



**Library Services Utilization as Determinant of Undergraduate Satisfaction in University
Library, Ekiti State University (Eksu), Ado-Ekiti, Nigeria**

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Abstract

The study surveyed library services utilization as determinant of undergraduate satisfaction in EKSU Library, Nigeria. The main purpose of the study is to find out the level of utilization of the library services and its satisfaction by undergraduate students. The research design used for this study is the descriptive research design of the survey type and the instrument used was structured questionnaire administered to students in the university. The sample study is 700 targeted undergraduate students to whom six hundred and fifty-eight (658) copies of questionnaire were returned and found useable/fit for the analysis representing a response rate of 94%. The study revealed that the undergraduates are highly satisfied with Leasing, Research, User Education and Reference and E-reference services. The study also revealed that the undergraduates are averagely satisfied with Current Awareness, selective Dissemination of Information, Indexing and Abstracting, Reprography, Retrospective Research and Annotated Bibliography Services. The study also revealed that the undergraduates are seldom satisfied with Database Subscription, Interlibrary Loan and Multimedia Services. The study therefore recommended that the library management should improve on services provision through creating awareness on services available and provide services which are not available in the library, the library management should ensure that library staff provides quality services through proper monitoring and supervision and the policy makes should establish policies that provide on Job training for staff to motivate and equip them for quality services delivery.

Keywords: Library Services, Utilization, Undergraduate Satisfaction, EKSU, Nigeria

Introduction

The importance of library services cannot be overemphasized in the university library. Library services enable the undergraduates to have access and use the library resources sufficiently. The provision of online Public Access Catalogue (OPAC) and well updated physical catalogue and highly organized collection could make the undergraduate students have access to library resources. Adeleye (2018) observed that university library services are to facilitate the university community to exploit and harness the library resources for maximum use. Undergraduate users do come to the University library for different types of information needs; some users come to ask about a particular book by the author or the title; some come to get information about a particular event, a personality or a particular time in History. Some may just come to the library to read, because the library provides a conducive environment. Some users may come to the library to search for books or information for their project, thesis or the paper they want to publish. All these information needs can be provided by various services provided by the university library. Ikenwe and Adegbilero- Iwari (2014) stated that library services are activities that librarians and other library personnel render to meet the information needs of users

According to Taledo Library (2016), academic library services include: leasing, current awareness, selective dissemination of information, inter-library loan, users education, research, reprography, database subscription, retrospective research, annotated bibliography, multimedia, indexing and abstracting, referencing and e-reference services. The technical services includes: acquiring of reading materials, organizing and displaying them in classified order, using the techniques of classification, cataloguing and shelf arrangement. Circulation services includes: lending services, registration of staff and students. Documentation services will enable readers pinpoint access to the information and data they need. Readers guidance services is to lead readers to where the resources are through the physical and Online Public Access Catalogue (OPAC) for maximum use of the library materials or resources.

Adeleye (2018) asserted that library services consist the process and delivery of all the activities carried out in the Technical Section and Readers Services Section and there after delivered to the users. Quality services are essential in this era of information age, but there must be collaboration between the university management and the university library. User Education and ICT services

could make researchers improve in the use of library resources. For users to maximize their use of the library, they need to be familiar with the library services.

Undergraduate satisfaction implies that user get the appropriate services that actually meet their information needs. There are some special services, which are very significant to the academic community. These include: charge and discharge services, current awareness services, reprography services' selective dissemination of information and bibliography services etc. Charge and discharge services afford the users' opportunity to be in control of the resources for some time without restriction. Current awareness services enable lecturers and students to be acquitted with knowledge new in their field or discipline. Reprography service allow students to make photocopy of any material they want or the material that cannot be leased out such as serial materials, reserved or reference materials. Bibliography service allows undergraduates to have list of books compiled in their field or discipline either for search or otherwise. Another important service use in the university library is the Selective Dissemination Information (SDI). This type of service compile list to meet the need of particular group in their field. It could be in Psychology, English and Literary Studies, Geography etc. Library Services tailored to meet users' needs, promote study, teaching and research. For services to satisfy users, it should be available every time they need it; which implies that the services should be available all the time. All services should be provided by skillful and friendly staff.

Statement of the Problem

Users satisfaction is one of the main objectives of the academic libraries services. Undergraduates academic activities could yield positive results through provision of quality services. Inadequate services could be traced to unskilled staff, poor organization of library resources, inadequate library resources and services, insufficient staff, unfriendly staff etc. All these factors may lead to undergraduate's dissatisfaction. Consequently, this study was carried out to find out how services correlate with undergraduate's satisfaction.

