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# Perspectives of Users' Satisfaction on Library Resources and Services in Oyo State College of Health Science and Technology Ibadan

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**Perspectives of Users' Satisfaction on Library Resources and Services in Oyo State**  
**College of Health Science and Technology Ibadan**

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**Abstract**

Users' satisfaction is always paramount to the existence of any academic library. The need to meet the information needs of its users, the staff attitude to encourage client's patronage and an inviting environment that is conducive for reading. Against this backdrop, the study was designed to gauge the perception on the relevance of the library resources, satisfaction of the library staff attitudes and perceived barriers to satisfaction. The study survey was conducted among the students of Oyo State College of Health Science and Technology Ibadan.

**Keywords:** User, Satisfaction, Library resources, Library Services

**Introduction**

Oyo State College of Health Science and Technology, Eleyele, Ibadan formerly known as Oyo State School of Hygiene was established on 1<sup>st</sup> April, 1933 as the first training institution in Nigeria for the training of the middle level manpower majorly required for primary health care level of health system delivery. The vision of the College is to be a credible higher institution of learning reputed to be at the vanguard of providing quality training and research services with cutting edge technologies for action – oriented and responsible health care providers.

On 21<sup>st</sup> November, 2014 the Executive Governor of Oyo State, His Excellency Senator Abiola Ajimobi signed a Bill that upgraded the Institution to the Oyo State College of Health Science and Technology. Ever since the Institutional upgrading, the College library as an integral part of the institution with the mandate of providing effective information services through books, journals, reports, electronic based materials etc. in support of its teaching and learning process has been trying with little resources at its disposal to meet the needs of its users.

Academic library is a type of library that is attached to tertiary institution. The library plays a cogent role in providing information services and resources to assist users in their studies and research activities. The collections of the library come in form of books, periodicals, audio-visual and electronically. The library attached to higher institutions is to serve the information needs of their parent institution.

Academic library exists because of the students therefore these students needed to be satisfied with the service they receive from the library, the importance of the library's appearance, its holdings and contribution towards user's satisfaction cannot be overemphasized. Kotso (2010) opines that libraries support research process by collecting, preserving and making available an array of information resources that is relevant to their research community.

Library users have various needs and that is why it must be seen as a matter of responsibility of the library staff to know the needs and expectations of its users and strive to meet them. Meeting the information needs of the users require the provision of the information resources and services that will satisfy their needs. If the needs of users are met they would be satisfied. Yang (2004) posited that user satisfaction is based on the degree of perceived quality that meets users' expectations; therefore, library management should periodically evaluate the services they provide to their users. When users are satisfied with the library services, they will cultivate the habit of using the library extensively while recommending it to their fellow students. For students to be satisfied with their needs, the following facilities must be considered:

Library staff must be accommodating and ready to work with humility.

Library holdings should be organized for easy retrieval.

Library holdings should be updated with recent information.

Library facilities should be inviting with cross ventilation, lighting, air-condition etc.

The Library building must have aesthetics value.

### **Research Question**

The Research question was designed to elicit response from the student as regards:

- i. their perception of the library resources
- ii. their impression and satisfaction about the attitude of the library staff
- iii. the barriers to the user's satisfaction

### **Research Objectives**

The objectives of this study is to evaluate the services and resources rendered by the Oyo State College of Health Science and Technology, Eleyele, Ibadan library and find out if the users are satisfied with it.

### **Research Design**

The study was conducted among the student of Oyo State College of Health Science and Technology, Eleyele, Ibadan. The sample size was randomly drawn from various department of the College with 100 users sampled.

### **Literature Review**

User satisfaction refers to the user's comfort and acceptability of a computer application during the consumption of the content and the interaction with the system. Essentially, there are two types of definition for the "customer (user) satisfaction" concept, based on different approaches. The process-oriented approach considers consumer satisfaction as the difference between expected satisfaction and achieved satisfaction, whereas the outcome-oriented approach regards satisfaction as an attribute extracted from a product or service after its consumption. Library resources satisfaction can be defined as an evaluation of products and services in the library rendered to meet the needs and expectations of the users. Zeithman and Bitmar (2000) defined users' satisfaction as the means which users determine that a product or service meet 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 product or services.

