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The Library Services and Users' Satisfaction in Academic Libraries in Imo State, Nigeria

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Abstract

The study focused on library services and users' satisfaction in academic libraries in Imo State, Nigeria. The study examined the extent of users' satisfaction with library services in academic libraries in Imo State, Nigeria, the relationship between library exhibition/display and user education services. Three research questions were posed and two hypotheses were formulated for the study. Correlational design was adopted for the study while 4-point likert rating scale was used to elicit data. A sample size of 393 students was drawn from the population of 15,310 using Taro Yammane (1967) sampling technique. The data collected were analyzed with Pearson Product Moment Correlation Coefficient (PPMCC) to answer the research questions while t-test was used to test the hypothesis at 0.05 level of significant. The result of the findings showed that; there is low extent of satisfaction with library services by the respondents, there is significant relationship between library exhibition/display services and users' satisfaction and there is also significant and positive relationship between user education and users' satisfaction. The study recommends that the library management should embark on feasibility study so as to make sure that the information resources needed by users are acquired as this will increase users' satisfaction and the provision of user-oriented service should be encourage so as to enhance users' satisfaction and patronage of libraries.

KEYWORDS: Library Services, User Satisfaction, User education, Library exhibition/display, Academic library,

Introduction

Academic libraries are the libraries established in institutions of higher learning which serves two complementary purposes that support the institution's curriculum and also support the research of the faculty members and the students. Anyanwu (2016) asserts that academic libraries are those libraries found in institutions of higher learning like universities, polytechnics, colleges of education and other tertiary institutions. Reitz (2004) sees the academic library as an integral part of a college or other institutions of post- secondary education, administered to meet the information needs of her students, faculty members and staff. The author further stated that academic library is the life-wire of institutions of higher learning because they help the members of the academic community to achieve the objective of teaching and learning. Academic libraries provide research materials and cater for the curriculum and recreational needs of the users.

Academic libraries are those libraries that operate in institutions of higher learning such as universities, polytechnics and advanced colleges (Nwosu, 2000). The author further described the academic library as the singular most important resource in the pursuit of the general goals and objectives of the institution of higher learning stating that its indispensability was registered by the Great Britain University Grants Committee (UGC) in 1921 in the following words: the character and efficiency of a university may be gauged by its treatment of its central organ- the library. We regard the fullness provision for library maintenance as the primary and most vital need in the equipment of university. An adequate library is not only the basis of all teaching and study; it is the essential condition of research without much addition cannot be made to the sum of human knowledge (p.6).

Academic libraries offer varied services to their users. Such services include; reference services and the conventional services. The conventional services include; circulation (issue and return of books), reprography and inter-library loan services while reference services include

current awareness services, selective dissemination of information service, information brokerage, community information service, user education, library display services, referral services ,reference services: current awareness services, referral services, inter-library loan, library display/exhibition, user education, etc. Oyelede (2004) states that academic libraries provide such services to both staff and students with the aim of supporting the learning process as regards to students' course works, assigned reading, term papers and projects as well as providing materials in general support of research and advanced study for academic staff and postgraduates students. Academic libraries also assist the users in their personal development. This assertion is in line with Kumar (2006) who emphasizes that library users should be able to find answer to a query being asked for. User education which is done by teaching the users systematically on how to use library resources effectively is another method for fulfilling the objectives of the library. Provision of selective Dissemination of Information (SDI) is geared towards giving maximum services to the library users.

User satisfaction is defined by Zeithman and Bitner (2000), as the means by which users determine that a product or service meets the required needs and expectations. If the products or services do not meet their needs or expectations, it is therefore assumed that they are dissatisfied with the products or services. Similarly, Iwhiwhu and Okorodudu (2012) stated that users' satisfaction of library information resources and services is a way in which user judges the adequacy of the library's information materials and services rendered to them. Library users' satisfaction indicates how users feel after using the library resources or the services provided by the reference section of the library and the users' willingness to return to the library when next they need information (Ikenwe & Adegbilero-Iwari, 2014).

In addition, users' satisfaction could be seen as the satisfaction users derive from the library for using various types of information resources and services that are available to fulfill their information needs for their various daily activities. Therefore, the availability of quality information materials and services in libraries do have a significant influence on the library users. When users are satisfied with the library services, they do not only come back but also speak well of the library to other users. It is therefore necessary to investigate library services and users' satisfaction in academic libraries of tertiary institutions in Imo state, Nigeria.

