 74.5% with circulation services, while only 52.5% were satisfied with OPAC services. On facilities, pulling together very good and good, the study found that all respondents (100%) considered the library lighting facilities as good, over 90% indicated cleaning of the library environment, library furniture and ventilation, while toilet facilities were rated by 87.2% as good.

Lalrokhawma and Verma (2017) evaluated "users' satisfaction with library resources and services in Higher and Technical Institute, Mizoram" with 229 respondents. The result of the study shows that 81% indicated textbooks as the most preferred reading materials in the library. It also shows that 90% were satisfied with newspapers, 70% with books while 54% were satisfied with journals. Surprisingly, 68% both indicated "do not know" under e-journal and e-books collection. This either implies that they were not using the e-collection or not aware of its existence in the library. On user's satisfaction with library services, well over 70% of the respondents were satisfied with circulation services, newspapers, reprography services, and library orientation. On staff and facilities in the library, the result also reveals that over 90% were satisfied with the cleanliness of the library and book arrangement, 83% with staff helpfulness, over 70% with library building, and furniture.

Veena and Kotari's (2016) study reveal that 59% of users visited the library on a daily basis, 86.7% of library users were

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highly satisfied with the library collections of general books while 70% were satisfied with textbooks. On services, 53.3% of users were of the opinion that circulation services were excellent. The study recommended that user studies should be conducted regularly to find out users' information needs.

Verma, and Laltlanmawii (2016) study on "users' satisfaction on library resources and services by undergraduate students of Government Hrangbana College, Aizawl". The findings revealed that 28% visited the library 1-2 times weekly, 25% visited 3-4 times weekly while only 17% visited the library daily. On the status of the library's collection, 43% and 38% of the respondents indicated moderate and adequate respectively. The level of satisfaction with information resources showed that 70% were satisfied with journal collection while 62% were satisfied with books. Among all the services rendered in the library, 64% of the respondents were satisfied with OPAC, 57% with the borrowing facility while there was dissatisfaction on reprography and book display services.

Anyaoku (2015) assessed 295 undergraduate students' awareness and use of medical library resources of the Nnamdi Azikiwe University, Nigeria. The findings revealed that the majority (96.6%) of the respondents indicated awareness of print resources while more than half (60%) of the respondents indicated that they were not aware or not sure of the availability of e-resources in the library. The study also found that 44.1% constituted the regular users of the library, 40.7% constituted occasional users while 13.2% constituted non-users because they had never visited the library. On the purpose of visit to the library, 83.9% visited the library for reading personal textbooks, more than 60% visited for reading newspapers and magazines, doing research work and class assignments. Low use of library catalogue and online databases was also recorded in the study. The major barriers to the use of the medical library are lack of computer and internet facility by 75.6% of the respondents.

Thangapandy (2014) examines the "utilization and satisfaction level of library resources by the students of Gopalaswamy Doraiswamy Institutions in India. The study reveals that 30% of the respondents visited the library regularly, 27.3% visited 2-3 times a week, 19.3% visited once a week while only 2.7% never visited the library. The main purpose was to borrow books as indicated by 30% of the respondents. The technique for locating library materials points out that 42% of respondents sought the help of library staff to locate the needed information, 23.3% combed the shelves independently to get the books required, 20.7% browsed the catalogue to locate the books while 12% got the help from a friend. The finding also indicates that 35.3% of the total respondents were satisfied with the lending services, 26.7% were satisfied with reference services. 20.7% with reprographic service.

Ranganadham and Babu (2012) finding revealed that over 90% of Art and Science postgraduate students indicated the adequacy of library resources. The highest level of satisfaction on the type of library resources was on books and e-books with 88.04% of respondents in art and 92.59% in a science discipline. This is followed by journal and e-journal with 73.91% of Arts and 86.11% of Science discipline. On library services, 66.30% of Art and 88.11% of science were satisfied with the borrowing facility while 78.26% of Arts and 56.48% of Science discipline were satisfied with the internet facilities.

