



Assessment of User's Satisfaction with use of National Library of Nigeria-Calabar Branch

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Abstract

The study examined users' satisfaction with use of national library of Nigeria-Calabar Branch. To accomplish the research purpose, four research questions were formulated to guide the study. The survey research design was adopted and the population of the study was five thousand five hundred and forty (5540), while a sample of five hundred and fifty four (544) users of the institution were selected through random sampling technique and used for the study. The findings revealed that: Users satisfaction with library services and library resources in national library was significantly high. Based on the findings the following were recommended: National libraries should be stocked with current and up-to-date materials in order to encourage researchers to use their facilities and National library services should be adequate for the needs of national library users, it is most likely that the library will be heavily used.

Keywords: Availability, Information resources, Library services, National library and Users' satisfaction

Introduction

A National library is an information agency saddled with the responsibility of creating access to existing information resources and services for the user community. The basic objective of any National library is to satisfied users' information needs. Enhancing user satisfaction is integral to a successful service oriented organization including libraries, because satisfied users remain loyal, have positive feelings and recommend the services to others. Evidence from library evaluation studies has shown that users are the key stake- holders, and their feedback is the most reliable factor in measuring the usefulness and effectiveness of a library. Users' priorities and

expectations vary, and a good National library makes its best to fulfill the users' demands in order to achieve the highest level of user satisfaction. Libraries believe that along with delivery of quality information, certain information delivery services equally contribute to users' satisfaction.

Libraries are therefore established to provide information resources and services to meet users' information needs (Adeniran, 2011). The purpose of a library is defeated if its users are not satisfied with the resources and services it provides. User satisfaction has therefore been recognized as an important measure of library performance. To remain relevant, libraries should as matter of necessity have to periodically measure the resources and services of their library as a way of ensuring that they are meeting the set objectives of the library. The ultimate goal is to bring about satisfaction. If users are not satisfied, it is inferred that there is something wrong with the library (Larson & Owusu-Acheaw, 2012). Information resources apply to all types of printed resources (books, serials, pamphlets, maps, etc.) to most audio-visual resources (discs, films, videos, multimedia kits, etc.), to broadcast resources and to electronic publications (diskettes, CD-ROMs, on-line resources).

Library services are the activities that libraries and their personnel render to meet the information needs of their users. Such services are core and traditional library services (Popoola & Haliso Y. 2009). Satisfactory service cannot be provided unless the views of users are considered. Library must not only provide the resources but also ensure effective use of the resources by its clientele/community (Adeleke, 2005). For the library to perform its role adequately, its resources must be effectively utilized (Okoye, 2003). Thus, access to relevant information resources is very necessary. The Librarian has to know whether the right materials are acquired, available and used. This can be achieved through systematic evaluation of the library's collection; there need to be proper library orientation to users because without the knowledge of the use of the library's catalogue and the entire library, one cannot retrieve materials easily from the library. Instruction in library use aims at developing the bibliographic skills of library users so that they can make the most effective use of the library and information resources.

According to Brophy, (2007), use of national library depends on the services provided or made available in the library. If the services are not adequate for the needs of national library users, it is not likely that the library will be heavily used. For a library to be functional, the services it provides should correspond as closely as possible with the needs of its users. Creating access points

to library resources by the library encourages the users to visit and use the library more often. The use of library by users and indeed their satisfaction with library services depends on availability of suitable learning materials, accommodation and competent staff in the library. This main objective of any library is to support the community, an objective which is achieved through systematic acquisition and organization of all forms of recorded and undocumented information in all fields pertinent to the goals of the national library.

Statement of the problem

National Libraries in the world is the apex library in the country. The status of the library has placed enormous responsibilities on its shoulders: it is expected to provide leadership in library and information service delivery in the country; it is expected to provide excellence and professionalism both in terms of resources and services and above all, it is to provide services in all the states of the Federation. Poor service delivery, failure to meet users' satisfaction, if this situation is allowed to persist, its efforts at meeting its statutory responsibilities will be hampered and this will not augur well for its continued relevance in the educational and socio-economic progress of the society.

