University of Nebraska - Lincoln

DigitalCommons@University of Nebraska - Lincoln

Library Philosophy and Practice (e-journal)   Libraries at University of Nebraska-Lincoln

Summer 10-2-2018

SATISFACTION OF LIBRARY SERVICES BY CATHOLIC RELIGIOUS IN SS. PETER AND PAUL SEMINARY, IBADAN, NIGERIA

Oyedele Abimbola Ojeniyi Mr.

National Orthopaedic Hospital, Igbobi, Lagos, deleojeniyi@yahoo.com

SATISFACTION OF LIBRARY SERVICES BY CATHOLIC RELIGIOUS IN SS. PETER AND PAUL SEMINARY, IBADAN, NIGERIA

Abimbola Oyedele OJENIYI

Medical Library,

National Orthopaedic Hospital, Igbobi, Lagos, Nigeria

Email address: deleojeniyi@yahoo.com

Tel: +2348030780070, +2348051010680

Libraries not only acquire, organize, retrieve and disseminate information but also provide some services such as references services, current awareness, selective dissemination of information, document delivery services and inter-library loan services. Others include internet, audiovisual, reprographic, customer relation and user education services. The sole aim of these services is to satisfy the information needs of the users and clienteles of the library. The catholic religious who are studying to become priests have information needs not only for their academics but also for their pastoral training, which is given a greater priority towards their eligibility as priests. Therefore, they need to have different library services provided to meet their needs. This has necessitated the library to provide more services to them such as internet, inter-library loan, reprographic and current awareness. How satisfied are the catholic religious with the services being provided by the library? This is the focus of this paper.

Keywords: Users' Satisfaction, Library Services, Catholic Religious, Nigeria

Word Count: 150

Introduction

The user of any library is the most important component of that library. Every information service exists for the sole aim of satisfying its users. How well this purpose is served is a measure of the effectiveness of that information service. To provide an efficient service, any library should identify the specific community which needs its services as different users need not only different services, but also services at different levels. This identification is essential for the systematic development of the collection and the planning of suitable services for the effective utilization of the collection.

Cullen (2001) noted that academic libraries today are facing their greatest challenge since the explosion in tertiary education and academic publishing the world over. The author further argued that the global digital revolution is affecting both the traditional forms of the creation, organization, and dissemination of knowledge and the world of tertiary education itself. Academic libraries should strive to survive and grow their user base focusing on satisfying their users' expectations.

Quality assurance demands that, libraries from time to time, need to be assessed and evaluated by its users. The users' satisfaction is considered to be a reliable benchmark for determining library effectiveness. Users' information needs are met in an effective way by providing standard but suitable library services that they need.

Users' assessment can provide invaluable information to libraries in re-orienting their collections, services and activities for effectively meeting their information needs (Eager and Oppenheim, 1996; Fidzani, 1998). Periodic collection assessment is necessary to determine to what extent library collections are relevant, current and adequate in meeting the information needs of users (Osburn, 1992).

Meanwhile, the Library of Ss. Peter and Paul Major Seminary Library being an academic library because the institution is a degree awarding institution affiliated to University of Ibadan is expected to serve two complementary purposes: to support the university curriculum, and to support teaching and learning process of the university faculty and students' pastoral training and formation respectively, hence, the library plays a key role in the formation process of the seminarians for their pastoral training, which is given a great priority towards their eligibility as priests. Hence this paper seeks to determine the satisfaction levels amongst catholic religious in Ss. Peter and Paul Seminary, Ibadan with the various services provided by the library.

Statement of problem

Seminary Libraries are established to provide information resources and services to meet seminarians' information needs. This purpose is defeated if its users are not satisfied with the resources and services it provides. This study is set to find out if users of SS. Peter and Paul Major seminary library are being satisfied with the services the library renders.

Objectives of the study

1 identify frequency of use of the library resources by Catholic Religious.

2 examine satisfaction level of the library resources among Catholic Religious.

3 identify any challenges faced by seminarians in using the library and its resources.