Users satisfaction should be an outmost priority of any academic library, when this is done there would be an appreciable level of academic performance. The availability of resources both in print and electronic can have significant influence on user satisfaction. Simmonds

(2001) posited that several factors influence user's satisfaction: these factors include responsiveness, competence and assurances, tangibles and resources. Yang (2004) opined that user satisfaction is based on the degree of perceived quality that meets users' expectations; therefore, library management should periodically evaluate the services they provide to their users. The ultimate objective of any academic libraries is to meet the information and research needs of users by providing services and resources that are relevant to their needs, and if the objective is defeated the users will not be satisfied. (Rubina, 2013) asserted that the success of any library is based on the satisfaction of the information demands of its users. (Adeniran, 2011) corroborated that academic libraries are established to provide information resources and services to meet users' information needs. To remain germane, academic libraries should as a matter of necessity evaluate their resources and services as a way of ensuring that they meet the set objectives of the library. Iwhiwhu and Okorodudu (2012) stated that users' satisfaction of library information resources and services is a way in which users judge the adequacy of the library information resources and services rendered to them and also if their expectations are provided to them. Library user satisfaction implies how users feel after using the information resources and services and their willingness to return to the library when next they need information (Ikenwe and Adegbilero-Iwari, 2014).

Academic libraries should endeavor to make sure that users are aware of the resources availability and how the resources can be put into use. Kumar and Rajan (2015) opined that libraries should adopt appropriate techniques to provide the best information services. According to Ijiekhuamhen, Aghojare and Ferdinand (2015) the level of using the library depends on users' satisfaction with the available information resources and services rendered to them. Ranganathan and Babu (2012) studied the awareness and use of library resources and services at Osmania University, Hyderabad. Author studied that the adequacy of library resources, opinion on e- resources or print sources, reasons for using e-resources, satisfaction on sources of information provision. King (2005) says that information needs and expectations are continuously changing in the rapidly changing information scenario. Libraries need to re-orient their collections, services, and facilities to keep pace with these advancements.

User feedback is considered as the most reliable factor in measuring the utility and effectiveness of any library. Librarians can provide a comparative snapshot of usage by making user surveys a regular part of the library's activity. Basha (2010) noted that only the users of a library are the best judge to assess its services. So that the researchers think it necessary to conduct this study to reveal users' satisfaction with the services provided. In a nutshell, users' satisfaction could be considered as the satisfaction users derive from the library by using the

various types of information resources and services to fulfill their information needs for their various daily activities. Thus, the availability of quality information resources and services in libraries do have a significant influence on users' satisfaction. When users are satisfied with library information resources, they not only come back but speak well of the library to other users.

## Population

The study was conducted using population sample of one hundred (100) students of Oyo State College of Health Science and Technology. Ibadan

## Findings

**Table showing Department**

Variables	Frequency	Percent	Valid Percent	Cumulative Percent
Environmental Studies	15	15.0	15.0	15.0
Community Health	18	18.0	18.0	33.0
Health Information Management	12	12.0	12.0	45.0
Pharmacy	17	17.0	17.0	62.0
Public Health Nursing	13	13.0	13.0	75.0
Food Hygiene, Hospitability Management and Tourism	12	12.0	12.0	87.0
Dental	13	13.0	13.0	100.0
Total	100	100.0	100.0	

The table above shows that (15)15.0% of the respondents were from Environmental studies department, (18)18.0% from Community Health, 12(12.0%) from Health Information Management and Food Hygiene, Hospitability Management and Tourism, 17(17.0%) from Pharmacy, while 13 (13.0%) are from Public Health Nursing and Dental Nursing respectively.

**Table 2 showing Demographic characteristics of the respondents**

<b>Occupation</b>				
	Frequency	Percent	Valid Percent	Cumulative Percent
Civil Servant	9	9.0	9.0	9.0
Trader and Artisan	4	4.0	4.0	13.0
Student	87	87.0	87.0	100.0
Total	100	100.0	100.0	
<b>sex</b>				
Male	34	34.0	34.0	34.0
Female	66	66.0	66.0	100.0
Total	100	100.0	100.0	
<b>Marital status</b>				
Single	66	66.0	66.0	66.0
Married	34	34.0	34.0	100.0
Total	100	100.0	100.0	
<b>age</b>				
20 - 24	46	46.0	46.0	46.0
25 - 29	20	20.0	20.0	66.0
30 - 34	13	13.0	13.0	79.0
35 - 39	15	15.0	15.0	94.0
40 - 44	5	5.0	5.0	99.0
45 - 49	1	1.0	1.0	100.0
Total	100	100.0	100.0	

From table 2 above, (87)87.0% of the respondents were students, 66(66.0%) were females and single respectively while 46 (46.0%) were between age 20-24 years.