Observations have indicated that library users of the resources at National library of Nigeria, Calabar branch often resort to cyber café or fall on resources which do not quite meet their needs or users' academic work suffers because of failure to use library resources to its fullest potentials. The effectiveness and efficiency of services provided in national libraries are mainly determined by library users. The purpose of a library is defeated if its users are not satisfied with staff attitude and library facilities it provides. The interest and use made of their libraries to a great extent depends on the satisfaction users get from the library resources in meeting their educational and research needs.

Purpose of the study

The general purpose of this study is to examine user's satisfaction with use of National library of Nigeria-Calabar branch.

1. To examine types of resources available in National Library of Nigeria-Calabar branch
2. To determine types of services in National Library of Nigeria-Calabar branch
3. To examine types of users/level of use of the National library of Nigeria-Calabar branch.

4. To examine user's satisfaction with the use of National Library of Nigeria-Calabar branch.

Research questions

- i. What are the types of resources available in National Library of Nigeria-Calabar branch?
- ii. What are the types of services in National Library of Nigeria-Calabar branch?
- iii. What are the types of users/level of use of the National library of Nigeria-Calabar branch?
- iv. What is the level of users' satisfaction with the use of National Library of Nigeria-Calabar branch?

Methodology

The research design adopted for this study is survey research design. The population of this study is made of five thousand five hundred and forty (5540) registered users', while a sample of five hundred and fifty four (554) users of the institution were selected through simple random sampling technique and used for the study. The instrument used for data collection was questionnaire. The instrument was developed by taking into consideration all the variables selected for the study. Each response in the questionnaire was given a degree of scores which ranges from 1 - 2 points as: Agreed and Disagreed. This instrument was validated by experts and the reliability was measured using split-half reliability coefficient. The simple percentage was used to test the research questions.

Results

Research Question 1:What are the types of resources available in National Library of Nigeria-Calabar branch?

To answer this research question, responses to items 1-5 of section B on the questionnaire were analyzed. The result of the analysis is presented in Table 1.

From table 1, it can be observed that 300 representing (54%) of the total respondents agreed that there are textbooks that are relevant to my profession, while 254 (46%) disagreed. Also, 350 (63%) agreed that there are availability of current and up-to-date serials materials, while 204(37%) disagreed. Again, 360(65%) agreed that there are availability of current and up-to-date pamphlets in the library in the national library, while 194(35%) disagreed. Also, 294(53%) agreed that there

are available maps in the national library, while 260(47%) disagreed. Also, 294(53%) agreed that there are available discs in the national library, while 260 (47%) do not.

The results of the analysis indicate that the percentage of agreement for all the five items are higher than 50. This implies that books, serials, pamphlets maps and discs as an information resources are available in National Library of Nigeria-Calabar branch.

Table 1

Types of resources available in National Library of Nigeria-Calabar branch						
S/N	ITEMS	RESPONSES				Total %
		A		D		
		f	%	f	%	
1.	There are textbooks that are relevant to my profession.	300	54	254	46	554 100
2.	There are availability of current and up-to-date serials materials	350	63	204	37	554 100
3.	There are availability of current and up-to-date pamphlets in the library	360	65	194	35	554 100
4.	There are available of maps in the library	294	53	260	47	554 100
5.	There are available of maps in the library	294	53	260	47	554 100

Research question 2: What are the types of services in National Library of Nigeria-Calabar branch?

To answer this research question, responses to items 6-10 of section B on the questionnaire were analyzed. The result of the analysis is presented in Table 2.

From table 2, it can be observed that 292 representing (53%) of the total respondents agreed that National library offer user education services to users, while 262 (37%) disagreed. Also, 352 (63%) agreed that National library offer current awareness services to users, while 202 (37%) disagreed. Again, 354 (64%) agreed that National library offer inter-library loan and document delivery services to users, while 200(36%) disagreed. Also, 300 (54%) agreed that National library offer bibliographic verification and document delivery services to users, while 254 (46%) disagreed.