Objective of the Study

The general objective of the study is to investigate library services utilization on undergraduate's satisfaction in Ekiti State University, Nigeria.

The specific objectives are to:

1. find out the types of services available and used by undergraduates in Ekiti State university library.
2. determine the influence of library services utilization on undergraduate's satisfaction in Ekiti State University library.
3. investigate the level of undergraduate satisfaction with the library services in Ekiti State University

Research Questions

1. What are the types of services rendered in Ekiti State University Library?
2. What are the services utilized by the undergraduates in Ekiti State University?
3. What is the level of undergraduate's satisfaction of library services in Ekiti State University?

Test of Hypothesis

H₀: Library services utilization has no significant influence on undergraduate satisfaction.

H₁: Library services utilization has significant influence on undergraduate satisfaction.

Literature Review

Related literature are hereby reviewed on library services utilization and undergraduate satisfaction. Onanuga, Ayotola, Olufemi, Pelemo and Ogunwande (2017) investigated library services utilization and satisfaction by undergraduate students: a case study of Osun State University main library. This study was conducted to assess the library services utilization and

satisfaction by undergraduate students in Osun State University main Library, Osogbo, Nigeria. Two hundred and fifty copies of the questionnaire were distributed to students in 200 level and above who formed the sample for the study. The survey research method was adopted for the study. The study also discovered that most of the respondents were satisfied with almost all the services provided in the library apart from few services which the library needs to be more effective in delivery. The study recommends that the library should make provision for regular and free internet access, photocopying, printing and inter library loan services in order to improve on their services to the satisfaction the users

Attama and Ezema (2014) opined that university libraries support educational development with resources such as books, periodicals, journals, encyclopedia, and government publications. Adam (2017) reveals various services and functions of university libraries which include providing access to information resources that enhance lifelong learning. Oudua (2015) argues that university library must identify and meet both the internal and external needs of users. The external needs can be met through inter-library loan. Chakrabarti and Pramanik (2014) identified various services rendered by university libraries, these include reference service through phone calls, Selective Dissemination of Information (SDI), Online Public Access (OPAC), Current Awareness Service (CAS), inter-library loan, attending to reference queries, access to national and international databases through the Internet or another network, fax, personal contact and attending to users at the Circulation unit, among others.

Akpan-Atata and Enyene (2014) opined that library services comprise all packaged activities which the library renders to the users to enhance and attain the missions of the parent institution. Effective and efficient learning activities in the library can be attributed to well organized library services (Kulkarni and Deshpande, 2012). Kekana (2016) maintains that libraries must put mechanisms in place to find out the attitude of users toward library services. This indicates that users need to be satisfied with library services to encourage better use. Ikenwe and Adegbilero-Iwari (2014) noted that apart from effective library services, a university library must have suitable learning resources, provide conducive environment and competent staff. These will permit users to have confidence in library activities.

Ikenwe and Adegbilero-Iwari (2014) surveyed Utilization and User Satisfaction of Public Library Services in South-West, Nigeria in the 21st Century. This study investigated the utilization and

user satisfaction of public library services in south west Nigeria. A descriptive survey research design was employed for this research and a total of 400 (four hundred) library users chosen across four states in South-West, Nigeria were used for the study. The results showed that there is an improvement in the use of these libraries. Also, lack of adequate facilities, inadequate/outdated information resources, internet /ICT services in Nigeria public libraries were revealed by the users as major factors affecting user satisfaction of public library services in this 21st century of information and communication technology.

Opoku (2011) perceived library services as a complex and dynamic collaboration between the library staff and the users. Wiggins (2010) Posited that it is critical that the librarians continue to provide users with organized access to quality library services. Nwalo (2011) said that library services deserved to be taken into cognizance, because information seeking behavior of library users in this millennium age of universal access has taken a giant stride as amount of information on the world wide web increase each day. Adeniran (2011) stressed that library need to examine the range and quality of services provided and develop systems for consultation and cooperation with their customer's need and customer's expectation to the higher degree. Martuala and Menon (2012) informed that services issues are addressed to know the satisfaction level of the users and to improve service delivery.

Onyekweodiri and Agbo (2015) investigated the extent of library utilization by students of veterinary medicine in two federal universities in south-east zone of Nigeria. The result obtained from the findings revealed that library resources required by these students range from newspapers, magazines, current awareness services, journals, online resources related to veterinary medicine to many more. On the other hand, library services in both institutions under study are inadequate resulting in student's apathy to the library.