**Table 3 showing frequency of visit and purpose**

<b>Visit the library</b>				
Visit the library	Frequency	Percent	Valid Percent	Cumulative Percent
Frequently	30	30.0	30.0	30.0
Occasionally	52	52.0	52.0	82.0
Rarely	6	6.0	6.0	88.0
Daily	11	11.0	11.0	99.0
Monthly	1	1.0	1.0	100.0
Total	100	100.0	100.0	
<b>Purpose of use</b>				
Use library resource	Frequency	Percent	Valid Percent	Cumulative Percent
Borrowing Books	8	8.0	8.0	8.0
Access Periodical	4	4.0	4.0	12.0
Access Reference sources	6	6.0	6.0	18.0
Reading recommended course work	33	33.0	33.0	51.0
For general reading	46	46.0	46.0	97.0
Research	3	3.0	3.0	100.0
Total	100	100.0	100.0	

Table 3 above shows that 52 (52.0%) of the respondents visit the library occasionally while 33 (33.0%) of the respondents use the library for reading recommended course work.

**Table 4 showing use of library resources**

<b>Use library resource</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Yes	93	93.0	93.0	93.0
No	7	7.0	7.0	100.0
Total	100	100.0	100.0	

Table 4 shows that 93(93.0%) of the respondents make use of the library resources.



**Table 5 showing the library resources made use by the respondents**

Library resources made use by the respondents				
<b>Textbooks</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Frequently used	56	56.0	56.0	56.0
Occasionally used	42	42.0	42.0	98.0
Seldom used	2	2.0	2.0	100.0
Total	100	100.0	100.0	
<b>Reference sources</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Frequently used	27	27.0	27.0	27.0
Occasionally used	62	62.0	62.0	89.0
Seldom used	7	7.0	7.0	96.0
Do not use	4	4.0	4.0	100.0
Total	100	100.0	100.0	
<b>Back volumes of journal</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Frequently used	11	11.0	11.0	11.0
Occasionally used	40	40.0	40.0	51.0
Seldom used	25	25.0	25.0	76.0
Do not use	24	24.0	24.0	100.0
Total	100	100.0	100.0	
<b>Project/Thesis</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Frequently used	9	9.0	9.0	9.0
Occasionally used	71	71.0	71.0	80.0
Seldom used	11	11.0	11.0	91.0
Do not use	9	9.0	9.0	100.0
Total	100	100.0	100.0	
<b>Online journal</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Frequently used	1	1.0	1.0	1.0
Occasionally used	3	3.0	3.0	4.0
Seldom used	66	66.0	66.0	70.0
Do not use	30	30.0	30.0	100.0
Total	100	100.0	100.0	
<b>Newspapers /Magazines</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Frequently used	3	3.0	3.0	3.0
Occasionally used	68	68.0	68.0	71.0
Seldom used	16	16.0	16.0	87.0
Do not use	13	13.0	13.0	100.0
Total	100	100.0	100.0	
<b>CD/DVD/VCD</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Occasionally used	4	4.0	4.0	4.0
Seldom used	36	36.0	36.0	40.0
Do not use	60	60.0	60.0	100.0
Total	100	100.0	100.0	
<b>E-books</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Occasionally used	3	3.0	3.0	3.0
Seldom used	14	14.0	14.0	17.0
Do not use	83	83.0	83.0	100.0
Total	100	100.0	100.0	
<b>Online databases</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Occasionally used	3	3.0	3.0	3.0
Seldom used	13	13.0	13.0	16.0
Do not use	84	84.0	84.0	100.0
Total	100	100.0	100.0	

From table 5 above, 56(56.0%) of the respondents used the library textbooks frequently, 62 (62.0%) used reference sources occasionally, 40(40.0%) used back volumes of journals occasionally, 71(71.0%) used Project/Thesis occasionally, 66 (66.0%) of the respondents seldom used Online Journals, 68 (68.0%) of the respondents used Newspapers/Magazines occasionally, 60 (60.0%) of the respondents do not use CD/DVD/VCD, 83 (83.0%) do not use E-books while 84 (84.0%) do not use online databases.

