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Akinade A. Adewojo

Nigerian Stored Products Research Institute, Ilorin, Nigeria, akinadewojo@gmail.com

Saheed, Abiola HAMZAT Ph.D

Department of Library and Information Science, Adeleke University Ede, Osun State, Nigeria., saheed.abiola@adelekeuniversity.edu.ng

Basirat O. Amzat

Kwara State University, Malete, amzatomolara2020@gmail.com

Aderinola O. Dunmade Dr

University of Ilorin, Nigeria, derin_d@unilorin.edu.ng

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Library Operation and Services as Determinants of Researchers' Satisfaction in an Agricultural Research Institute in Nigeria

Adewojo, Akinade Adebawale

Senior Librarian

<https://orcid.org/0000-0002-2921-8500>

NSPRI E-Library, Nigerian Stored Products Research Institute, Kilometer 3, ASA Dam Road, PMB 1488,
Ilorin Nigeria

akinadewojo@nspri.gov.ng

Hamzat, Saheed Abiola PhD

Senior Lecturer, Head of Department

<https://orcid.org/0000-0001-9238-8628>

Adeleke University, Ede, Osun State, Nigeria

Saheed.abiola@adelekeuniversity.edu.ng

Aderinola Ololade Dunmade PhD

<https://orcid.org/0000-0002-7745-0494>

Centre for Open and Distance Learning, University of Ilorin, Nigeria

Computer Services and Information Technology (COMSIT) Directorate, University of Ilorin, PMB 1515,
Ilorin, Nigeria

derin_d@unilorin.edu.ng

Amzat, Omolara Basirat

<https://orcid.org/0000-0001-5685-8792>

Babalola College of Health Technology

Amzatomolara2020@gmail.com

Abstract

Operations and services provided by libraries are seen as social services with a responsibility to encourage society's reading habits, especially in academic settings. The educational, economic, cultural, and recreational life of the whole population are strongly impacted by library services. A special library is known to offer services like interlibrary loan, reference and information, current awareness, selective information dissemination, user education, literature searching, bibliography compilation, indexing and abstracting, knowledge management, preservation and conservation, bindery, information literacy, and information media literacy. The research focuses on the following goals: discovering the library services offered by research libraries in Kwara State; identifying the services that are highly demanded by research libraries in Kwara State; gauging user satisfaction with Kwara State research libraries; and identifying potential obstacles that might endanger library delivery services there. The study used a descriptive survey, and 73 researchers from a Kwara State agricultural research institution make up the sample. Findings of the study show that; users are satisfied with the facilities and equipment of research libraries in Kwara State; users are satisfied with the attitude of staff at research libraries in Kwara State; and quality service has a positive and significant impact on use. User education programmes, volumes of text books and reference books, and personalised assistance provided by the library staff are services available in the special library. In order to address the difficulties discovered while conducting the study, recommendations were made.

Keywords: Library Operations; Library Service; Library Service Delivery; Researchers' satisfaction.

Special libraries

Introduction

The term library comes from the Latin word "libet," which refers to a book. A library is a collection of information sources and related resources that may be evaluated by a certain community. The library may be a real structure or room, a virtual environment, or both. It enables physical or digital access to resources. A library may also be defined as a designated area containing books, journals, and other items for reading, watching, listening, studying, and reference. A governmental entity, institution, organisation, or private person organises and maintains a library for public use. A library's collection may consist of books, magazines, newspapers, manuscripts, films, maps, prints, documents, microform, cassettes, videotapes, audiobooks, e-books, DVDs, databases, and other formats. The size of libraries ranges from a few shelves to several million items.

Furthermore, a special library refers to a library founded, financed, and maintained by a corporate company, private corporation, association, government agency, or other special interest group or agency to satisfy the informational needs of its members or employees in pursuit of the organization's objectives. Special library gathered up-to-date and exhaustive material on the issue pertaining to the parent organisation and rapidly disseminated this information to those affiliated with the organisation in response to their requests (Seth, 2005).