Also, a study conducted by Lateef, Omotoso and Fagbola (2016) on Students' Use and Evaluation of College Libraries in Crawford University revealed that students use their libraries sparingly; they use the libraries less for references and other academic purposes but more for relaxation in between lectures and to discuss with mates and friends. However, the respondents rate the information resources, services and facilities of the libraries as fair. The study concluded that the resources and services of the college libraries are poorly used and used less for academic purposes.

Nkamnebe, Egwuatu and Nkamnebe (2017) surveyed students' perception of information resources and services in Nigeria Police Academy Library, Kano in order to determine areas of strengths and weaknesses. Descriptive survey research design was adopted for the study. Findings of the study revealed that students' overall perception of library resources and services was positive, although there were few areas of deficiencies. It was recommended that the Academy's library management should provide information resources such as abstracts, indexes, CD-ROMs and OPAC considering their importance in research. Furthermore, it recommended that services such as reprography, Current Awareness Services (CAS), Selective Dissemination of Information (SDI), library exhibition, interlibrary loan, indexing and abstracting, Internet services, document delivery, and e-mail services should be overhauled with the aim of strengthening them, and introducing them where they hitherto do not exist.

Methodology

This research is of descriptive and survey methodology. The statistical population are the undergraduates in Ekiti State University who have spent at least an academic session. For the purpose of this study, random sampling technique was used in order to give each person in the sampling frame an equal chance of being selected for the study. To evaluate the utilization of resources by students, a survey instrument in the form of self-administered questionnaire was developed for the purpose of eliciting the main data for the study. Copies of questionnaire were administered on the respondents (undergraduates), who have spent at least a session in the university, in their respective classes in the different departments across the eight faculties. Seven hundred (700) students were randomly selected which gave each person in the sampling frame an equal chance of being included in the sample. Some of the students were personally interviewed to complement the questionnaire used for data collection for this study. Six hundred and fifty-eight (658) copies of questionnaire were returned and found useable/fit for the analysis, representing a response rate of 94%. The descriptive statistics involving frequency counts, tables and percentages presented in charts were used for the data analysis. For effective understanding of the analysis, the data of 'Highly utilized' and 'Utilized' and 'Seldom utilized' were added together and that of 'Highly satisfied' and 'Averagely satisfied' and 'Seldom satisfied' were also added together.

Data Analysis

Level of Library Services Utilization

Research Question one: What is the level of library services utilized by the undergraduate in Ekiti State University library?

Table 4.1: Library Services Utilization

S/N	Services	Highly Utilized N%	Averagely Utilized N%	Seldom Utilized N%	Mean	SD
1	Leasing	367(55.7)	225(34.1)	67(10.2)	2.46	0.67
2	User Education	351(53.3)	228.34.6)	80(12.1)	2.41	0.70
3	Research	350(53.1)	216(32.8)	93(14.1)	2.39	0.72
4	Referenced and e-referenced services	315(47.8)	204(31.0)	140(21.2)	2.27	0.27
5	Current Awareness	250(37.9)	285(43.2)	124(18.8)	2.19	0.73
6	Selective Dissemination of information	259(39.3)	261(39.6)	139(21.1)	2.18	0.767
7	Indexing and abstracting	261(39.6)	210((31.9)	188(28.5)	2.11	0.82
8	Reprography	194(29.4)	277(42.0)	188(28.5)	2.01	0.76
9	Retrospective Research	206(31.3)	250(37.9)	203(30.8)	2.00	0.79
10	Annotated bibliography	179(27.7)	266(40.4)	214(32.5)	1.95	0.77
11	Database Subscription	177(26.9)	236(35.8)	246(37.3)	1.90)	0.79
12	Interlibrary Loan	193(29.3)	198(30.0)	268(40.7)	1.89	0.83
13	Multimedia	180(27.7)	212(32.2)	267(40.5)	1.85	0.81
	Overall		Mean =2.12			

Table 4.1 revealed the level of utilization of library services by undergraduates in Ekiti State University Library. The overall mean for library services utilization was 2.12. The respondents indicated that leasing was the service that was most utilized by the undergraduates with a mean of 2.46, followed by user education, with a mean of 2.41, research with a mean of 2.39, reference and e-reference with a mean of 2.27, while annotated bibliography has a mean of 1.95, database subscription has a mean of 1.90, interlibrary loan has a mean of 1.89 and multimedia services has a mean of 1.87, was the least utilized service. This result indicated that leasing, user education, research, reference and e-reference are the most utilized library services in Ekiti State university library. Current awareness, selective dissemination of information, reference and e-reference and

indexing and abstracting are averagely utilized in Ekiti State University library. Others such as reprography, retrospective research, annotated bibliography, database subscription, interlibrary loan, and multimedia services are seldom utilized. This may be as a result that the undergraduates are not aware that this services are available or the services are not available in Ekiti State University library.