Statement of the Problem

Academic library is seen as the hub or centre of learning in tertiary institutions because of the major roles it plays in learning and research. Academic libraries are supposed to provide information services such as library exhibition/ display, referring library users to other source of information especially if the information required is not in the library, giving instructions to patrons on the effective use of the library so as to satisfy users' information needs, creating awareness of information resources the library holds among other services. The library is also supposed to provide prompt, courteous, constant and timely services to satisfy the users, stimulate research and learning and as well satisfy the information needs of the library users. If this is so, are library users served with the needed library services in academic institutions in Imo State. Do librarians refer library users to other sources of information especially when the information they are looking for is not in these academic libraries in Imo State? Do these academic libraries create awareness of the information resources available? Are the users of these academic libraries satisfied with the services provided to them in the academic libraries in Imo State?

Purpose of the Study

The main purpose of the study was to investigate library services and users' satisfaction in academic libraries in Imo State, Nigeria. The specific objectives were to;

1. Determine the extent of user satisfaction with library services in academic libraries of tertiary institutions in Imo State,
2. Determine the relationship between exhibition/display services and users' satisfaction in the academic libraries investigated, and
3. Establish the relationship between user education and users' satisfaction in academic libraries in Imo state.

Research Questions

In line with the purpose of the study, the following research questions were posed for the study:

1. What is the extent of users' satisfaction with library services in academic libraries in Imo State, Nigeria?

2. What is the relationship between exhibition/display services and users' satisfaction in academic libraries in Imo State, Nigeria?
3. What is the relationship between user education and users' satisfaction in the academic libraries in Imo State, Nigeria?

Hypotheses

The following hypotheses stated in null form were formulated and tested at 0.05 level of significant.

1. There is no significant relationship between library exhibition/display and users satisfaction in the academic libraries in Imo State, Nigeria.
2. There is no significant relationship between user education and users' satisfaction in the academic libraries in Imo State, Nigeria.

Significance of the Study

The findings of this study will be significant to academic library policy makers as it will help them identify the information needs of library users and also create awareness of the appropriate needs of patrons as well as know the means of meeting the information needs. This study will be beneficial to library committee and library administrators as it will make necessary input in the training of librarians. This means adequate staff development will be put in place so as to achieve users' satisfaction in rendering library services.

Literature Review

Academic libraries are those libraries that are established in tertiary institutions to serve two complementary purposes which are teaching and learning. Academic libraries according to Edom (2012) are those libraries established in institutions of higher learning such as universities, polytechnics, monotechnics, colleges of education and other similar institutions to support and enhance the tripartite functions and the full realization of the educational goals of the parent institutions. Nwosu (2000) described academic libraries as the singular and most important resource in the pursuit of the goals and objectives of institution of higher learning. Edom holds that academic libraries are very important since all academic activities revolve around the library. Some school of thought have unequivocally said that "no library, no institution". This expresses the importance and indispensability of academic libraries in the realization of higher

institution educational goals. Academic strength of any tertiary institution is dependent on the strength of its library. No wonder accreditation teams of any higher institutions emphasizes majorly on the adequacy of the library.

The nature and location of academic libraries make them an essential arm of the parent institution, conferring on them the responsibility of winning the goal of the institution. Okorie (2016) stated that academic library service applies to how patrons are enabled to use the library and all that it provides. Academic libraries offer a wide variety of useful information sources, expertise, and technologies. They also provide support in accessing and using these resources to satisfactory end provided through various library services. The author went on to state that the satisfaction of library users is a function of three main sources - the information products received; the quality of information system and library services provided. Access to full library services is partly determined by one's status in the parent institution that established the library and wholly by registration status in the library.

Academic library services are categorized into two broad terms which are; conventional library services, and services for promoting library use. The conventional or traditional services include; circulation; reprography and inter-library loan while the services for promoting library use are as follow; Initiation/orientation service, reference service, current awareness service/selective dissemination of information service, information brokerage, community information service, ICT related services, internet services, new book display, press clipping service etc. Academic libraries have various statutory functions and services they provide to their users that have relevance to her mission and to the users (Nwosu, 2000). These functions according to the author are:

- i. To provide information resources such as books, reference books and serial publications.
- ii. Organization of materials
- iii. Provision of reference services
- iv. Provision of loan services,
- v. Cooperation with other libraries and
- vi. To provide environment conducive for study. (pp. 28-31)

Types of Library Service in Academic Libraries

Library orientation/user education: According to Amen (2004), users' education aims to provide knowledge and skills necessary for the library user to find his way around the library and also make effective use of the library sources and services. Okorie (2016) affirmed that users education is concerned with the instruction and training given to the library user by the librarian so that he/she will be able to make maximum use of the library and its information sources. The author stressed further that user education has to do with orienting, informing and instructing the user on how to use both the library and information. It is concerned with both library training and information skills training and it covers all the activities involved in teaching users how to make the best possible use of library resources, services and facilities which includes formal and informal instruction delivered by a librarian or other library staff.