**Table 6 showing Respondents satisfaction with Library resources**

Satisfaction level				
Textbook	Frequency	Percent	Valid Percent	Cumulative Percent
Highly satisfied	24	24.0	24.0	24.0
Satisfied	70	70.0	70.0	94.0
Not satisfied	5	5.0	5.0	99.0
4	1	1.0	1.0	100.0
Total	100	100.0	100.0	
Reference Sources	Frequency	Percent	Valid Percent	Cumulative Percent
Highly satisfied	11	11.0	11.0	11.0
Satisfied	79	79.0	79.0	90.0
Not satisfied	10	10.0	10.0	100.0
Total	100	100.0	100.0	
Back volumes of Journal	Frequency	Percent	Valid Percent	Cumulative Percent
Highly satisfied	12	12.0	12.0	12.0
Satisfied	43	43.0	43.0	55.0
Not satisfied	45	45.0	45.0	100.0
Total	100	100.0	100.0	
Project/Thesis	Frequency	Percent	Valid Percent	Cumulative Percent
Highly satisfied	6	6.0	6.0	6.0
Satisfied	79	79.0	79.0	85.0
Not satisfied	15	15.0	15.0	100.0
Total	100	100.0	100.0	
Online Journal	Frequency	Percent	Valid Percent	Cumulative Percent
Satisfied	6	6.0	56.0	5.0
Not satisfied	94	94.0	94.0	100.0
Total	100	100.0	100.0	
Newspapers/Magazines	Frequency	Percent	Valid Percent	Cumulative Percent
Highly satisfied	1	1.0	1.0	1.0
Satisfied	71	71.0	71.0	72.0
Not satisfied	28	28.0	28.0	100.0
Total	100	100.0	100.0	
CD/DVD/VCD	Frequency	Percent	Valid Percent	Cumulative Percent
Satisfied	7	7.0	7.0	7.0
Not satisfied	93	93.0	93.0	100.0
Total	100	100.0	100.0	
E-books	Frequency	Percent	Valid Percent	Cumulative Percent
Satisfied	6	6.0	6.0	6.0
Not satisfied	94	94.0	94.0	100.0
Total	100	100.0	100.0	
Online Databases	Frequency	Percent	Valid Percent	Cumulative Percent
Satisfied	7	7.0	7.0	7.0
Not satisfied	93	93.0	93.0	100.0
Total	100	100.0	100.0	

From table 6, 70 (70.0%) of the respondents were satisfied with the textbooks, 79 (79.0%) were satisfied with Reference sources, 45(45.0%) were not satisfied with back volumes of Journals, 79(79.0%) were satisfied with project/thesis, 94 (94.0%) were not satisfied with online journals, 71(71.0%) were satisfied with Newspapers/Magazines, 93(93.0%) were not satisfied with CD/DVD/VCD, 94(94.0%) were not satisfied with E-books while 93(93.0%) were not satisfied with online databases.

**Table 7.1 showing Library Service Available**

<b>Circulation Service</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Available	94	94.0	94.0	94.0
Not available	6	6.0	6.0	100.0
Total	100	100.0	100.0	
<b>OPAC Service/Web OPAC</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Available	4	4.0	4.0	4.0
Not available	96	96.0	96.0	100.0
Total	100	100.0	100.0	
<b>Orientation Programme for fresher</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Available	95	95.0	95.0	95.0
Not available	5	5.0	5.0	100.0
Total	100	100.0	100.0	
<b>E-resources retrieval facility</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Available	10	10.0	10.0	10.0
Not available	90	90.0	90.0	100.0
Total	100	100.0	100.0	
<b>Training and Demo on E-resources retrieval</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Available	8	8.0	8.0	8.0
Not available	92	92.0	92.0	100.0
Total	100	100.0	100.0	
<b>Content Page Alert Service</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Available	8	8.0	8.0	8.0
Not available	92	92.0	92.0	100.0
Total	100	100.0	100.0	
<b>Current awareness Service</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Available	81	81.0	81.0	81.0
Not available	19	19.0	19.0	100.0
Total	100	100.0	100.0	
<b>Reference/Information Service</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Available	85	85.0	85.0	85.0
Not available	15	15.0	15.0	100.0
Total	100	100.0	100.0	

From table 7.1 above, 94(94.0%) of the respondents indicated that circulation service were available in the Library, 96(96.0%) of the respondents indicated that OPAC service/Web OPAC were not available in the library, 95(95.0%) of the respondents indicated that Orientation programme for fresher were available, 90(90.0%) of the respondents indicated that E-resources retrieval facilities were not available, 92(92.0%) of the respondents indicated that Training and Demo on E-resources retrieval were not available, 92(92.0%) of the respondents indicated that content page alert service on current journals were not available, 81(81.0%) of the respondents indicated that current awareness service of newly acquired books and other

resources were available while 85(85.0%) of the respondents indicated that Reference/Information service were available.