It is believed that the functions and services provided by libraries are social services that have a responsibility to encourage society's reading habits, especially in academic settings. The educational, financial, cultural, and leisure aspects of everyone's life are significantly impacted by library services. Circulation services, interlibrary loans, reference and information services, current awareness services, selective information dissemination, user education, literature searching, bibliography compilation, indexing and abstracting services, knowledge management services, preservation and conservation services, bindery services, information literacy services, and information media literacy services are all known to be offered by libraries.

The degree to which library operations and service delivery is evaluated is dependent on the amount of information resources provided and the library users' usage of services. The currency and relevance of the information resources properly arranged on shelves, the usefulness of its catalogues and finding tools in providing access to its collection, the ability and cooperation of library staff to use the facilities to bring these information resources and services to the attention of the users, and the attitude of the staff in providing

services are necessary criteria for measuring service delivery. The emphasis of library service delivery is how effectively services are provided relative to user expectations. The evaluation of library service delivery is based on the conformity of supplied services with user expectations. High library services are associated with libraries that meet or surpass expectations. The reality remains that a library's purpose is to provide services to its patrons. For a library to be effective, the services it offers must coincide with the demands of its patrons, since the patron is the fundamental reason for the library's existence, and thus guarantees that the services offered are maximised. Any library that wishes to enhance its services in accordance with the views, opinions, and perceptions of its patrons must enlist the assistance of its patrons in identifying its areas of weakness in order to address them.

In special libraries, the major purpose of both the library and librarians has been to meet the requirements of users. Every time, new members of staff arrive to the parent institution with varying requirements and expectations. In addition, new technologies, databases, and creative information access techniques have made the library more complex and harder for librarians and customers. Users face additional obstacles due to the unfavourable behaviour of library staff and the difficulty in finding these resources. Users' dissatisfaction may be influenced by a variety of factors, including the inadequacy and dysfunction of some library facilities, the challenge of evaluating information sources, the inability to quickly identify the precise applications of library services as a result of new technologies, and more. Today's special libraries must contend with the challenges of infrequent or non-use of resources, which are largely caused by inadequate awareness, perceived lack of relevance, lack of time, distance, lack of skills in the use of electronic resources, personal books and/or borrowing books from friends, access to the internet from home, slow internet, noisy and inappropriate study areas, an inadequate collection, poorly managed information resources, unhelpful disinterested librarians, and insufficient funding.

Due to the fact that special libraries exist to serve their users, it has become pertinent for them to take a more strategic approach in addition to those that have been employed in the past. Therefore, special libraries must comprehend and meet the demands of their patrons. Agricultural research institutes are very important to the economy of the nation, In order to evaluate the quality of exportable commodities from Nigeria, Ghana, Sierra Leone, and Gambia to the United Kingdom during the colonial period, the Nigerian Stored Products Research Institute (NSPRI) was founded in 1948 as the West African Stored Products Research Unit (WASPRU). After

gaining independence in 1960, it was given the name Nigerian Stored Goods Research Institute thanks to a loan from the World Bank.

Statement of Problem

The basic purpose of special libraries are to serve the teaching, learning, research, and community service missions of their parent institutions. Libraries are the repository of a school's knowledge and a location where information in print and other formats is gathered and organised to serve patrons of all ages and interests. It has been objectively discovered that library customers are dissatisfied in many ways, and the purpose of this research is to determine the causes for this unhappiness. Researchers have complained about the delivery and number of accessible resources, the difficulty to locate the book on the shelf, inadequate ventilation, entry areas, and the improper placement of the library. This study used Professor Mathew Daramola's Library in Nigerian Stored Products Research Institute as a case study, the research aims to investigate the relationship between library operations and services delivery and researcher's satisfaction.

Research Objectives

The main objective of the study is to examine the researchers satisfaction of library operation and services in a special library in an agriculture research institute in Kwara State. The specific objectives of the study are as follows:

1. Find out the library services provided by the special library in an Agricultural Research Institute in Kwara State;
2. Determine services that are highly sought-after by special library in an Agricultural Research Institute in Kwara State;
3. Ascertain researchers' satisfaction of special library in an Agricultural Research Institute in Kwara State;
4. Determine the likely challenges that can threaten library delivery service in special library in an Agricultural Research Institute in Kwara State.

