

The Perception of Users on the Materials' Adequacy and Satisfaction with Library Services in Kwara State College of Education Library, Ilorin, Nigeria

Tella, OlusolaAdebisi
sollyjoy@yahoo.com

Jato, M.K
Jatmk02@gmail.com

Abdulsalam, A.U.
abdulsalamahmdausman@gmail.com

Kwara State College of Education Library,
Ilorin, Nigeria.

ABSTRACT

This study examined the users' perception of the materials' adequacy and satisfaction with the library services in Kwara State College of Education library, Ilorin, Kwara State, Nigeria. The study adopted a survey research design. The target population of the study was the Sandwich Degree Students of the College among whom a sample of 120 was taken. Data for the study was collected using questionnaire which was developed based on the variables and objectives of the study. The results demonstrate that every material housed or available in the library are adequate except for electronic materials which was indicated to be grossly inadequate. The respondents were satisfied with loan service, reference service, circulation and readers' service with serial service and general library collection but not satisfied with the arrangement of materials on the library shelves.

Keywords: Users' perception, Materials adequacy, Users' satisfaction, Library services, College of Education library, Nigeria

1. INTRODUCTION

A library plays an important role in providing information services and resources to assist users in their studies and research activities. It possesses information in the form of books, periodicals, audio-visual and electronic media. Users are very important. Libraries exist because of them. They should therefore be satisfied with the service they receive. User satisfaction with the library depends on their perception of the adequacy of the materials, and services render in such library. User perception can be defined as the degree of understanding the concept of services being rendered in a library (Zhuang et al., 2016). User satisfaction is the measurement that determines how happy users of a library are with the services offer by that library. User satisfaction information, including surveys and ratings, can help a library determine how to best improve services; and materials adequacy is the quality of information materials being good enough or great enough in amount to be acceptable by the users of a library.

The library is a place where academic information sources are acquired, organised, processed, stored and made available to meet the information needs of the students, teachers and the entire institutions' community. The university library is set up to serve its parent institution and considered as an organ around which all academic

activities revolve and therefore the library can aptly be described as the heart of the university. The role of a college library for instance to the parent institutions could be seen as: acquisition of resources to support learning and teaching process in the college, provision of resources necessary for research and to meet the requirement of academic staff; cooperation with other university libraries with a view of developing a network of academic; library resources which will be at the disposal of all students and teachers; open the door to a wide range of resources that lie beyond the borders of one's own field of Specialization; to bring information resources to door step of student and scholars together under conditions which encourage reading for pleasure, self-discovering, personal growth and sharpening of intellectual curiosity (Awotola & Olowolagba, 2018).

Adequacy of materials and users satisfaction with the library services have been subject of debate (Okoli & Ogbonaya, 2015; Weiss, Hoegl, & Gibbert, 2017; Obidile & Obi, 2020). The issue of materials adequacy has been an important factor that has been making the potential users of the libraries particularly the academic libraries to run away. The obsolescence of the materials in most libraries has been as a result of failure of most parent bodies of the libraries to live up to their expectation in the area of providing enough budget for libraries to make different materials available for the users. There is no doubt the fact that many libraries particularly academic libraries (especially College of Education Libraries) are faced with this ugly scenario thereby making users to characterize that as storing inadequate materials.

User satisfaction is another prominent issue of concern regarding the services of academic libraries. Bernard and Dulle (2014) conceived satisfaction as "the customers' evaluation of a product or service in terms of whether that product or service has met their needs and expectations. Failure to meet needs and expectations is assumed to result in dissatisfaction with the product or service". From this explanation, it is discovered that for satisfaction to result, there has to be a need from the user and that need has to be fulfilled. If it is fulfilled the user becomes satisfied and the library as a provider achieves its mission if it succeeds in doing this regularly for most users (Ogbuyi and Okpe, 2013). Satisfaction may lead to users using the services of the library repeatedly and continuously and even recommending it to others. Humans always communicate experiences, whether good or bad, meaning that if they also receive a bad service they might also tell others about it. User satisfaction is considered as a reliable criterion for determining library effectiveness.