**Table 7.2 showing Library Service Available**

<b>Reservation of Books service</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Available	74	74.0	74.0	74.0
Not available	26	26.0	26.0	100.0
Total	100	100.0	100.0	
<b>Reprographic Services</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Available	6	6.0	6.0	6.0
Not available	94	94.0	94.0	100.0
Total	100	100.0	100.0	
<b>Mobile Alert Service</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Available	3	3.0	3.0	3.0
Not available	97	97.0	97.0	100.0
Total	100	100.0	100.0	
<b>E-News services</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Available	3	3.0	3.0	3.0
Not available	97	97.0	97.0	100.0
Total	100	100.0	100.0	
<b>Book Bank Service</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Available	4	4.0	4.0	4.0
Not available	96	96.0	96.0	100.0
Total	100	100.0	100.0	
<b>Overnight issue</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Available	59	59.0	59.0	59.0
Not available	41	41.0	41.0	100.0
Total	100	100.0	100.0	

From table 7.2 above, 74(74.0%) of the respondents indicated that reservation of books service were available, 94(94.0%) of the respondents indicated that reprographic services were not available, 97(97.0%) of the respondents indicated that indicated that mobile alert service is not available, 97(97.0%) of the respondents indicated that indicated that E-news service were not available, 96(96.0%) of the respondents indicated that indicated that Book bank service is not available while 59(59.0%) of the respondents indicated that indicated that overnight issue were available.

**Table 8.1 Showing Level of satisfaction with the library services**

<b>Circulation service</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Excellent	25	25.0	25.0	25.0
Good	63	63.0	63.0	88.0
Fair	7	7.0	7.0	95.0
Need improvement	5	5.0	5.0	100.0
Total	100	100.0	100.0	
<b>OPAC/Web OPAC</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Excellent	1	1.0	1.0	1.0
Good	7	7.0	7.0	8.0
Fair	8	8.0	8.0	16.0
Need improvement	84	84.0	84.0	100.0
Total	100	100.0	100.0	
<b>Orientation Programme</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Excellent	2	2.0	2.0	2.0
Good	56	56.0	56.0	58.0
Fair	27	27.0	27.0	85.0
Need improvement	15	15.0	15.0	100.0
Total	100	100.0	100.0	
<b>E- resources retrieval facility</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Excellent	1	1.0	1.0	1.0
Good	1	1.0	1.0	2.0
Fair	20	20.0	20.0	22.0
Need improvement	78	78.0	78.0	100.0
Total	100	100.0	100.0	
<b>Training and Demo</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Good	3	3.0	3.0	3.0
Fair	6	6.0	6.0	8.0
Need improvement	91	91.0	91.0	100.0
Total	100	100.0	100.0	
<b>Content Page Alert service</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Excellent	1	1.0	1.0	1.0
Good	5	5.0	5.0	6.0
Fair	7	7.0	7.0	13.0
Need improvement	87	87.0	87.0	100.0
Total	100	100.0	100.0	
<b>Current Awareness service</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Excellent	1	1.0	1.0	1.0
Good	47	47.0	47.0	48.0
Fair	33	33.0	33.0	81.0
Need improvement	19	19.0	19.0	100.0
Total	100	100.0	100.0	

From table 8.1 above, 63(63.0%) of the respondents had good level of satisfaction with the circulation service, 84(84.0%) of the respondents said that there was need for improvement on OPAC/Web OPAC service, 56(56.0%) of the respondents had good level of satisfaction on orientation programme for the fresher,78(78.0%) of the respondents said that there was need for improvement on E-resources retrieval facility, 91(91.0%) of the respondents said that there was need for improvement on training and Demo on E-resources retrieval, 87(87.0%) of the respondents said that there was need for improvement on content page alert service on current Journals, 47(47.0%) of the respondents had good level of satisfaction on current awareness service of newly acquired books and other resources.