Research Questions

1. What are the library services provided by the special library in an Agricultural Research Institute in Kwara State;

2. What are the services that are in high demand in the special library in an Agricultural Research Institute in Kwara State;
3. To what extent are users of the special library in an Agricultural Research Institute in Kwara State satisfied with the service delivery of the libraries;
4. What are the possible challenges that can devalue library delivery service of the special library in an Agricultural Research Institute in Kwara State;?

Research Hypotheses

The null hypothesis guiding the study will be tested at 0.05 level of significance.

1. H₁: Library service delivery has no significant impact on researchers satisfaction in the special library in an Agricultural Research Institute in Kwara State.

Literature Review

The satisfaction of library patrons is crucial and essential. It is essential to observe, however, that no library can gratify all of its patrons at all times (Jerome & Ugwunwa, 2013). Some libraries have extremely limited resources and are plainly unable to meet the needs of their patrons, whereas others are large, have extensive holdings, and can offer a variety of services. Clearly, libraries that can provide users with whatever they desire will have a greater level of user contentment. Thus, the availability of resources can have a significant influence on user satisfaction. It is important to note, however, that the dissemination of the resources may be evaluated based on the general perception of the library's ability to provide access to materials when and where they are needed. This perception of the library's resources as a whole contributes to consumer satisfaction.

The origin of the word "library" is the Latin word "liber," which means book. Throughout history, the world's libraries have been closely associated with the volumes that came to occupy their respective bookcases. In the 1980s, it would have been possible to describe the nature and future of libraries in terms comparable to those used in the 15th, 18th, and middle of the 20th century (Thakuria, 2007). For it is evident to even the most casual of students that the nature of libraries has remained remarkably consistent over the past four millennia (Sriram & Rajev, 2014). Throughout the past four thousand years, librarians have created large and small libraries designed to effectively collect, organise, preserve, and make available the society's graphic

documents. In practise, this meant that librarians, the administrators of these ever-expanding libraries, collected a vast number of books and periodicals, arranged them for relatively simple access, and made these collections available to at least a portion of the community.

In order to meet the informational needs of its members or staff in pursuing the objectives of the organisation, a business firm, private corporation, association, government agency, or other special interest group or agency may establish, support, and manage a special library, according to the American Library Association glossary of library and information science. A special library compiled current and thorough knowledge on the issue related to the parent organisation, and rapidly sent this material to those connected to the organisation upon request and in advance (Seth, 2005). The main objectives of special library as outlined by Gupta (2010) and Patrick, Aghojare and Ferdinand (2015) are:

- To serve the information needs of its parent body.
- To disseminate updated and significant information in the concerned field.
- To give pinpointed information promptly.
- To provide desired information to its users on demand and mostly in anticipation.
- To enable user's get new ideas and inspirations to initiate new projects.
- To give document delivery service to users at door steps.
- To provide selective dissemination of information service to users as per their subject interest and requirement.
- To provide intranet as well as internet facility to users in order to access library collection and catalogues at their desktop.

A library's resources include both printed and non-printed materials that are available for effective use, including books, journals, electronic resources, electronic books, CD ROMs, DVDs, magazines, the internet, audio-visual materials, atlases and maps, subscribed online databases, as well as bibliographic databases (Maina & Masese, 2017). Gama (2013) said that although non-printed resources include broadcasting media like radio, television, internet, microforms, CDs, tapes, cassettes, flash, etc., printed resources in university libraries include newspapers, periodicals, journals, and books that users may read and get educated about.