Research Questions

1. What is the frequency of use of the library resources by Catholic Religious?

2. What is the satisfaction level of the library resources among Catholic Religious?

3. What are the challenges faced by seminarians in using the library and its resources?

Methodology

The descriptive survey research was adopted and Systematic sampling technique was employed to select seventy (70) respondents making 11.6% of the total population of 604 Seminarians (Table 1). Questionnaire was the instrument for data collection

Table 1: Population and Sample Size

Level	Population		Sample Size	
	Philosophy	Theology	Philosophy	Theology
100	120	-	14	-
200	85	-	10	-
300	98	-	12	-
400	64	-	7	-
500	-	98	-	11
600	-	70	-	8
700	-	69	-	8
Total	604		70	

Results and Discussion

Frequency of use of Library Resources

The study findings revealed that the most often used library resources were Textbooks (54.3%) and Newspapers/Magazines (45.7%). Other information resources like Dictionaries, Encyclopedia, journals and commentaries were not often used. Project Reports were the least used information resources having response rate of 8.6% (Table 2).

This finding supports that of Mahawar, et al (2009) on Library Services Vis-À-Vis Satisfaction among Student of Tagore Library, University of Lucknow: A Study. It was confirmed in their study that most of the users (58 representing 44%) of the library use text books more often than other information resources in the library. The study also agreed with Ugah (2001) in a study on 'evaluating the use of academic libraries in Nigeria: A case study of Michael Okpara University of Agriculture, Umudike' who found out that textbooks account for most library visits. Also Yusuf and Iwu (2010) in a research conducted on 'use of academic library: A case study of Covenant University, Nigeria' concluded that 125 (59.5%) respondents indicated newspapers as the most frequently used materials in the library.

Table 2: Frequency of use of library services and its resources

	Often		Not Often		Never	
Library Resources	**No**	**%**	**No**	**%**	**No**	**%**
Dictionaries	17	24.3	43	61.4	10	14.3
Encyclopedia	14	20.0	49	70.0	7	10.0
Journals	12	17.1	39	55.8	19	27.1
Commentaries	19	27.1	33	47.2	18	25.7
Textbooks and Monographs	38	54.3	28	40.0	4	5.7
Project Reports	6	8.6	24	34.3	40	57.1
News Papers and Magazines	32	45.7	26	37.2	12	17.1

Level of Satisfaction with the Library Resources

The study revealed that there were satisfactions in the use of the library in the following areas; Registration of users (81.4%), Duration of book loan (80.0%), Opening/Closing hours (71.4%), Overdue Charges on Books (71.4%) and Answering of user's queries (64.3%). Other

areas where users show dissatisfaction were; recency of library books, compilation of reading lists for users and use of databases (Table 3).

This findings affirmed that of Saikia and Gohain (2013) who concluded that 68 (42.77%) of respondents in their study on use and user's satisfaction in library resources and services: A study in Tezpur University (India), considered circulation services among which we have registration of users and answering of user's queries as excellent and they were very satisfied with them. It was further revealed in the finding of Saikia and Gohain (2013) that respondents in their study were not satisfied with the performance book bank facilities, followed by e-services like e-resource retrieval and database usage. So library should focus on these services in order to improve its performance. Also in a similar study by Ezeala and Yusuff (2011) on User Satisfaction with Library Resources and Services in Nigerian Agricultural Research Institutes, it was found out that 127 (50.8%) of the respondents were satisfied with duration of book loan and 103 (41.2%) were satisfied with opening hours. But 56 (22.4%) were dissatisfied with compilation of reading lists for users and 73 (29.2%) were dissatisfied with recency of books in the library.

Table 3: Level of satisfaction with the library resources and services

Types Library Services	Satisfied		Unsatisfied	
	No	**%**	**No**	**%**
Registration of users	57	81.4	13	18.6
Duration of book loan	56	80.0	14	20.0
Library orientation services	40	57.1	30	42.9
Inter library loan services	31	44.3	39	55.7
Special service on request	36	51.4	34	48.6

Opening/Closing hours	50	71.4	20	28.6
Answering of user's queries	45	64.3	25	35.7
Selective Dissemination of Information	36	51.4	34	48.6
Compilation of reading lists for users	20	28.6	50	71.4
Recency of library books	21	30.0	49	70.0
Use of databases	17	24.3	53	75.7
Current Awareness Service	22	31.4	48	68.6
Reference services	42	60.0	28	40.0
Overdue Charges on Books	50	71.4	20	28.6

Challenges faced in using the Library and its Resources

The Seminarians of Ss. Peter and Paul Major Seminary face challenges during their use of the Seminary library, among which we have; Lack of basic ICT facilities (92.9%), outdated information resources (72.9%) and inadequate information resources (68.6%). Meanwhile, ventilation system, location of the library, library environment and attitude of library staff were not in any way challenges to their use of the Seminary library (Table 4).