To determine whether the objectives of the library are met, Adams (2017) opines that the views, opinions, and perception of the library users should be sought. In other words, any library that wants to improve its resources and services must solicit the help of its users to identify areas of weakness in order to improve upon them. On the adequacy of library resources and services, Okoli and Okorie (2015) showed that it is the size of a collection, combined with its quality that ensures its adequacy. Thus, adequacy of any collection has both qualitative and quantitative dimensions.

The extent to which library resources and services satisfy the needs of users will determine how effective and efficient a particular library is. For a library to be worth its salt, the resources and services it renders must strive to meet and satisfy the needs of its users. However, user's perception, which is a way a user forms impression of and makes inferences about library resources, services and personnel in term of how

far they meet their expectation, should be used to measure library performance. This is because, according to Aina (2004) users are critical to the practice of librarianship and that all processes revolve round the users. User is a focal point of all libraries or information centres since the primary objectives of library's existence is to satisfy its users i.e. provision of excellent services to its users.

However, for the schools educational objectives to be achieved through the library, the library resources and services must be made available, adequate and satisfactory to the students and teachers who are the heavy users. Furthermore, Ogbuiyi and Okpe (2013) affirmed that neither a good book nor a good library can make the individual educated. It is the successful use of the books and libraries that makes them well informed, stable and well-adjusted learned individual. It has been observed that in most schools where library exists, emphasis is on physical features, collection and budgets and not on the material adequacy, effective utilization of the library and users satisfaction with the materials and services. In order to ascertain the extent to which academic library has helped in providing users with the materials they need couple with rendering of effective services, it is therefore, imperative to evaluate the adequacy of library materials and users satisfaction with the services provided.

1.1 Statement of the Problem

It is generally believed that users are in the best position to evaluate the effectiveness or adequacy of any library resource and service. According to Sivathaasan and Chandrasekar (2013), an evaluation of effectiveness is an evaluation of user satisfaction. Such an evaluation should determine how well an information service satisfies the needs of its users. Sivathaasan (2013) observes that for a library to be sure that it is carrying out its mandate to its users, "totality of features and characteristics of its resources and services must be able to satisfy all users implied needs. The Kwara State College Education has been a degree awarding institution for some times now through the affiliation of University of Ado-Ekiti in Ekiti State, Nigeria. The College Library has a mandate to serve all categories of users which include the staff and students. However, there has not been empirical evidence on the adequacy of materials housed in the library and the satisfaction of the categories of users of the library. Similarly, it has not been documented whether or not the users of the library are satisfied with the services of the library. It is against this background that the study was conducted to determine users' perception of the materials' adequacy and satisfaction with the library services in Kwara State College of Education library, Ilorin.

1.2 Objectives of the Study

The aim objective of the study was to examine the users' perception of the materials' adequacy and satisfaction with the library services in Kwara State College of Education library, Ilorin. In this regard, the study specifically sought to:

- (i) determine the perception of the Kwara State College of Education library users on the adequacy of the available materials house/stored in the College library;
- (ii) examine the level of use of library materials in the library understudy;
- (iii) Identify the services render by the Kwara State College of Education library to her users;
- (iv) establish the level of users' satisfaction with the library materials and services rendered;

- (v) identify the problems confronting the library in rendering satisfactory services to her users.

1.3 Research Questions

The study was guided by the following research questions:

- (i) What is the perception of the Kwara State College of Education library users on the adequacy of the available materials house/stored in the College library?
- (ii) What is the level of use of library materials available in Kwara State College of Education library?
- (iii) What are the services rendered by the Kwara State College of Education library to her users?
- (iv) What is the level of users' satisfaction with the library materials and services rendered in Kwara State College of Education library?
- (v) What are the problems confronting Kwara State College of Education library in rendering satisfactory services to her users?

2. METHODOLOGY

The study adopted a descriptive approach of the survey type. Survey was chosen for this study because it will enable the researcher to collect large amount of information about the beliefs, values, and activities of users on the perception of the materials' adequacy and satisfaction with the library services in Kwara state College of Education Library, Ilorin. The population of the study comprised the undergraduates of the Ekiti State University Degree programme being run at the Kwara State College of Education, Ilorin. A total of 120 respondents were selected to take part in the study through simple random sampling technique, from a total population of 3500 undergraduates of the Ekiti State University Degree programme. The 120 sample selection is justified based on Israel (2013) model that given a population of 4000, if $\pm 10\%$ is taking for Precision Levels where Confidence Level is 95% and $P=.5$, the sample should be 98 which is in the neighborhood of 120. The selected undergraduates were frequent library users.