Nwezeh and Shabi (2011) also studied student's use of academic libraries in Obafemi Awolowo University Ile-Ife. The finding shows that 140(31.1%) spent three hours in the library daily while 60(13.3%) students spent four hours in the library daily. The study further found out that the proportion of hours spent increased with the year of study. The older students spent more hours in the library. On first place of call when students need books in the library, they

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found out that 25% of the respondents indicated that they would consult the card catalogue first if they wanted to obtain a book from the library while 40% mentioned the circulation desk as the first place of call.

Gunasekera (2010) studied 800 undergraduate users in the University of Peradeniya to examine the level of their satisfaction with library information and resources. The finding reveals that the majority of them are not utilizing the library resources and services as expected. However, they are satisfied with the available resources, services and facilities.

Oyewusi and Oyeboade (2009) conducted an empirical study of "accessibility and use of library resources by undergraduates in LAUTECH". The findings showed that 76.8% respondents use the library as a place where they can read and study. On the frequency of use, 51% use the library daily and 32.8% used weekly. Also on the type of resources used in the library, the results revealed that books, journals and newspapers were highly used as library resources. On services, reprographic services 52.2% and reference services 44.3%

Methodology

The study adopted a descriptive survey research method. The population is made up of staff, postgraduate and undergraduate students of Bowen University that constitute the library users. The availability sampling method was used to elicit information from 300 library users that visited the library during the period of data collection. This is because it is only those who use the library that can assess whether the library meets their expectations or not.

The instrument used for data collection was a structured questionnaire tagged "Users satisfaction with the facilities, resources, and services of Bowen University Library". The questionnaire was divided into four sections; Section A elicits demographic information of the respondents, Section B obtains information on frequency and purpose of use of the library, Section C elicits information on awareness and use of library information services and sources use in searching for information; Section C elicits information on users' satisfaction with facilities, resources, and services while section D requests information on constraint to use of information sources in the library.

Data were collected from staff, postgraduate and undergraduate students that visited the library within the period of this study (January to February 2019). The questionnaire was filled and collected on the spot; out of 300 copies of the questionnaire distributed, 249 was duly filled and found useable. Data were analysed using frequency counts and percentages and were presented in tables.

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Data analysis and discussion

Table1: **Demographic variables of the respondents**

S/N	Demographic variables	Number of responses	Percentage %
	Faculty		
1.	Social and Management Science	48	19.2
2.	Science and Science Education	46	18.4
3.	Humanities	42	16.8
4.	Law	41	16.4
5.	Basic Medical Sciences	37	14.8
6.	Agriculture	35	14.0
	Total	**249**	**100.0**
	Users' Category		
1.	Undergraduate	181	72.6
2.	Staff	45	18.0
3.	Postgraduate	23	9.2
	Total	**249**	**100.0**
	Gender		
1.	Female	132	53.0
2.	Male	117	47.0
	Total	**249**	**100.0**
	Age		
1.	15-20	82	32.9
2.	21-25	98	39.3
3.	26-30	17	6.8
4.	31 and above	52	20.8
	Total	**249**	**100.0**

Table 1 shows the demographic information of respondents. Forty-eight (19.2%) of the respondents were from the Faculty of Social and Management Science, 18.4% from Faculty of Science, 16.8% from Faculty of Humanities, 16.4 from Faculty of Law, 14.8% from College of Basic Medical Sciences while 14% are from Faculty of Agriculture. On the users' category, 72.6% were undergraduate students, 18% were staff and 9.2% were postgraduate students. Table 1 also shows that 53% of the respondents were female and 47% were male. The age of the respondents shows that 32.9% were within the age range of 15-20 years, 39.3% were 21-25 years, 6.8% were within 26-30 years while 20.8% were 31 years and above.