This however agrees with the study of Omotosho and Okiki (2012) who found out that 116 (58.0%) and 95 (47.5%) respondents agreed that lack of internet access and lack of ICT facilities respectively were the major challenges they were faced with while using the library facilities. Also Nwokocha (1998) in a similar study concluded that lack of current materials were the major problem of using library by the respondents in her study.

Table 4: Challenges faced in using the library and its resources

Challenges	Agree		Disagree	
	No	%	No	%
Poor attitude of library staff	12	17.1	58	82.9
Inadequate information resources	48	68.6	22	31.5
Inadequate infrastructural facilities	44	62.9	26	37.1
Lack of basic ICT facilities	65	92.9	5	7.1
Outdated information resources	51	72.9	19	27.1
Irrelevant information resources	18	25.7	52	74.3
Location of the library is not convenient	2	2.9	68	97.1
Poor ventilation system	5	7.1	65	92.9
Difficult in locating resources in the library	47	67.1	23	32.9
Inadequate library staff	21	30.0	49	70.0
Hour of opening is inconvenient	17	24.3	53	75.7
Poor lightening system	13	18.6	57	81.4
Library environment is not conducive	4	5.7	66	94.3

Conclusion and Recommendations

Meeting the information needs of users requires the provision of the actual information resources and services that will satisfy the needs of users. This study has revealed that the Catholic Religious, as with their peers in other parts of the world, require up-to-date information resources to attain their spiritual and academic goals. Hence, the seminary librarians should endeavor to develop an information marketing strategy to create awareness about library resources and services among seminarians. The main challenge faced by the seminarians in their zeal to use the library and its resources is the lack of basic ICT facilities.

Efforts should be made by the seminary and the library management to make provision for current ICT and internet facilities in the library. Also, the management of the seminary should as well endeavor to revamp the material resources of the library by weeding out all outdated and mutilated books and replace them with current ones; this will help better utilization of library resources and services offered in the library.

References

Cullen R (2001). Perspectives and User Satisfaction Surveys - Academic Libraries. Library Trends, spring.

Eager, C., and Oppenheim, C., (1996). An Observational Method for Undertaking user needs Studies. Journal of Librarianship and Information Science, 28 (1): 15-22.

Ezeala, O. and Yusuff, O. (2011). User Satisfaction with Library Resources and Services in Nigerian Agricultural Research Institutes, Library Philosophy and Practice 2011, Retrieved May 21, 2017 from http://www.webpages.uidaho.edu/~mbolin/ezeala-yusuff.pdf

Fidzani, B. T., (1998). Information Needs and Information Seeking Behaviour of Graduate Students at the University of Botswana. Library Review, 47 (7): 329-340.

Mahawar, et al. (2009) Library Services Vis-À-Vis Satisfaction among Student of Tagore Library, University of Lucknow: A Study. Poster papers presented at International Conference on Academic Libraries (ICAL-2009) Pp. 664-666

Nwokocha, U. (1998). Public libraries in Nigeria: Decades of persisting problems. International Information & Library Review, (2): 97-104.

Omotosho, A. and Okiki, O. (2012) Challenges of Public Libraries Patrons in the Use of Information Services for Attainment of Health Millennium Development Goals, Library Philosophy and Practice 2012. Retrieved May 21, 2017 from http://www.webpages.uidaho.edu/~mbolin/omotosho-okiki.htm

Osburn, C. B., 1992. Collection, Evaluation and Acquisitions Budgets: A Kaleidoscope in the Making. Journal of Library Administration, 17 (2): 3-11.

Saikia, M. and Gohain, A. (2013). Use and user's satisfaction in library resources and services: A study in Tezpur University (India). Int. J. Lib. Inf. Sci. Vol. 5(6), pp. 167-175, July, 2013, Retrieved May 22, 2017 from http://www.academicjournals.org/article/article1379698437_Saikia%20and%20Gohain.pdf

Ugah, A. D. (2007). Evaluating the use of university libraries in Nigeria: A case study of Michael Okpara University of Agriculture, Umudike. *Library Philosophy and Practice, 2007.* Retrieved May 21, 2017 from http://www.webpages.uidaho.edu/~mbolin/ugah2.htm

Yusuf, F. & Iwu, J. (2010). Use of academic library: A case study of Covenant University, Nigeria. *Chinese Librarianship: an International Electronic Journal*, 30. Retrieved on May 21, 2017 from http://www.iclc.us/cliej/cl30YI.pdf