2.1 Data Analysis

Descriptive statistics including percentages, frequency count and mean was used in analysing the data. Descriptive statistics was adopted because of ease and simplicity to understand. Collected data were coded using SPSS software and the analysis was performed following the variables in the objectives and research questions.

2.2 Validation and Reliability the Research

To ensure validity of the research, the instrument (questionnaire) was given to two experts in Library Studies for scrutiny and judgment. This was with the view of checking the appropriateness of the questionnaire before administration. Reliability of the instrument was achieved by piloting of the data collection instrument on 20 undergraduates of University of Ilorin Sandwich degree programme. The responses were divided into two equal halves, and the reliability of the instrument was calculated using Pearson Moment Correlation Coefficient and the reliability co-efficient returned an $r = 0.9$. This shows that the instrument was reliable.

3. RESEARCH FINDINGS

Table 1 below presents the results on the respondents' demographics. The results show that 63 (52.5%) of the respondents were female while 57 (47.5%) were male. This indirectly implies that more female than male among the sandwich degree students of the college patronize the library. This is because it was assumed that these categories have been making use of the College Library. The 100 and 200 levels students were excluded because it was assumed that they might not have been making effective use of the library or might not have been so familiar to the use of the library.

Table 1: Demographic Information of Respondents

SN	Variable	Value	Frequency	Percentage (%)
1	Gender	Male	57	47.5
		Female	63	52.5
2	Age	25-30years	45	37.5
		31-35years	44	36.7
		36-40years	21	17.5
		41 and above	10	8.3
3	Level of Study	100L	0	0
		200L	0	0
		300L	40	33.3
		400L	40	33.3
		500L	40	33.3

Table 2 presents the results on the adequacy or otherwise of the available materials in the college library based on the respondents' perception. The results reveal that (74.2%) of the respondents were of the view that textbooks as part of the materials in the library were adequate while (25.8%) indicated that the textbooks were inadequate. On the newspaper, (70.8%) indicated it is adequate while (29.2%) indicated inadequate. A total of (69.2%) of the respondents indicated that journals in the library are adequate while (30.8%) indicated not adequate. In addition, (72.5%) of the respondents indicated that the reference materials housed in the library are adequate while (27.5%) were of the contrary opinion by indicating that they are inadequate. Similarly, a total of (73.3%) of the respondents were of the view that audio visual materials in the college library are adequate while contrarily, (26.7%) indicated inadequate. In addition, (75%) of the respondents indicated that projects submitted by ex-students of the college are adequate while (25%) indicated inadequate; and (28.7%) indicated that multimedia housed in the library were adequate while (73.3%) were of contrary view indicating that the multimedia materials in the library are inadequate. The results here imply that materials that are available in the library are adequate except for electronic materials were considered to be grossly inadequate.

Table 2: Perception on the Adequacy of Available Materials

S/N	Materials	Adequate	Inadequate
1.	Textbooks	89 (74.2%)	31 (25.8%)
2.	Newspapers	85(70.8%)	35(29.2%)
3.	Journals	83 (69.2%)	37(30.8%)
4.	Reference materials	87(72.5%)	33(27.5%)
5.	Audio Visuals	88 (73.3%)	32(26.7%)
6.	Projects	90(75%)	30(25.0%)
7.	Electronic materials	32(26.7%)	88(73.3%)

On the level of use of the materials in the library, table 3 shows that (37.5%) of the respondent use the materials in the library on a daily basis, (20.8%) of the respondents indicated using them on a weekly basis, (14.2%) use the materials on twice a week and (10%) use the material trice a week. In addition, (7.5%) of the respondents use the material weekly, (5.8%) used the materials fortnightly while (4.2%) of the respondents used the materials in the library monthly.

Table3: Frequency of Use of the Materials Available in the Library

S/N	Frequency	Frequency	Percentage (%)
1.	Daily	45	37.5
2.	Once a Week	25	20.8
3.	Twice a Week	17	14.2
4.	Three times a Week	12	10
5.	Weekly	09	7.5
6.	Fortnightly	07	5.8
7.	Monthly	05	4.2

Table 4 below shows the services render by the college library to the respondents. As can be seen from table 4, the library renders services such as loan, reference, readers and serial services.