Library orientation is a quick guided tour of the library with the aim of showing the students the location of the library, information resources, and facilities that exist in the library (Edom, 2012). Sometimes, the students may be given leaflets and fact sheet containing the library rules and regulations while Uchendu and Ezebuoro (2016), stated that library orientation programme involves an introduction of the students to the library and its services through a guided library tour which may last between a few hours or a few days. This type of orientation is not in-depth enough to cover the use of library comprehensively.

Exhibition and Display: According to Nwalo (2003) and Amah (2004), exhibition and displays are important to advertise the services and resources of a library. A display draws the attention of the library users to the services rendered by the library. It publicized the services of the library through illustrative materials on display stands or display boards. Exhibition is generally to stimulate readers' interest on a particular area of interest. Exhibition and display are often topical focusing on a particular topic. They are mounted to capture users' interest and motivate them to explore some library resources. To Olanlokun and Zaid (2006), exhibition is what is displayed or held forth for the public which could be a display of works of arts, skills, pictures, books and other materials. Libraries often hold exhibitions to display new materials stocked by the library. The displays are to inform the patrons about their availability in the library. For example exhibition can be mounted for the Ebola virus disease, general election in Nigeria and so on.

In line with library exhibition and display, Young (2002) asserted that library exhibitions can provide some answers to some questions often asked by library staff and users. The author reports how exhibitions of Treasure brought attention to libraries, the Treasure Exhibitions in Australia attracted over 115,000 visitors; this states the relevance of exhibition in libraries. Bamijoko, Oguntayo and Idada (2011) maintained that during the occasion of library exhibitions, prices of books are reduced to enhance visitors' patronage. Both the students, members of staff and even the library will have the opportunity of buying books at cheaper rate. At this time, the library also evaluates her services hence a notebook is made available for people to comment on the library's services. After which the library uses the comment to assess and improve on their services.

Users' Satisfaction with Library Services

According to Nwalo and Oluwayinka (2016), satisfaction is the consumer's fulfillment response. It is a judgment that a product or service feature or the product or service itself provided a pleasurable level of consumption related fulfillment including levels of under or over-fulfillment. The authors state that satisfaction is thus a feeling that can readily change. User's satisfaction is therefore derived from a user's overall assessment of the perceived performance or usefulness of a service or product. Oliver as cited by Nwalo and Oluwayinka (2016) defined satisfaction as the summary of psychological state which arises when the emotion surrounding an expectation is disconfirmed coupled with the consumer's prior feeling about the consumption experience. From the definition one could deduce the fact that;

- (1) Satisfaction is a psychological state;
- (2) Satisfaction arises from emotions, (Parker and Mathews, 2001), and
- (3) Expectations exist prior to usage of product or services.

The implication of satisfaction being an emotion means that users are capable of being dissatisfied just as they are capable of being satisfied with a service, the service provider or both. Satisfaction is thus the relationship between the user, the product or service and the providers of the product or service. Against this background, Applegate (1997) defined library users' satisfaction as a personal and emotional reaction to a library service or product. The author

stressed that the library users are satisfied if the actual or perceived performance of the reference services meet or exceed the users' needs or expectation.

Users' satisfaction is related with services, products or staff performance and attitude which meet the information needs of the users. There is no doubt that satisfaction of reference services influence the degree to which the services are used. Joy and Idowu (2014) held that satisfaction has also been found to be an important variable that affects the use or low patronage of library. For the librarians to make maximum impact in the provision of effective services they are therefore advised to make concentrated efforts to ensure that the library users derived the best possible benefits from the services they render.

Theoretical Framework

A number of theoretical approaches have been developed to explain user satisfaction. However, for the purpose of this study, Media Richness Theory by Richard L. Daft and Robert H. Lengal (1984) was used.