According to Onifade, Ogbuiyi, and Omeluzor (2013), libraries must guarantee that the resources are utilised wisely in addition to providing them if they are to contribute to the progress of knowledge. According to Ugah

(2008), information sources that are easier to reach are more likely to be utilised. According to Shodele (2013), access is often provided by libraries via their website, author or topic catalogue cabinets, open access sources, site map, shelf guides, holdings information, self-explanatory signs, help desk, and new arrival displays. Every user-oriented library must have lengthy hours and a trustworthy catalogue, according to Joy and Idowu (2014). With the aid of technology, libraries are giving patrons access to full-text databases, e-journals, and e-books, online search tools, online delivery services, as well as local, national, and worldwide databases in addition to bibliographic information. In an attempt by Onifade, et al, (2013) to know the type of information resources used by students in a Nigerian private university, it was found that students used more of internet facilities than any other library resources, followed by textbooks and monograph resources, e-journals, e-books. Sohail (2012) studied the use of library resources by the students of University of Kalyani, India. It was discovered that guidance in the use of library resources and services was necessary to help students meet their information needs. It was also discovered that journals, textbooks and lecture notes were the commonest sources of information for the students. It is necessary for latest edition of textbooks and reference materials should be added to the library collection and users should be guided to use the resources of the library.

There are many different definitions of service delivery, but when it comes to library assessment, it is important to look at how expectations and perceptions of performance compare to actual results. Hernon and Calvert (2011) define service delivery as the process of closing the gap between what consumers anticipate and what is actually offered. The terms "service delivery" and "satisfaction" are not entirely clear. According to Adamu (2017), although satisfaction does not require gap analysis, service delivery focuses on the interactions between consumers and service providers as well as the gap or difference between expectations about service supply and perception about how the service was really supplied. One technique libraries employ to gather, monitor, evaluate, and comprehend customers' perceptions about service delivery is the library service delivery model (Onuoha, Omokoje & Bamidele, 2013).

The three broad dimensions of service delivery measured by the model are effect of service, information control and library as a place. Professionals in the library industry claim that some librarians believe they have the authority to select how their consumers will get library services because they believe they are aware of their requirements. Also, they believe that customers are unable to evaluate the quality of the service and are ignorant of many valuable facts (Kulkarni & Deshpande, 2012). Such views are nonetheless unimportant since users' established criteria are the only ones that matter for assessing service delivery. Users alone evaluate

delivery. Due to the fact that users are the most significant stakeholder, all other opinions are practically useless (Onanuga & Olufemi, 2017).

User satisfaction is a crucial indicator of the quality of service that libraries offer, giving them valuable insight on how to better serve their patrons (Nnadozie, 2016). Faculty members, undergrads, and graduates make up the majority of university libraries' users (Biu & Yewa, 2014). University libraries must make sure that there is an appropriate supply of real information, services, and facilities in order to meet the informational demands of its users. According to Baah (2016), there are a number of variables that might affect how satisfied consumers are, including responsiveness, competence, certainty, tangibility, and resources. Less than 50% of users are content with the collection, physical amenities, and functional structure of libraries, whereas more than 50% are. This information was found by Kumar (2012). In university libraries, where user surveys and other methods are used to ascertain users' expectations and perceptions of services offered by the libraries, the goal of user satisfaction assessment is to maintain users' contentment. This suggests that customer happiness may be measured in order to evaluate service performance. According to Thakuria (2007), availability of up-to-date information, visibility of facilities, accessibility of resources, friendliness nature of library staff and attractive appearance of the library and its staff are key factors that contribute to user satisfaction.

Methodology

The descriptive survey method was used to conduct the research. Ram (2018) asserts that a descriptive survey explains the subject's present position. It entails gathering information in order to respond to inquiries about circumstances or relationships, prevalent practises, prevalent viewpoints or attitudes, processes that are occurring, impacts that are being felt, or emerging trends, and it reports the state of things as they are.. The approach for the data collection and analysis involves the use of survey method involving observation and questionnaire. The population of the study is 143 research scientists. Raosoft Sample Size calculator [See appendix I] was employed to arrive at sample size of 105 participants. Questionnaire that was self-structured. The first section of the instrument accommodated the demographic characteristics of the respondents. Section B focused on researchers' satisfaction. The questionnaire used for the study was subjected to reliability test at National Centre for Agricultural Mechanisation, Ilorin. The reliability co-efficient indicated 0.87 level of reliability. 73 responses were retrieved and this accounted for 69.5% of the required sample. The data collected were then analysed using SPSS with the aid of frequency count, percentages, and the results

presented in the Tables 1-6. It is the research view that the research design is capable of ensuring the realization of the research goals.