**Table 8.2 Showing Level of satisfaction with the library services**

<b>Reference/Information Service</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Excellent	3	3.0	3.0	3.0
Good	67	67.0	67.0	70.0
Fair	18	18.0	18.0	88.0
Need improvement	12	12.0	12.0	100.0
Total	100	100.0	100.0	
<b>Reservation of books service</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Excellent	2	2.0	2.0	2.0
Good	49	49.0	49.0	51.0
Fair	15	15.0	15.0	66.0
Need improvement	34	34.0	34.0	100.0
Total	100	100.0	100.0	
<b>Reprographic Services</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Good	2	2.0	2.0	2.0
Fair	11	11.0	11.0	13.0
Need improvement	87	87.0	87.0	100.0
Total	100	100.0	100.0	
<b>Mobile Alert Service</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Good	2	2.0	2.0	2.0
Fair	2	2.0	2.0	4.0
Need improvement	96	96.0	96.0	100.0
Total	100	100.0	100.0	
<b>E-News services</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Good	2	2.0	2.0	2.0
Fair	1	1.0	1.0	3.0
Need improvement	97	97.0	97.0	100.0
Total	100	100.0	100.0	
<b>Book Bank facilities</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Good	2	2.0	2.0	2.0
Fair	3	3.0	3.0	5.0
Need improvement	95	95.0	95.0	100.0
Total	100	100.0	100.0	
<b>Overnight Issues</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Excellent	4	4.0	4.0	4.0
Good	13	13.0	13.0	17.0
Fair	44	44.0	44.0	61.0
Need improvement	39	39.0	39.0	100.0
Total	100	100.0	100.0	

From table 8.2 above, 67 (67.0%) of the respondents had good level of satisfaction with Reference/ Information service, 49(49.0%) of the respondents had good level of satisfaction with Reservation of books service, 87(87.0%) of the respondents said that there was need for improvement on Reprographic services, 96 (96.0%) of the respondents said that there was need for improvement in Mobile alert service, 97(97.0%) of the respondents said that there was need for improvement in E-News services, 95(95.0%) of the respondents said that there was need for improvement in Book Bank facilities while 44 (44.0%) of the respondents had fair level of satisfaction with Overnight issues service

**Table 9.1 showing barriers to enjoying library resources and services**

<b>Library Resources</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Constitute a barrier	14	14.0	14.0	14.0
Do not constitute a barrier	86	86.0	86.0	100.0
Total	100	100.0	100.0	
<b>Staff attitude</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Constitute a barrier	60	60.0	60.0	60.0
Do not constitute a barrier	40	40.0	40.0	100.0
Total	100	100.0	100.0	
<b>Staff availability</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Constitute a barrier	74	74.0	74.0	74.0
Do not constitute a barrier	26	26.0	26.0	100.0
Total	100	100.0	100.0	
<b>Information from staff</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Constitute a barrier	71	71.0	71.0	71.0
Do not constitute a barrier	29	29.0	29.0	100.0
Total	100	100.0	100.0	
<b>Library registration procedure</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Constitute a barrier	15	15.0	15.0	15.0
Do not constitute a barrier	85	85.0	85.0	100.0
Total	100	100.0	100.0	
<b>Loan Duration</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Constitute a barrier	30	30.0	30.0	30.0
Do not constitute a barrier	70	70.0	70.0	100.0
Total	100	100.0	100.0	
<b>No of items that can be loaned</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Constitute a barrier	92	92.0	92.0	92.0
Do not constitute a barrier	8	8.0	8.0	100.0
Total	100	100	100.0	
<b>Availability of resources</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Constitute a barrier	99	99.0	99.0	99.0
Do not constitute a barrier	1	1.0	1.0	100.0
Total	100	100.0	100.0	
<b>Library fines</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Constitute a barrier	87	87.0	87.0	87.0
Do not constitute a barrier	13	13.0	13.0	100.0
Total	100	100.0	100.0	
<b>Currency of information resources</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Constitute a barrier	92	92.0	92.0	92.0
Do not constitute a barrier	8	8.0	8.0	100.0
Total	100	100.0	100.0	
<b>Conducive environment</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Constitute a barrier	46	46.0	46.0	46.0
Do not constitute a barrier	54	54.0	54.0	100.0
Total	100	100.0	100.0	