Sometimes, Media Richness Theory is referred to as an Information Richness Theory. It is a framework to describe a communication medium by its ability to reproduce the information sent over it. This theory was developed by Richard L. Daft and Robert H. Lengal in 1984, it was used to rank and evaluate the richness of certain communication media such as phone calls, video conferencing and email. Specifically, Media Richness Theory states that the more ambiguous and uncertain a task is, the richer the format of media that suits it. Media Richness Theory illustrated that all communication media vary in their ability to enable users to communicate and change their understanding of "richness". Communications that can overcome different frames of references and clarify ambiguous issues in order to promote understanding in a timely manner are considered richer. Communications that take a longer time to convey understanding are less rich. One main aim of choosing a communication medium is to reduce the ambiguity of a message. Equivocality exists when there are multiple and possible conflicting interpretations for the information or the framework with which to interpret it. If a message is equivocal, it is unclear and thus more difficult for the receiver to decide. The more equivocal a message the more cues and data needed to understand it and media richness theory places communication media on a continuous scale that represents the richness of a medium and its

ability to adequately communicate a complex message. A simple message intended to arrange for a meeting, time and place could be communicated by a short email but a more detailed message about a person's work, performance and expectations would be better communicated through face-to-face interaction.

This theory is applicable to the study. The face-to-face interaction between the librarian and the user is aimed at clarifying ambiguity in the user's message with a view of promoting understanding of what the user actually requires in the library before any service is provided. Hence the library services in academic libraries require a formal and informal communication between the librarian and the users. The communication between the librarian and the user promote understanding as it enables the library to know the type of library services required by the library user.

Methodology

The study adopted a correlation design involving Pearson Product Moment Correlation approach. The population of the study is 15,310 library users of the three academic libraries in Imo State, Nigeria. The population is made up of all registered users of the academic libraries that were studied. In order to determine the sample size for this study, Taro Yamane (1967) was adopted. Therefore, the sample size for this study is three hundred and ninety-three (393) respondents. At Imo State University, Owerri 168 copies of the research instruments were administered, at Federal Polytechnic, Nekede 137 copies were administered and 88 copies were administered at Alvan Ikoku Federal College of Education, Owerri but after administration of the instrument 380 were duly filled and returned. The researcher adopted multi-stage sampling technique to select tertiary institutions in Imo State to arrive at one polytechnic, one college of education and one university which are Imo State University, Owerri, Federal Polytechnic, Nekede and Alvan Ikoku Federal College of Education, Owerri. To select individual respondents from each of the three tertiary institutions, proportionate sampling technique was adopted. This eliminates bias because it allowed for equal representation based on the figure of each constituent. This method was used because the populations of the three institutions are not equal. The researcher further used simple random sampling to select individual respondents from the 3 different academic libraries investigated. The instruments for data collection were a 4-point rating scale. There were two instruments for the study; Instrument I was tagged Rating Scale on

Library Services and Users Satisfaction in Academic Libraries in Tertiary Institutions in Imo State (RASLSUSALTII 1) and the second one was tagged Rating Scale on Users' Satisfaction with Library Services in Academic Libraries in Tertiary Institutions in Imo State (RASUSLSALTII II). Instrument I comprises of Section A which consists of background information about the respondents' academic library while section B is arranged in clusters A E, clusters A-E were rated using Strongly Agreed(SA), Agreed(A), Disagreed(D) and Strongly Disagreed(SD); while Cluster F was rated Very High Extent(VHE), High Extent(HE), Low Extent(LB) and Very Low Extent(VLE) which are designed to elicit responses about the research questions. Their rating points were 4, 3, 2, and 1 respectively. The validity of the instruments were determined by two specialists from Library and Information Science department and one specialist from Test and Measurement Department, Faculty of Education respectively from Imo State University, Owerri. The reliability of the research instrument was determined by a trial test carried out in Imo State Polytechnic, Umuagwo, Library. In this regard, 50 respondents were randomly selected from the students and the responses obtained were tested for reliability using the Cronbach's Alpha reliability test technique. The reliability coefficients for the two instruments used were as follows: User's satisfaction 0.761, reference services 0.71. The summary of the reliability test for both instruments is 0.74, indicating that the instruments were reliable. The researcher used Person Product Moment Correlation (PPMC) to analyze the research questions. A mid-point of 2.50 is the criterion mean. The point was chosen because the average of the individual mean score is $4+3+2+1=10/4=2.50$. Based on the mean score of 2.50, a decision was taken that any item with a mean score of 2.50 and above was regarded as 'Positive' while any item with mean score below 2.50 was regarded as 'Negative". The test of significance for the hypotheses was done at 0.05 alpha level using t-test statistical tools. Decision Rule: If p-value < 0.05, reject null (H0) and accept the alternative (HA).