Demographic Data of Respondents

Table 1: Respondents Demographic Characteristic

		F	%
Gender of Respondents	Male	55	75.34%
	Female	19	24.66%
	Total	73	100%
Highest Qualification	BSc	17	23.28%
	MSC	46	63.01%
	Ph.D.	11	15.06%
	Total	73	100%

Source: Field Survey, 2023.

The table reveals the demographic distribution of the respondents, majority of the respondents are male with 75.34%, while female are less with 24.66%, also majority of the respondents are MSc holders with 63.01%, BSc with 23.28%, while Ph.D. holders are 15.06% respectively.

Table 2: Satisfaction of researchers on the information Resource services of special library in an Agricultural Research Institute in Kwara State

ITEMS	SA		A		D		SD		MEAN	STD DEV
	F	%	F	%	F	%	F	%		
Borrowing time/period for library books	56	76.7%	17	23.3%	0	0.0%	0	0.0%	3.76	.42559
Number of databases available in the library	58	79.5%	15	20.5%	0	0.0%	0	0.0%	3.79	.40685
User education program provided in the library	48	65.8%	25	34.2%	0	0.0%	0	0.0%	3.65	.47782
Electronic information resources provided by the library	27	37.0%	36	49.3%	10	13.7%	0	0.0%	3.23	.67742
Photocopying and printing services provided in the library	44	60.3%	27	37.0%	2	2.7%	0	0.0%	3.57	.55070
Personalized assistance rendered by library staff	39	53.4%	32	43.8%	2	2.7%	0	0.0%	3.50	.55586
Internet services provided in the library	39	53.4%	32	43.8%	0	0.0%	2	2.7%	3.47	.64785
Volume of textbooks and reference books in the library	34	46.6%	35	47.9%	2	2.7%	2	2.7%	3.38	.67967

Source: Field Survey, 2023.

From the table above, it can be seen that the respondents agreed that: Borrowing time/period for library books; Number of databases available in the library; User education programme provided in the library; Electronic information resources provided the library; photocopying and printing services provided in the library;

Personalized assistance rendered by library staff and Internet services provided in the library were the services; volume of textbooks and reference books in the library were available in research libraries in Kwara State.

The table shows the analysis of the services rendered by research libraries in Kwara State. The findings revealed that the services highly delivered in the libraries are Borrowing time/period for library books; Number of databases available in the library; User education programme provided in the library; photocopying and printing services provided in the library.

Table 3: Satisfaction of researchers on the information Resource services of special library in an Agricultural Research Institute in Kwara State

ITEMS	SA		A		D		SD		MEAN	STD DEV
	F	%	F	%	F	%	F	%		
Volume of textbooks and reference books in the library	26	35.6%	47	64.4%	0	0.0%	0	0.0%	3.35	.48218
Electronic information resources provided the library	30	41.1%	29	39.7%	14	19.2%	0	0.0%	3.21	.74994
Photocopying and printing services provided in the library	24	32.9%	38	52.1%	11	15.1%	0	0.0%	3.17	.67376
Personalized assistance rendered by library staff	52	71.2%	21	28.8%	0	0.0%	0	0.0%	3.71	.45581
Internet services provided in the library	56	76.7%	17	23.3%	0	0.0%	0	0.0%	3.76	.42559
Library registration process	58	79.5%	15	20.5%	0	0.0%	0	0.0%	3.79	.40685
Borrowing time/period for library books	48	65.8%	25	34.2%	0	0.0%	0	0.0%	3.65	.47782
Number of databases available in the library	27	37.0%	36	49.3%	10	13.7%	0	0.0%	3.23	.67742
Opening hours of the library	44	60.3%	27	37.0%	2	2.7%	0	0.0%	3.57	.55070
User education program provided in the library	39	53.4%	32	43.8%	2	2.7%	0	0.0%	3.50	.55586

Source: Field Survey, 2023.