Table 4: Services Render by the Kwara State College of Education Library

S/N	Services	Frequency	Percentage (%)
1.	Loan Service	120	100
2.	Reference Service	120	100
3.	Circulation/Reader Services	120	100
4.	Serial Service	118	98.3

The table 5 shows the results on the satisfaction of users with the services of the college library to the sandwich degree students. The results reveal that (40%) of the respondents were very satisfied, (50%) satisfied with the loan service of the library while (10%) were not. On the reference service rendered by the library, (50%) were very satisfied, (32.5%) were satisfied while (17.5%) were not satisfied. On circulation and readers service render by the library, (29.2%) were very satisfied, (45%) were satisfied while (25.8%) were not satisfied. A total of (36.7%) were very satisfied with the serial service of the library, (45%) were satisfied while (8.3%) were not satisfied. On the library opening hour, a total of (60%) were very satisfied, 36.7) were satisfied and (3.3%) were not satisfied. The results here imply that the respondents in this study are satisfied with loan service, reference service, circulation and readers' service with serial service and general library collection but not at all satisfied with the arrangement of materials on the library shelves.

Table 5: Level of Users' Satisfaction with Library Materials and Services Provided by the Library

S/N	Materials and Services	Satisfactory Level		
		Very Satisfied	Moderately Satisfied	Not Satisfied
1.	Loan service	48 (40%)	60 (50.0%)	12 (10.0%)
2.	Reference service	60 (50%)	39 (32.5%)	21 (17.5%)
3.	Circulation/readers services	35(29.2%)	54 (45.0%)	31 (25.8%)
4.	Serial service	44(36.7%)	66 (55.0%)	10 (8.3%)
5.	Library opening hours	72(60.0%)	44 (36.7%)	4 (3.3%)
6.	General library collections	42(35.0%)	38 (31.7%)	40 (33.3%)
7.	Arrangement of materials on the shelves	40(33.3%)	40 (33.3%)	40 (33.3%)

In terms of problems encountered by the college library in rendering services to students include non-payment of salary to the staff as indicated by (43.3%). This is followed by inadequate funding (27.5%), lack of cooperation (12.5%), inadequate space (10%) and poor attitude of some users (6.7%).

Table 6: Problems Facing the Library in Rendering Satisfactory Services to Users

S/N	Problems	Frequency	Percentage (%)
1.	Non Payment of Salary	52	43.3
2.	Funding	33	27.5
3.	Inadequate Space	12	10.0
4.	Lack of Cooperation	15	12.5
5.	Users' Attitude	8	6.7
	Total	120	100.0

4. DISCUSSION OF THE FINDINGS

On the issue of perception of the Kwara State College of Education library users on the adequacy of the available materials housed/stored in the College library, the results reveal that every other materials housed or available in the library are adequate based on the view of the respondents except for electronic materials which was indicated to be grossly inadequate. This result is an indication that there are enough materials in the library and this might be the reason why the respondents consider them as adequate. This result correlates with the findings of a study by Ogbuyi and Okpe, (2013) who discovered that inadequate holdings of library books and audiovisual materials was responsible for the negative perception of the library by the respondents in their study. Similarly, the findings by Ekene, et al. (2016) which revealed that not all of the materials in the library they studied are adequate even though they are available support the current finding in this study. The results on the level of use of library materials available in Kwara State College of Education library show that respondents who use the library daily are more in number (37%) compared to those that access the library weekly, monthly or otherwise. This finding corresponds with Tirupoti (2011) who examined the information need, seeking behavior and availability of information resources that affect the information seeking pattern and communication process and found that half of the respondents visited library every day and main purpose of visiting the library was to prepare for information.

On the services rendered by the Kwara State College of Education library to her users, the results reveal that the library render services such as loan, reference, readers and serial services. The results on the services rendered in the college library of Kwara State College of Education Ilorin is not all that different from what other academic libraries rendered based on what was revealed in the literature. This result is in line with the earlier report by (Atande & Unchendu, 2017; and Udem et al., 2020) who reported similar findings that libraries in their study render services such as loan, reference, readers and serials services. Of course, the result is not a coincidence going by the fact that the services are part of the major services rendered by academic libraries the world over.