Discussion of Findings

What is the extent of users' satisfaction with library services in academic libraries in Imo State, Nigeria?

Table 1: The mean response on the extent of users' satisfaction with library services

S/N	To what extent are you satisfy	VHE	HE	LE	VLE	Mean	Decision
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With these library services							
1	Pleased with the quality Library services	150	80	50	100	2.74	High Extent
2	Perceived library services Are met	-	50	150	200	1.55	Low Extent
3.	Library services exceed Expectations	-	-	165	215	1.43	V. Low Extent
4.	Library staff performance And attitude are cordial	100	175	15	95	2.75	High Extent
5.	Library environment is very conducive	195	115	10	60	3.17	High Extent
6.	Organization of library Materials are in order	207	73	50	50	3.15	High Extent
7.	Up-to-date services Are provided	17	50	113	200	1.69	High Extent
8.	Library services are Adequately provided	-	-	105	275	1.28	V. Low Extent
9.	Use of library instruction Is impressive	-	4	86	290	1.25	V. Low Extent
10.	Pleased with the display Services	105	115	60	101	2.59	High Extent
Grand Mean						21.6	

The result in Table 1 showed a summary of the responses of the extent of users' satisfaction with library services. Ten (10) question items were considered for this purpose. The result indicated that the library users were satisfied with library services to a low extent going by the grand mean of 21.6 as compare to the expected grand mean of 25. The result further revealed that the library users were highly satisfied with the following items; 'Pleased with the quality of service received in the library', 'library staff performance and attitude are cordial', 'library environment is very conducive for learning', ' Organization of library materials are in order', and 'Pleased with the display services' as the mean falls within 2.50 to 3.49. Also, the result showed that the respondents were not

satisfied with the following question items; 'Perceived library services are met', library services exceeded expectations', 'Up-to-date services are provided', 'Library services are adequately provided', 'Use of library instruction is impressive', with mean score of 1.55, 1.43, 1.69, 1.28 and 1.25 respectively showing a low extent of satisfaction. As a result of low extent of satisfaction the library patronage will definitely reduce. This indicates that as users' satisfaction increases so will library patronage increases.

This result is in consonance with Nwalo and Oluwayinka (2016) who revealed in their study that the undergraduate students of Osun State were moderately satisfied with the services rendered by the librarians. The result is also in line with Tiemo and Ateboh (2016) they discovered that users of Adeyemi College of Health Sciences Library of Niger-Delta University, Amassoma Nigeria were dissatisfied with the limited services in the library.

Table 2: Correlation coefficient and test of statistics of the relationship between library exhibition/display and users' satisfaction

Variables	N	X	r	p-value	t-cal	t-tab	Decision
User_Sat	380	21.6					
			0.619	0.017	6.058	1.96	Reject H₀
Lib_Exh	380	21.28					

Since the t-calculated of 6.058 is greater than the t-table value of 0.619 at 5% level of significance, and the p-value is less than 0.05 critical values, we reject the null hypothesis and conclude that there is a significant relationship between library exhibition/display and users' satisfaction. The correlation coefficient value of 0.619 means that library exhibition has a high and positive relationship with users' satisfaction. In other words, library exhibition has 0.619 correlations with users' satisfaction which is

ranked as High relationship since it falls within the range of 0.61-0.80. This indicates that as library exhibition/display increases users' satisfaction increases vice versa.

Relationship between exhibition/display services and users' satisfaction in academic libraries in tertiary institutions in Imo State, Nigeria

S/N	LIB EXH/ DISPLAY	SA	A	D	SD	Mean	Decision
1.	Draws attention to services Rendered by the library	200	80	40	60	3.11	Positive
2.	Publicizes the services of The library	150	100	80	50	2.92	Positive
3.	Stimulates readers' Interest	230	80	10	60	3.42	Positive
4.	Motivates library users	280	60	20	20	3.58	Positive
5.	Displays new materials	300	40	36	4	3.67	Positive
6.	Focuses on a particular Topic	10	20	150	200	1.58	Negative
7.	Provides some answers To some questions	150	126	60	40	3.01	Positive
Grand Mean						21.28	

The result in Table 2b shows a summary of the responses on users' satisfaction on library exhibition and display. Seven (7) question items were considered for this purpose. The result indicates that the library exhibition/display has helped users to achieve satisfaction in the academic libraries as it reported a grand mean of 21.28 which showed

agreement. Consequently, the result further showed that the library exhibition draws the users' attention to the services rendered by the library, publicizes the library services, stimulate readers' interest, motivates library users, display new materials and provides some answers to some of the questions asked by the users. However, the use of library exhibition/display in focusing on a particular topic was negative as it has a mean value of 1.58 which falls below the acceptance region of 2.50 mean.