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Research question 1: **What is the frequency of use of the library?**

Table 2: **Frequency of use of the library**

S/N	Frequency of use	Number of responses	Percentage %
1.	Daily	107	43
2.	Thrice a week	85	34
3.	Weekly	30	12
4.	Occasionally	27	11
	Total	**249**	**100**

Table 2 shows the frequency of use of library resources by the respondents. 107 respondents (43%) indicated that they use the library daily, 34% used the library thrice a week, 12% used it weekly while 10.8% used it occasionally. This conforms to the findings of Nwezeh and Shabi (2011) that 31.1% and 13.3% spent 3 hours and four hours respectively in the library daily.

Research Question 2: **What is the purpose of visiting the library?**

Table 3: **Purpose of visit to the library (Multiple choice answers)**

S/N	Purpose	Frequency	Percentage %
1.	To read and study	196	78.7
2.	To do assignments	157	67.1
3.	To borrow library books	151	60.6
4.	To do group discussion/tutorials	140	56.2
5.	To read Newspapers/magazines	134	53.8
6.	To use past students' projects	128	51.4
7.	To socialize with friends	110	44.2
8.	To access the e-resources	82	32.9
9.	To relax	65	26.1

Table 3 reveals the purpose of the visit to the library by respondents; respondents were allowed to choose more than one options. Majority of the respondents (78.7%) visited the library to read and study, 67% visited to do their assignment, 60.6% visited to borrow library books, 56.2% for group discussion/tutorials, 53.8% visited to read newspapers/magazines, 51.4% visited to use past projects, 44.2% visited to socialize with friends, 32.9% visited to access e-resources, the least reason for visiting the library is for relaxation by 26.1% of the respondent. The finding corroborated Oyewusi and Oyeboade (2009) whose findings revealed that 76.8% of the respondents used the library as a place where they can read and study. This implies that users identified the library as a place conducive for reading and studying.

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Research question 3: **Are the users aware and use the library information resources?**

Table 4: **Awareness and use of information resources**

S/N	Information sources	Frequency	Percentage (%)
1.	Books	198	79.5
2.	Journals	187	75.1
3.	Reference sources	169	67.9
4.	Newspapers/magazines	160	64.3
5.	Past students' projects	148	59.4
6.	Government publications/ special collections	134	53.8
7.	Electronic resources	116	46.6
8.	Multi-media resources	83	33.3

Table 4 shows the awareness and use of information resources by respondents. One hundred and ninety-eight (79.5%) of the respondents were aware and used books in the library. This is followed by journals by 75.1% of the respondents, 64.3% were aware and used newspapers/magazines, references sources by 67.9%, students' projects by 59.4%, government publications and special collection by 53.8%, electronic sources by 46.6% while only 33.3% were aware and used multi-media resources. This study is in agreement with the study of Lalrokhawma and Verma (2017) and Oyewusi and Oyeboade (2009) that books, journals, newspapers, and magazines were most used library resources.

Research question 4: **What are the sources used when searching for information in the library?**

Table 5: **Source use when searching for information in the library**

S/N	Source	Frequency	Percentage (%)
1.	Go directly to the shelve	92	36.9
2.	Ask my friend	64	27.7
3.	Ask library staff	51	20.4
4.	Use OPAC	42	16.8
	Total	**249**	**100.0**

Table 5 represents the source frequently used by respondents when searching for books and other information resources in the library. The result indicates that 36.9% of the respondents went directly to the shelves without using OPAC, 25.7% sought assistance from the library staff, 20.4% asked their friends while only 16.8% used the OPAC. The first place of call of any library user in locating resources should be the library catalogue but unfortunately, the majority of the users do not use the OPAC. The reason for not using the OPAC could be that some users do not know how to use it and that was why they used other sources. The result of Nwezeh and Shabi (2011) and Thangapandy (2014) support this finding that users consider other sources first more than they use the OPAC when looking for books and other information resources in the library. This finding indicates that many of the users do not know how to use the OPAC

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Research question 5: **What is the level of users' satisfaction with the library facilities in Bowen university library?**