Regarding the level of users' satisfaction with the library materials and services rendered in Kwara State College of Education library. The results show that respondents in this study are satisfied with loan service, reference service, circulation and readers' service with serial service and general library collection but not at all satisfied with the arrangement of materials on the library shelves. The results are in

agreement with the report by Itumeleng et al. (2013) who indicated that respondents in their study conducted at the University of Limpopo in South Africa were satisfied with library hours, registration process and the staff members. Similarly, the study is in support of Daisy (2006) who found that most respondents were somewhat or very satisfied with overall library services and staff performance; moderately satisfied with the print collection; and least satisfied with space and ventilation, lack of study areas and the noisy environment.

The results on the problems confronting Kwara State College of Education library in rendering satisfactory services to her users revealed that the most prominent problems identified in the study are Non-payment of salary and inadequate funding. This is because, when salaries are not paid, librarians are not happy to render any service, and if they do, they do so out of compulsion. In such situation, the service render may not be to the satisfaction of the users and that add to the problem. Therefore non-payment of salary in this study is one of the major problems. There is no library without challenges. Most of these have been identified in the literature. For instance, Okoli and Okorie (2015), highlights include low patronage; lack of current materials; lack of trained personnel; inadequate funding; and suggestions for improvement, including the involvement of multinational organisations in funding. Libraries' resource constraints are also illustrated by the fact that libraries find the lack of funds or staff time to promote library resources and services to the community to be one of the most significant barriers to improving service to the community. Therefore, the non-payment of salary and inadequate funding identified as problems confronting the library focused in this study is not a surprise.

5. CONCLUSION AND ECOMMENDATIONS

This study has examined the users' perception of the materials' adequacy and satisfaction with the library services in Kwara State College of education library, Ilorin. The results so far have demonstrated that: Every other materials housed or available in the library are adequate based on the view of the respondents except for multimedia which was indicated to be grossly inadequate. The respondents who use the library daily are more in number (37%) compared to those that access the library weekly, monthly or otherwise. Based on the perception of the users, the library renders services such as loan, reference, readers and serial services. The respondents in this study are satisfied with loan service, reference service, circulation and readers' service with serial service and general library collection but not at all satisfied with the arrangement of materials on the library shelves. Non-payment of salary and inadequate funding are the most prominent problems confronting rendering of effective services to the users of the library.

Based on the findings in this study, the following are recommended:

- (i) That the library should put up effort to make multimedia available. Though there is paucity of funds to the library. To do this therefore, the budget of the College library should be improved because procurement of library multimedia is cost effective.
- (ii) The results in the study revealed that respondents who are the users of the library are not satisfied with the arrangement of the materials on the college library shelves. This is a very important issue that can reduce the patronage to the library. In the light of this, it is recommended that the library should do

more on the arrangement of shelves. Books should be returned to the shelves immediately after consultation.

- (iii) Non-payment of salary and inadequate funding has been the two major problems confronting the effective rendering of effective services by the library. In the light of this, the stakeholders concerned in the payment of salary to the library staff of the College Library, College of Education, Ilorin is called upon to see to the regular payment of the staff salary. They are also implored together with the college authority to improve the budget to the library so that more materials can be purchased to add to the stock of the library.