This finding agrees with the findings of Abdullahi and Mamza (2014) who found a high level of utilization of library exhibition as a service in tertiary institutions in Borno State. This result is not in consonance with Tiemo and Ateboh (2016), who found out that in college of health science library Niger Delta University, Amassoma, Nigeria; library users were dissatisfied with notification of new arrival of library materials. Furthermore, the t-test showed that there is a significant relationship between Library exhibition/display services and users' satisfaction in academic libraries.

Research Question 3: What is the relationship between User education and users' satisfaction in academic libraries under investigation?

Table 3: Correlation coefficient and test of statistics of the relationship between user education and users' satisfaction

The result of the t-test and correlation coefficient are summarized below:

Variables	N	X	r	p-value	t-cal	t-tab	Decision
User_Sat	380	21.6					
			0.618	0.026	4.055	1.960	Reject H₀
User_Edu	380	21.49					

Since the t-calculated of 4.055 is greater than the t-table value of 1.96 at 5% level of significance, and the p-value is less than 0.05 critical values, we reject the null

hypothesis and conclude that there is significant relationship between Users' education and users' satisfaction. Also, user education has a correlation coefficient of 0.618 meaning that it has a strong uphill (positive) relationship with users' satisfaction. This also means that user education correlates with users' satisfaction at 0.618 which represents a strong relationship. This indicates that user education in the academic libraries increases users' satisfaction.

Table 3b: Relationship between User education and users' satisfaction

S/N	User Education	SA	A	D	SD	MEAN	DECISION
1.	Provides knowledge and skills	285	46	29	20	3.57	Positive
2.	Provides instructions And training	281	80	10	9	3.67	Positive
3.	Shows a quick guide Tour of the library	364	16	-	-	3.96	Positive
4.	Introduces students to Library services	200	100	62	18	3.27	Positive
5.	Gives leaflets of Library rules	305	50	5	20	3.68	Positive
6.	Includes formal and Informal instructions	245	62	31	42	3.34	Positive
Grand Mean						21.49	

The result in Table 3b above shows that the respondents strongly agree that academic libraries provide user education. This can be seen in the grand mean of 21.49. Looking at the individual items in the questionnaire, it can also be observed that the mean responses are all above the 2.5 mark meaning that user education provides knowledge and skills, provides informative instructions, shows a quick guide tour of library,

introduces students to library by giving leaflets containing library rules and regulations as well as providing formal and informal instructions.

The Grand Mean value of 21.49 was recorded meaning that there is positive decision of the fact that user education has a lot to do with users' satisfaction in the academic libraries studied. This is in line with Mairaj and Nascir (2013), they found that library users consider library instructions very valuable and were highly satisfied with services of the library. The result of this study is not line with Tiemo and Ateboh (2016), which showed that library users were dissatisfied with orientation service with a mean score of 1.45 of Delta University. Furthermore, the hypothesis test revealed that user education significantly affects users' satisfaction with a correlation coefficient of 0.618 which represents a high relationship.

Conclusion

The study discovered that there is a low extent of users' satisfaction with library services, there is a significant relationship between library exhibition/display services and users' satisfaction and there is a significant relationship between user education and users' satisfaction. As a result of low extent of satisfaction the library patronage will definitely reduce. This indicates that as users' satisfaction increases so will library patronage increases.

Recommendations

In line with the findings of this study, the following recommendations were made:

1. The library management should embark on feasibility study so as to make sure that the information resources needed by users are acquired as this will increase users' satisfaction.
2. The library exhibition/display services should help users to focus on a particular topic by way of providing enough materials based on users information need. The provision of user-oriented service will enhance users' satisfaction and patronage of libraries.

3. More user education services should be introduced by academic libraries through symposiums, awareness campaigns, radio adverts, Television adverts etc. These will go a very long way in enhancing patronage and users' satisfaction.

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