Also, 360 (65%) agreed that National library offer reprographic services to users, while 194 (35%) do not.

The results of the analysis indicate that the percentage of agreement for all the five items are higher than 50. This implies that users are satisfied with the type of services rendered in National Library of Nigeria-Calabar branch.

Table 2

Types of services in National Library of Nigeria-Calabar branch						
S/N	ITEMS	RESPONSES				Total %
		A		D		
		f	%	f	%	
6	National library offer user education services to users	262	53	262	47	554 100
7	National library offer current awareness services to users	352	63	202	37	554 100
8	National library offer inter-library loan and document delivery services to users	354	64	200	36	554 100
9	National library offer bibliographic verification and document delivery services to users	300	54	254	46	554 100
10	National library offer reprographic services to users	360	65	194	35	554 100

Research question 3: What are the types of users/level of use of the National library of Nigeria-Calabar branch?

To answer this research question, responses to items 11-15 of section B on the questionnaire were analyzed. The result of the analysis is presented in Table 3.

From table 3, it can be observed that 355 representing (64%) of the total respondents agreed that they obtain needed information for research from national library very fast, while 200 (36%) disagreed. Also, 380 (69%) agreed that they obtain very current information about national and international affairs in the national library, while 174(31%) disagreed. Again, 300(54%) agreed that they develop myself in my varied interest, while 254(46%) disagreed. Also, 294(53%) agreed that they obtain material which are interesting, entertaining and eeducative, while 260(47%) disagreed. Also, 320(58%) agreed that they obtain material in my specialist interest, while 234 (42%) do not.

The results of the analysis indicate that the percentage of agreement for all the five items are higher than 50. This implies that users are satisfied with information resources available in National Library of Nigeria-Calabar branch.

Table 3

Types of services in National Library of Nigeria-Calabar branch						
S/N	ITEMS	RESPONSES				Total %
		A		D		
		f	%	f	%	
11	I obtain needed information for research from national library very fast	355	64	200	36	554 100
12	I obtain very current information about national and international affairs in the national library	380	69	174	31	554 100
13	I develop myself in my varied interest	300	54	254	46	554 100
14	I obtain material which are interesting, entertaining and educative	294	53	260	47	554 100
15	I obtain material in my specialist interest	320	58	234	42	554 100

Research Question 4: What is the level of users' satisfaction with the use of National Library of Nigeria-Calabar branch?

To answer this research question, responses to items 16-20 of section B on the questionnaire were analyzed. The result of the analysis is presented in Table 4.

From table 4, it can be observed that 293 representing (53%) of the total respondents agreed that there are current information resources, while 261 (47%) disagreed. Also, 290 (52%) agreed that there are complete relevant journals, while 264(48%) disagreed. Again, 380(69%) agreed that resources are added to the library, while 174(31%) disagreed. Also, 292(52%) agreed that there are comprehensive project and thesis collection, while 262(48%) disagreed. Also, 365(66%) agreed that National library have environment conducive for research purpose, while 189 (34%) do not.

The results of the analysis indicate that the percentage of agreement for all the five items are higher than 50. This implies that users are satisfied with the use of information resources in National Library of Nigeria-Calabar branch.

Table 4

Users' satisfaction with the use of National Library of Nigeria-Calabar branch

S/N	ITEMS	RESPONSES				Total %
		A		B		
		f	%	f	%	
16	There are current information resources	293	53	261	47	554 100
17	There are complete relevant journals	290	52	264	48	554 100
18	Resources are added to the library	380	69	174	31	554 100
19	There are comprehensive project and thesis collection	292	52	262	48	554 100
20	National library have environment conducive for research purpose	365	66	189	34	554 100

Discussion of findings

This section is primary concerned with the discussion of findings that emerged from the results of the analysis. The discussion is presented according to the variables of the study.