The table above present the results of the respondents view on satisfaction of users on the information resources and services rendered by research libraries in Kwara State. Respondents agreed that: Electronic information resources provided the library; Photocopying and printing services provided in the library; Personalized assistance rendered by library staff; Internet services provided in the library; Library registration process; Borrowing time/period for library books; and Opening hours of the library; User education program provided in the library.

Table 4: Satisfaction of researchers with the facilities and equipment of special library in an Agricultural Research Institute in Kwara State

ITEMS	SA		A		D		SD		MEAN	STD DEV
	F	%	F	%	F	%	F	%		
Book register for searching library materials	39	53.4%	32	43.8%	0	0.0%	2	2.7%	3.47	.64785
Number of computers in the e-library	26	35.6%	47	64.4%	0	0.0%	0	0.0%	3.35	.48218
Seating arrangement of the library	30	41.1%	29	39.7%	14	19.2%	0	0.0%	3.21	.74994
Library temperature and lighting	24	32.9%	38	52.1%	11	15.1%	0	0.0%	3.17	.67376
Library furniture and ventilation	52	71.2%	21	28.8%	0	0.0%	0	0.0%	3.71	.45581
Condition of fans in the library	56	76.7%	17	23.3%	0	0.0%	0	0.0%	3.76	.42559
Working and adequate number of air-conditioners in the library	58	79.5%	15	20.5%	0	0.0%	0	0.0%	3.79	.40685
Number of reading tables and chairs.	48	65.8%	25	34.2%	0	0.0%	0	0.0%	3.65	.47782
Cleanliness and neatness of the library	27	37.0%	36	49.3%	10	13.7%	0	0.0%	3.23	.67742

Source: Field Survey, 2023.

The table above presents the results of the analysis of the respondents opinion on their satisfaction with the facilities and equipment of research libraries in Kwara State. The analysis reveals that the respondents agreed to be satisfied with the analysis reveals that the respondents were satisfied with the book register for searching library materials in research libraries in Kwara State. The respondents also agreed to be satisfied with the Number of computers in the e-library; Seating arrangement of the library; Library furniture and ventilation; Number of reading tables and chairs and Cleanliness and neatness of the library. However, the respondents were not satisfied with the library temperature and lighting; Condition of fans in the library; Working and adequate number of air-conditioners in the library.

Table 5: Satisfaction of Researchers about the Attitude of Staff of special library in an Agricultural Research Institute in Kwara State

ITEMS	SA		A		D		SD		MEAN	STD DEV
	F	%	F	%	F	%	F	%		
Punctuality of library staff.	44	60.3%	27	37.0%	2	2.7%	0	0.0%	3.57	.55070
Willingness of library staff to help users	39	53.4%	32	43.8%	2	2.7%	0	0.0%	3.50	.55586
Courteousness of library staff	39	53.4%	32	43.8%	0	0.0%	2	2.7%	3.47	.64785
Empathy of library staff towards users	34	46.6%	35	47.9%	2	2.7%	2	2.7%	3.38	.67967
Depth of knowledge of library staff to answer users' queries.	26	35.6%	47	64.4%	0	0.0%	0	0.0%	3.35	.48218
Prompt services provided by library staff	30	41.1%	29	39.7%	14	19.2%	0	0.0%	3.21	.74994
Neat and decent appearance of library staff	24	32.9%	38	52.1%	11	15.1%	0	0.0%	3.17	.67376
Readiness to respond to users' requests	52	71.2%	21	28.8%	0	0.0%	0	0.0%	3.71	.45581
Ability of library staff to discharge dependable and quality services	30	41.1%	29	39.7%	14	19.2%	0	0.0%	3.21	.74994
Level of confidence demonstrated by library staff to respond to information needs	24	32.9%	38	52.1%	11	15.1%	0	0.0%	3.17	.67376

Source: Field Survey, 2023.