Level of Satisfaction with Library Services

Research Question 2: What is the level of undergraduates' satisfaction with library services in Ekiti State University library?

Table 4.2 Library Services Satisfaction of Undergraduates?

S/N	Services	Highly satisfied with library services N %	Averagely satisfied with library services N%	Seldom satisfied with library services N%	Mean	SD
1	Leasing	369(56.6)	225(34.00)	66(10.1)	2.46	0.67
2	Users Education	353(54.2)	227(33.4)	79(11.9)	2.41	0.70
3	Research	351(54.00)	213(30.9)	95(16.1)	2.39	0.72
4	Reference and e-reference	317(46.9)	207(30.1)	140(21.2)	2.27	0.79
5	Current Awareness	250(38.9)	283(41.9)	123(18.8)	2.19	0.73
6	Selective Dissemination of information	259(39.3)	260(38.9)	140(21.18)	2.18	0.76
7	Indexing and Abstracting	263(44.2)	211(31.9)	184(24.6)	2.11	0.11
8	Reprography	194(29.4)	277(42.0)	188(28.5)	2.01	0.76
9	Retrospective Research	206(31.3)	250(38.4)	203(30.8)	2.00	0.92
10	Annotated Bibliography	178(26.2)	267(40.5)	214(32.5)	1.95	0.77
11	Database Subscription	179(27.8)	236(35.1)	246(37.1)	1.90	0.79
12	Interlibrary loan	193(29.3)	198(30.0)	268(40.7)	1.89	0.89
13	Multimedia	180(27.3)	212(32.2)	267(40.1)	1.87	0.81

Table 4.2 revealed the level of undergraduate satisfaction of library services in Ekiti State university library. The table revealed that 56% were highly satisfied with leasing of library resources, 54% were highly satisfied with user education, 54% were highly satisfied with research services, 46% were highly satisfied with reference and e-reference services.

Furthermore, the table revealed that 41% were averagely satisfied with current awareness services, 38% were averagely satisfied with selective dissemination services, 38% were averagely satisfied with Retrospective Research Services, 40% were averagely satisfied with Annotated Bibliography Services.

Finally, the table revealed that 37% were seldom satisfied with Database Subscription Services, 40% were seldom satisfied with Interlibrary Loan services and 40% Multimedia Services. The result of the table indicated that the undergraduates used leasing, User Education, Research, and Reference and E-References Services than other services in the library. The undergraduates were averagely satisfied Current Awareness Services, Selective Dissemination of Information Services, Retrospective Research Services and Annotated Bibliography Services and the undergraduates use Database Subscription, interlibrary Loan Multimedia Services. The services that are seldom used may be that the students are not aware that the services are available in the library.

Discussion of findings

Question two sought to found out the level of undergraduate satisfaction with library services in Ekiti State University library. The study revealed that the undergraduates are highly satisfied with leasing, user education and research services. Furthermore, the study revealed that the undergraduates were averagely satisfied with current awareness services, selective dissemination of information services, research services and annotated bibliographic services.

Finally, the undergraduates were seldom satisfied with inter library loan, multimedia services. Adeniran (2011) submitted that libraries need to re-examine the range and quality of services they provide and develop system for compilation and co-operation with customers to the highest degree.

Conclusion

The study revealed that the undergraduates are highly satisfied with Leasing, Research, User Education and Reference and E-reference services. The study revealed that the undergraduates are averagely satisfied with Current Awareness, selective Dissemination of Information, Indexing and Abstracting, Reprography, Retrospective Research and Annotated Bibliography Services.

This study also revealed that the undergraduates are seldom satisfied with Database Subscription, Interlibrary Loan and Multimedia Services.

Recommendations

Based on the findings and conclusion, it is, therefore, recommended that:

1. The Library Management should improve on services provision in Ekiti State University library by Creating awareness on services available and making available services that are not really in the library.
2. The library management should ensure that the library staff provides quality services through proper monitoring and supervision of staff to motivate the undergraduates and other users to patronize the library services better.
3. The policy makers should establish policies that could provide on job training for staff to motivate and equip them for quality service delivery.
4. The library management should organize seminars workshops for staff from time to time to keep them up-dated and current on the new innovation in library practices and services delivery.

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