From the table 9.1 above, 86(86.0%) of the respondents believed that Library opening hours do not constitute a barrier to their enjoyment of library resources and services, 60(60.0%) of the respondents believed that staff attitude constitutes a barrier to their enjoyment of library resources and services, 74(74.0%) of the respondents believed that staff availability constitutes a barrier to their enjoyment of library resources and services, 71(71.0%) of the respondents believed that information from staff constitutes a barrier to their enjoyment of library resources and services, 85(85.0%) of the respondents believed that Library registration procedure do not



constitutes a barrier to their enjoyment of library resources and services, 70(70.0%) of the respondents believed that Loan duration do not constitutes a barrier to their enjoyment of library resources and services, 92(92.0%) of the respondents believed that number of items to be loaned constitutes a barrier to their enjoyment of library resources and services, 99(99.0%) of the respondents believed that availability of resources constitutes a barrier to their enjoyment of library resources and services, 87(87.0%) of the respondents believed that library fines constitutes a barrier to their enjoyment of library resources and services, 92 (92.0%) of the respondents believed that currency of information resources constitutes a barrier to their enjoyment of library resources and services while 56(56.0%) of the respondents believed that conducive environment do not constitutes a barrier to their enjoyment of library resources and services.

**Table 9.2 showing barriers to enjoying library resources and services**

<b>Understanding the users need</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Constitute a barrier	92	92.0	92.0	92.0
Do not constitute a barrier	8	8.0	8.0	100.0
Total	100	100.0	100.0	
<b>Relevancy of information materials</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Constitute a barrier	97	97.0	97.0	97.0
Do not constitute a barrier	3	3.0	3.0	100.0
Total	100	100.0	100.0	
<b>Reliability of resources</b>	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Constitute a barrier	96	96.0	96.0	96.0
Do not constitute a barrier	4	4.0	4.0	100.0
Total	100	100.0	100.0	

From table 8.2 above, 92 (92.0%) of the respondent believed that understanding the needs of users constitutes a barrier to their enjoyment of library resources and services, 97(97.0%) of the respondents believed that relevancy of information materials constitutes a barrier to their enjoyment of library resources and services while 96(96.0%) of the respondents believed that reliability of resources constitutes a barrier to their enjoyment of library resources and services.

### **Discussion of Findings**

It was revealed from the study that (15)15.0% of the respondents were from Environmental studies department, (18)18.0% from Community Health, 12(12.0%) from Health Information Management and Food Hygiene, Hospitality Management and Tourism, 17(17.0%) from Pharmacy, while13 (13.0%) are from Public Health Nursing and Dental Nursing respectively.

The study also showed that (87)87.0% of the respondents were students, 66(66.0%) were females and single respectively while 46 (46.0%) were between age 20-24 years; 52 (52.0%) of the respondents visit the library occasionally while 33 (33.0%) of the respondents use the library for reading recommended course work and 93(93.0%) of the respondents make use of the library resources.

The study further shows that 56(56.0%) of the respondents used the library textbooks frequently, 62 (62.0%) used reference sources occasionally, 40(40.0%) used back volumes of journals occasionally, 71(71.0%) used Project/Thesis occasionally, 66 (66.0%) of the respondents seldom used Online Journals, 68 (68.0%) of the respondents used Newspapers/Magazines occasionally, 60 (60.0%) of the respondents do not use CD/DVD/VCD, 83 (83.0%) do not use E-books while 84 (84.0%) do not use online databases; 70 (70.0%) of the respondents were satisfied with the textbooks, 79 (79.0%) were satisfied with Reference sources, 45(45.0%) were not satisfied with back volumes of Journals, 79(79.0%) were satisfied with project/thesis, 94 (94.0%) were not satisfied with online journals, 71(71.0%) were satisfied with Newspapers/Magazines, 93(93.0%) were not satisfied with CD/DVD/VCD, 94(94.0%) were not satisfied with E-books while 93(93.0%) were not satisfied with online databases.

It was seen from the study that 94(94.0%) of the respondents indicated that circulation service were available in the Library, 96(96.0%) of the respondents indicated that OPAC service/Web OPAC were not available in the library, 95(95.0%) of the respondents indicated that Orientation programme for fresher were available, 90(90.0%) of the respondents indicated that E-resources retrieval facilities were not available, 92(92.0%) of the respondents indicated that Training and Demo on E-resources retrieval were not available, 92(92.0%) of the respondents indicated that content page alert service on current journals were not available, 81(81.0%) of the respondents indicated that current awareness service of newly acquired books and other resources were available,85(85.0%) of the respondents indicated that Reference/Information service were available, 74(74.0%) of the respondents indicated that reservation of books service were available, 94(94.0%) of the respondents indicated that reprographic services were not available, 97(97.0%) of the respondents indicated that indicated that mobile alert service is not available, 97(97.0%) of the respondents indicated that indicated that E-news service were not available, 96(96.0%) of the respondents indicated that indicated that Book bank service is not available while 59(59.0%) of the respondents indicated that indicated that overnight issue were available.