The table above presents the result of the analysis of the respondent's opinion on their satisfaction of users about the attitude of staff of research libraries in Kwara State. From the table it can be seen that the respondents were satisfied with Punctuality of library staff; Willingness of library staff to help users; Courteousness of library staff; Empathy of library staff towards users; Depth of knowledge of library staff to answer users' queries; Prompt services provided by library staff; Neat and decent appearance of library staff; Readiness to respond to users requests; Ability of library staff to discharge dependable and quality services; Level of confidence demonstrated by library staff to respond to information needs.

Table 6: Impact of Service Delivery on Researchers Satisfaction in a special Library in an Agricultural Research Institute in Kwara State

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
1 (Constant)	.619	.108		5.712	.000
SQ	.830	.030	.832	27.808	.000

R = 0.832, R-Square = 0.691, Adjusted R-Square = 0.691, P-value = 0.000

The estimated coefficient of service delivery (SD) is positively signed at 0.619, implying that service quality has positive effect on user's satisfaction of research library in Kwara State. The coefficient of determination (R-square), which is 0.691, indicates that 69.1% of the variation in user's satisfaction is explained by service quality. The adjusted coefficient of determination (adjusted R-square) is 0.691. The probability value of service quality in the model is 0.000, less than 0.05, implying that service quality has significant impact on user's satisfaction. Thus, the alternative hypothesis is accepted that centralization has positive and significant impact on service quality in research libraries in Kwara State.

Discussion of Findings

The result of the study show that the respondents agreed that the available services in the special library in an Agricultural Research Institute in Kwara State, includes databases, borrowing time/period for library books, educational programme, electronic information resources, photocopying and printing services, personal assistant rendered by the library, internet services and volume of text books and reference books. Furthermore, the respondents agreed that educational programmed provided by the library, electronic information resources provided by the library, photocopying and printing services provided by the library and internet service are highly demanded in the special library in an Agricultural Research Institute in Kwara State, Nigeria.

The study also reveals that the users of the special library in Kwara State are satisfied with the volume of text books and reference books in the library. The researchers were satisfied with the electronic information resource, photocopying and printing services, personal assistance rendered by the library staff. Furthermore, the study reveals that the users of the library were satisfied with the library registration process, borrowing

time/period for library books, opening hours of the library and user education programmed provided by the library.

The findings of the study also show that researchers of special library in an Agricultural Research Institute in Kwara State are satisfied with facilities and equipment of special libraries in the institute. These services include searching for library materials, number of computers in the e-library, seating arrangement of the library, cleanliness, number of reading tables and chairs etc provided in the library.

The result of the findings of the analysis reveals that respondents agreed that researchers of special library are satisfied with the attitude of staff of special library. The respondents were satisfied with the punctuality of the library staff, willingness of library staff to help users, dept knowledge of library staff to answer user's queries etc.

The outcome of the regression analysis shows that user happiness in research libraries is significantly impacted by service delivery. User satisfaction is a crucial indicator of service quality in libraries since it offers valuable input on how to access and better serve consumers (Nnadozie, 2016). As a result, the present research shows that the academic library's service quality has a favourable effect on users' satisfaction. This indicates that customer satisfaction will increase in direct proportion to service quality. The results back with a previous research by Nnadozie (2016) who claimed that the calibre of services provided to patrons or readers in any library reflects the calibre of the employees. That is to say, patrons will always be encouraged to utilise a library that is run by knowledgeable, experienced, and cultural employees. The findings of this current study is in agreement with the prior studies such as Thakuri (2007), Wallis and Karodia (2014), Patrick, Aghojare and Ferdinand (2015), Sivathaasan (2013) and Sriram and Rajev (2014).