Table 6: **Users' satisfaction with library facilities**

S/N	Facilities	Very satisfied	%	Satisfied	%	Dis-satisfied	%
1.	Photocopy machine	40	16.0	160	64.2	49	19.6
2.	Circulation desk	39	15.6	158	63.4	52	20.8
3.	Library catalogue i.e., OPAC	39	15.6	157	63.0	53	21.2
4.	Reading tables and chairs	39	15.6	155	62.2	55	22.0
5.	Good lighting (Illumination of the library)	145	58.2	36	14.4	68	27.3
6.	Adequate windows for ventilation	138	55.4	35	14.0	76	30.4
7.	Adequate space in the Library	136	54.6	34	13.6	79	31.7
8.	Good flooring	134	53.8	34	13.6	81	32.5
9.	Toilet facilities	129	51.8	32	12.8	88	35.3
10.	Adequate air-conditions/fans	105	42.1	26	10.4	118	47.3
11.	Book shelves	32	12.8	128	51.4	89	35.7
12.	Internet facilities	17	6.8	67	26.9	165	66.2

Table 6 shows users' satisfaction with the library facilities. Respondents were requested to rate how satisfied they are with library facilities using the scale very satisfied, satisfied, and dissatisfied. The findings show that 16.0% were very satisfied, 64.2% satisfied, 19.6% dissatisfied with photocopying machine, this is followed by circulation desk with 15.6% very satisfied, 63.4% satisfied and 20.8% dissatisfied. Library Catalogue (OPAC) recorded 16.0% very satisfied, 64.0% satisfied and 21.2% dissatisfied while internet facilities recorded the least with 6.8% very satisfied, 26.9% satisfied and 66.2% dissatisfied.

The result established that majority of the respondents were satisfied with the library facilities. This is because the response rate after combining very satisfied and satisfied shows that well over 80% were satisfied with photocopying machine and circulation desk, over 70% were satisfied with reading tables and chairs, good lighting, over 60% were also satisfied with good ventilation, adequate space, good flooring, toilet facilities and bookshelves, adequate air conditioning achieved 52.6% response rate while Internet facilities recorded the highest dissatisfaction response rate with 60.2% of the respondents. This result is corroborated by Gunasekera (2010) which reported that the majority were satisfied with library facilities. This finding implies that the library facilities meet the users' expectations.

Research question 6: **What is the level of users' satisfaction with the library resources in Bowen university library?**

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Table 7: **Users' satisfaction with library resources**

S/N	Items/resources	Very satisfied	%	Satisfied	%	Dis-satisfied	%
1.	Books	158	63.6	40	15.9	51	20.5
2.	Journals	37	14.8	150	60.2	62	24.8
3.	Reference sources	34	13.5	135	54.3	80	32.1
4.	Newspapers/magazines	32	12.8	128	51.4	89	35.7
5.	Past students' projects	30	12.0	118	47.3	101	40.5
6.	Government publications	27	10.8	107	43.0	115	46.1
7.	Electronic resources	23	9.2	93	37.3	133	53.4
8.	Multimedia resources	17	6.8	66	26.5	133	66.6

From Table 7, the finding shows that 63.6% were very satisfied, 15.9% satisfied and 20.5% dissatisfied with books, 14.8% were very satisfied, 60.2% satisfied and 24.8% dissatisfied with journals, 13.5% were very satisfied with reference sources, 54.3% satisfied and 32.1% dissatisfied while Multimedia and electronic resources recorded the highest level of dissatisfaction with 66.6% and 53.4% indicating dissatisfaction respectively.

This finding also confirmed the findings of Lalrokhawma and Verma (2017), Veena and Kotari (2016), Ranganadham and Babu (2012) that respondents are highly satisfied with books, journals reference sources and newspapers. The reason for dissatisfaction with multimedia resources could be because users are not allowed to copy and or borrow multimedia resources, they can only be used within the library.