It was also seen from the study that 63(63.0%) of the respondents had good level of satisfaction with the circulation service, 84(84.0%) of the respondents said that there was need for improvement on OPAC/Web OPAC service, 56(56.0%) of the respondents had good level of satisfaction on orientation programme for the fresher,78(78.0%) of the respondents said that there was need for improvement on E-resources retrieval facility, 91(91.0%) of the respondents said that there was need for improvement on training and Demo on E-resources retrieval, 87(87.0%) of the respondents said that there was need for improvement on content page alert service on current Journals, 47(47.0%) of the respondents had good level of satisfaction on current awareness service of newly acquired books and other resources, 67 (67.0%) of the respondents had good level of satisfaction with Reference/ Information service, 49(49.0%) of the respondents had good level of satisfaction with Reservation of books service, 87(87.0%) of the respondents said that there was need for improvement on Reprographic services, 96 (96.0%) of the respondents said that there was need for improvement in Mobile alert service, 97(97.0%) of the respondents said that there was need for improvement in E-News services,

95(95.0%) of the respondents said that there was need for improvement in Book Bank facilities while 44 (44.0%) of the respondents had fair level of satisfaction with Overnight issues service.

The study further shows that , 86(86.0%) of the respondents believed that Library opening hours do not constitute a barrier to their enjoyment of library resources and services, 60(60.0%) of the respondents believed that staff attitude constitutes a barrier to their enjoyment of library resources and services, 74(74.0%) of the respondents believed that staff availability constitutes a barrier to their enjoyment of library resources and services, 71(71.0%) of the respondents believed that information from staff constitutes a barrier to their enjoyment of library resources and services, 85(85.0%) of the respondents believed that Library registration procedure do not constitutes a barrier to their enjoyment of library resources and services, 70(70.0%) of the respondents believed that Loan duration do not constitutes a barrier to their enjoyment of library resources and services, 92(92.0%) of the respondents believed that number of items to be loaned constitutes a barrier to their enjoyment of library resources and services, 99(99.0%) of the respondents believed that availability of resources constitutes a barrier to their enjoyment of library resources and services, 87(87.0%) of the respondents believed that library fines constitutes a barrier to their enjoyment of library resources and services, 92 (92.0%) of the respondents believed that currency of information resources constitutes a barrier to their enjoyment of library resources and services,56(56.0%) of the respondents believed that conducive environment do not constitutes a barrier to their enjoyment of library resources and services, 92 (92.0%) of the respondent believed that understanding the needs of users constitutes a barrier to their enjoyment of library resources and services, 97(97.0%) of the respondents believed that relevancy of information materials constitutes a barrier to their enjoyment of library resources and services while 96(96.0%) of the respondents believed that reliability of resources constitutes a barrier to their enjoyment of library resources and services.

## **Conclusion**

The study revealed that the most used library resources by majority of the student were textbooks, reference sources such as encyclopedia etc. back volumes of Journals, project/Thesis and Newspapers and Magazines. They were really not familiar with other library resources.

The study showed that majority of the respondents indicated that circulation service, Orientation programme current awareness service of newly acquired books and other resources, Reference/Information, Reservation of books service and overnight issue were available in the library while all other services needed to be improved.

The study also revealed that majority of the respondents had good level of satisfaction with the circulation service, level of satisfaction on orientation programme for the fresher, current awareness service of newly acquired books and other resources, Reference/ Information service, Reservation of books service and Overnight issues service while others left much to be desired.

In conclusion, the study revealed that majority of the respondents believed that Library opening hours, Library registration procedure, Loan duration and Conducive environment do not constitute a barrier to their enjoyment of library resources and services, while majority believed that staff attitude, staff availability, Information from staff, Number of items to be loaned, Availability of resources Library fines, Currency of information resources, understanding the needs of users, relevancy of information materials and reliability of resources constitutes a barrier to their enjoyment of library resources and services.

#### **4.1 Recommendation**

Based on the study, the following recommendations were made:

1. There is need to improve on enlightening students on other library resources such as Online Journals, CD/DVD/VCD, E-books and online databases.
2. There is need for improvement from the library in service offering such as OPAC/Web OPAC, E-resources retrieval facilities etc.
3. There is also the need to train the library personnel on their attitude and how to make available the service been provided by the library to the users.
4. The library management need to put in place measures that will allow users to be encouraged to enjoy the services on offer in the library.

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