REFERENCES

- Adam, R, (2017). Assessment of library service quality and user satisfaction among undergraduate students of Yusuf MaitamaSule University (YMSU) library. *Library Philosophy and Practice* (e-journal). 1675. <https://digitalcommons.unl.edu/libphilprac/1675>
- Aina L. O. (2004) Ed., *Library and Information Science Text for Africa*, Third World Information Services Limited, Ibadan.
- Aguolu, C.C., &Aguolu, I.E. (2002). *Libraries and Information management in Nigeria*. Maiduguri: ed-linform services.
- Atanda, L.A. & Uchendu, C. (2017). Reference services provision in the libraries of Nigeria. *International Journal of Library and Information Studies*, 7(3), 27-37.
- Awotola, U.C. & Olowolagba, J.A. (2018). The use of academic library resources and services by undergraduate in Ibadan North Local Government of Nigeria. *GNOSI: An Interdisciplinary Journal of Human Theory and Praxis*, 1(2), 56-78. DOI: <https://doi.org/10.5281/zenodo.3519581>.
- Bassey, B. A. (2004). User-Satisfaction with Services in three Academic Libraries in Cross River State: A Comparative Study. *Gateway Library Journal*, 9 (2) 23 – 24
- Best, J.W. & Khan, J. V. (2006). *Research in education*, 10th edition. Pearson.
- Benard, R. &Dulle, F..(2014). Assessment of access and use of school library information resources by secondary schools students in Morogoro Municipality, Tanzania. 2014. *Library Philosophy and Practice* (e-journal). 1107. <http://digitalcommons.unl.edu/libphilprac/1107>
- Creswell, J.W & Creswell, J.D. (2018). *Research design: qualitative, quantitative, and mixed methods approaches*. 5th Ed. London: SAGE.
- Creswell, J.W & Poth, C.N. (2018). *Qualitative inquiry and research design: choosing among five approaches*. 4th Ed. London: SAGE
- Cornish, G. (2015) *Copyright: interpreting the law for libraries, archives and information services*, 6th edition, Facet Publishing.
- Daisy, S. (2006). Measuring user satisfaction: A case study at the PGDM branch library at Peradeniya. *Journal of the University Librarians' Association*, 10, 40-53.
- Ekene, U, Amaoge, D.A. & Onyekweodiri, N.A. (2016). Assessment of Available Resources and Library Services Provided in Two Medical Libraries in South-East Nigeria. *International Journal of Library Science*, 5(1), 1-6
- Itumeleng, P.M., Malcolm, W., & Anis, M.K. (2014). An evaluation of user satisfaction with library services at the University of Limpopo, Medunsa campus (medical university of southern Africa). *Arabian Journal of Business and Management Review (OMAN Chapter)*, 3, (11), 41-58.

- Israel, G.D. (2013). Determining sample size. Retrieved from <https://www.psychosphere.com/Determining%20sample%20size%20by%20Glen%20Israel.pdf> (accessed 21 May, 2022).
- Kumar, R. (2019). *Research methodology: a step-by-step guide for beginners*. 5th Ed. London: SAGE publications.
- Obidile, J.I. & Obi, O.C. (2020). Assessment of adequacy, availability and extent of utilization of instructional materials in the teaching of Business Studies in secondary schools in Anambra State. *African Research Review*, 14(1), 10.4314/afrev.v14i1.5
- Okoli B.E. & Okorie, O. (2015). Adequacy of material resources required for effective implementation of upper basic education business studies curriculum in Nigeria. *Journal of Education and Practice*, 6(6), 1-8.
- Ogbuiyi, S.U. & Okpe, I.J. (2013). Evaluation of library materials usage and services in private universities in Nigeria. *Kuwait Chapter of Arabian Journal of Business and Management Review*, 2, (8), 33.41.
- Sivathaasan, N. & Chandrasekar, K. (2013). Factor analysis of user satisfaction: A special referenceto the library, University of Jaffna, Sri Lanka. *Merit Research Journal of Art, Social Science and Humanities*, 1(3), 040-046.
- Sivathaasan, N. (2013). Impact of library collections on user satisfaction: A case study of undergraduate students of Faculty of Management Studies and Commerce, University of Jaffna, Sri Lanka. *European Journal of Business and Management*, 5(13), 141-146.
- Udem, O.K., Ikenwe, J.I., & Ugwuamoke, E. C. (2020). Undergraduates' perception of library service quality and value in the 21st-century in Southeast Nigeria: A case study. *Library Philosophy and Practice* (e-journal). 4501. <https://digitalcommons.unl.edu/libphilprac/4501>
- Weiss, M., Hoegl, M., & Gibbert, M. (2017). How does material resource adequacy affect innovation project performance? A meta-analysis. *Journal of Product Innovation*, 34(6), 842-863.
- Zhuang, M., Toms, E. G., & Demartini, G. (2016). The relationship between user perception and user behaviour in interactive information retrieval evaluation. *Advances in Information Retrieval*, 293-305. doi:10.1007/978-3-319-30671-1_22