Research Question 7: **What is the level of users' satisfaction with the library services in Bowen university library?**

Table 8: **Users' satisfaction with library services**

S/N	Services	Very satisfied	%	Satisfied	%	Dis-satisfied	%
1.	Library Opening hours	161	64.6	40	16.0	48	19.2
2.	Photocopying Services	40	16.0	160	64.2	49	19.6
3.	Duration of borrowing books	158	63.4	40	16.0	51	20.4
4.	Loan services	39	15.6	158	63.4	52	20.8
5.	Library Catalogue (OPAC)	44	17.6	152	61.0	53	21.2
6.	Library orientation services	135	54.2	34	13.6	80	32.1
7.	Weekend library services	26	10.4	106	42.5	117	46.9
8.	Book reservation	23	9.2	93	37.3	133	53.4
9.	Answering users' queries	20	8.0	78	31.3	151	60.6
10.	Internet services	17	6.8	67	26.9	165	66.2

Table 8 revealed that 64.6% were very satisfied, 16.0% satisfied and 19.2% dissatisfied with library opening hours, 16.0% very satisfied, 64.2% satisfied and 19.6% dissatisfied with photocopying

Services, 63.4% very satisfied, 16.0% satisfied and 20.4% dissatisfied with duration of borrowing books. The highest dissatisfaction level recorded was internet services and answering users' queries as

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indicated by 66.2% and 60.6% of the respondents respectively.

This result indicates that users are satisfied with the majority of the services provided by the library. This finding is corroborated by Veerabasavaiah and Shivappa (2017) and Veena and Kotari
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(2016) that users are satisfied with the library services. However, there is dissatisfaction with internet services and answering users' queries. The reason identified for dissatisfaction with internet services was low bandwidth

Research question 8: **What are the constraints faced by the users in the use of library facilities, resources and services?**

Table 9: **Constraints to use of library facilities, resources and services (Multiple choice responses)**

S/N	Challenges	Frequency	Percentage %
1.	Amount charge on overdue fines is too much.	116	46.2
2.	The borrowing period is too short.	106	42.6
3.	Low internet connectivity.	95	38.1
4.	Poor attitude of library staff.	56	22.5
5.	Information sources are difficult to locate on the shelves.	30	12.0
6.	Most of the information sources are not relevant to my need.	20	8.0
7.	The atmosphere of the library is not conducive for studying.	15	6.0
8.	The library is noisy.	5	0.2

Table 9 reveals the constraints to access and use of the library information resources, facilities, and services. The major constraint was the amount charged on overdue fines as indicated by 46.2% of the respondents, 42.6% indicated that the borrowing period is too short, 38.1% indicated low internet connectivity, 22.5% indicated the poor attitude of library staff, and the least challenge is that the library is noisy by 2.0% of the respondents.

The staff may identify the overdue fines as constraint because they pay more than the students while some students may identify the duration as a constraint. In any case, the library needs to look into these two key areas. However, the attitude of the library staff needs to be improved upon since more than 20% of the respondents indicated staff attitude as a constraint. This study corroborates Anyaoku's (2015) findings in the area of internet facilities. Anyaoku (2015) found out that lack of computer and internet facilities were the major constraints to the use of the medical library of the Nnamdi Azikiwe University, Nigeria.

Conclusion

This study evaluates users' satisfaction with library facilities, resources and services of Bowen University Library. The study looks into users' activities in the library by examining the frequency of use, the purpose of use, awareness and use of information sources in the library and their satisfaction with facilities, resources, and services. The

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study concludes that users are satisfied with nearly all the facilities, resources, and services while few areas experienced dissatisfaction. The study finds that the library areas of strength lie majorly on their facilities and some of the library resources while the area of weakness is mainly on internet services.

Recommendations

Based on the findings above, the following recommendations are hereby put forward:
- The library management should continue to maintain high satisfaction levels on areas indicated by the respondents as satisfied with the library facilities by improving on the existing facilities and add modern ones to the existing facilities that will create a more conducive environment to attract more patronage;
- Improve on services especially areas indicated as dissatisfied to raise users' satisfaction level;
- There is a need for the library to increase bandwidth. This is because the Internet facilities are very vital to accessing online information sources;
- Consider constraints identified by the users and improve on areas on overdue charges, and duration of the loan if necessary;
- Organise more training on e-resources and OPAC to enable access to e-resources and use the OPAC to find location of information sources before going to the shelve.

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