Summary of Findings

The study revealed the following findings:

- The special library offers services including photocopying and printing, a user education programme, a large selection of textbooks and reference materials, and individualised help from the library personnel.
- The Kwara State research libraries' amenities and hardware are regarded well by its patrons.
- Users of research libraries in Kwara State are pleased with the staff's demeanour
- Quality service has a positive and substantial influence on user satisfaction.

Conclusion

The study looks at how library operations and service delivery affects researchers satisfaction in research libraries in Kwara State. Based on the findings, the study concludes that good library staff, library facilities, and equipment contribute to service delivery. The study also concludes that service quality has a positive and significant impact on user satisfaction in Kwara State Research Libraries.

Implication of the Study

Research libraries employ user satisfaction as a key indicator of service quality since it gives them valuable input on how to better serve their readers (users). Prior study has established that service delivery is the product of good library staff. This presents study added that service delivery is the product of good library staff, libraries equipment, facilities and services render by the library. Therefore, libraries staff should be trained in order to acquire skills that will help them meet their daily work challenges.

The result of the study also has managerial implications. The study provide evidence that services delivery has positive and significant effects on researchers' satisfaction in research libraries in Kwara State, suggest that the management of the libraries whose main objectives is to ensure that quality service delivery are been provided should ensure that staff are regularly trained, adequate provision of libraries facilities and equipment are been put in place.

Recommendations

Based on the findings of this study that library operations and service delivery has impact on researchers' satisfaction in research libraries in Kwara States, the study made some recommendation that could help to increase user's satisfaction.

- As researchers have distinct motives for visiting the special library, library management should be aware of their informational demands.
- The need for the purchase and supply of new library collections remains pressing despite the fact that the library offers its customers up-to-date and relevant information resources.
- The provision of services including book borrowing, interlibrary loan, weekend library service, beginning of night library service, printing, and binding services should get enough attention. Although the reference department should continue and step up its efforts to promote the

information resources and services it offers through signs, billboards, posters, display racks, social media, e-alerts, and the library website.

- The administration of the library should maintain the high level of user satisfaction by enhancing the provision of up-to-date information resources, modern facilities, and appropriate services that would satisfy users' requirements and expectations.
- The main library and all of its branches should have a complaint/suggestion box, and senior management in particular should implement this. This would greatly aid in satisfying user demands and ensuring that their voices are heard.

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Appendix

Sample size calculator

What margin of error can you accept? %
5% is a common choice

What confidence level do you need? %
Typical choices are 90%, 95%, or 99%

What is the population size?
If you don't know, use 20000

What is the response distribution? %
Leave this as 50%

Your recommended sample size is **105**

The margin of error is the amount of error that you can tolerate. If 90% of respondents answer yes, while 10% answer no, you may be able to tolerate a larger amount of error than if the respondents are split 50-50 or 45-55. Lower margin of error requires a larger sample size.

The confidence level is the amount of uncertainty you can tolerate. Suppose that you have 20 yes-no questions in your survey. With a confidence level of 95%, you would expect that for one of the questions (1 in 20), the percentage of people who answer yes would be more than the margin of error away from the true answer. The true answer is the percentage you would get if you exhaustively interviewed everyone. Higher confidence level requires a larger sample size.

How many people are there to choose your random sample from? The sample size doesn't change much for populations larger than 20,000.

For each question, what do you expect the results will be? If the sample is skewed highly one way or the other, the population probably is, too. If you don't know, use 50%, which gives the largest sample size. See below under **More information** if this is confusing.

This is the minimum recommended size of your survey. If you create a sample of this many people and get responses from everyone, you're more likely to get a correct answer than you would from a large sample where only a small percentage of the sample responds to your survey.

Online surveys with Vovici have completion rates of 66%!

Alternate scenarios

With a sample size of	<input type="text" value="100"/>	<input type="text" value="200"/>	<input type="text" value="300"/>	With a confidence level of	<input type="text" value="90"/>	<input type="text" value="95"/>	<input type="text" value="99"/>
Your margin of error would be	5.39%	0.00%	0.00%	Your sample size would need to be	94	105	118

Save effort, save time. **Conduct your survey online with Vovici.**

More information

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