Research Question One

The result of the first research questions revealed that the percentage of agreement for all the five items are higher than 50. From this percentage, the respondents were quite satisfied with the types of information resources available in national library. This implies that books, serials, pamphlets maps and discs as an information resources are available in National Library of Nigeria-Calabar branch. The findings of this study is in line with the view of Adomi (2008) who noted that National Libraries in their effort to provide a broad array of collection to meet the needs of their users, collect materials in various size and formats over a period of time. These resources/collections can include manifestations of printed word, audio and video recording, microforms, visual and electronic resources, and generations of requisite equipment for accessing, viewing or listening to data stored on them. Ikhizama and Oluwole (2000) also noted that, it is pertinent to highlight the fact that the use made of any library is dependent on the resources stocked and the services offered. Insufficient library stocks prevent people from using the library and prevent the library from realizing its full potentials as a contributor to the reading experience.

Research Question Two

The result of the second research question reveal that the percentage of agreement for all the five items are higher than 50. From this percentage, the respondents were quite satisfied with the types of services rendering in national library. This signifies that users are satisfied with the type of services rendered in National Library of Nigeria-Calabar branch. The findings of this study is in agreement with the view of Popoola and Haliso Y. (2009) who reported that library services are the activities that national libraries and their personnel render to meet the information needs of their users. Such services are core and traditional library services. Satisfactory service cannot be provided unless the views of users are considered. Library must not only provide the resources but also ensure effective use of the resources by its clientele/community (Adeleke, 2005).

Research Question Three

The result of the third research question reveal that the percentage of agreement for all the five items are higher than 50. From this percentage, the difference users' needs were met in the national library of Nigeria-Calabar branch. The finding of this study is in agreement with the view Obanewa et al. (2002) who classified library users into four groups: general readers, creative readers, adult students, and readers with specialist interests. General readers are those who read for information and general enlightenment. They consult newspapers, encyclopedias, general works, and related documents. The library offers this group of user's excellent opportunity to update themselves and be very current about national and international affairs. The library serves as a powerful means of developing individual readers in their varied interests. Creative readers are read novels, magazines, fiction, and fantasy. The library resource offers these users materials which are interesting, entertaining, and educative. Adult students' interests centre on information for serious academic pursuits. They consult textbooks and reference works. The last group of library users are people with specialist interests, including scientists, medical doctors, engineers, undergraduate, and post-graduate students.

Research Question Four

The result of the fourth research question revealed that users' satisfaction with library services in National Library of Nigeria-Calabar branch is significantly high. The finding of this study is in line with the view of Kassim (2009) who found that on the average, the respondents were quite satisfied with the user of national library. Reference services are established primarily to facilitate the use of the library and its resources since the expectation of library users are high when sourcing and retrieving information. Perera (2005) submits that satisfying user's needs is essential to the management of National Libraries. The management staff of a library should be aware of the current needs of their users, which may vary from one library to another as well as from time to time. Therefore, carrying out regular surveys on users needs at regular intervals on various aspects of library usage will be an invaluable guide in determining the future directions of library developments. User's satisfaction and optimization of resources have become important areas for libraries to maintain awareness. Many libraries especially the National Libraries are focusing on evaluation of the user's needs and their satisfaction with their services.

Conclusion

The National Library of Nigeria plays a major role of being the depository library of all copyright publications within the country. They are designed to meet information, cultural, education, research and entertainment needs of their citizens and this can only be done through the provision of adequate and quality information resources with effective management of these resources in order to meet their needs.

Recommendations

1. National libraries should be stocked with current and up-to-date materials in order to encourage researchers to use their facilities.
2. National library services should be adequate for the needs of national library users, it is most likely that the library will be heavily used.
3. National library information resources should be added to the library collection regularly

4. The National Library of Nigeria should sensitize and enlighten the general public on the legal deposit as one of the means of making information resources available in the library and its function so that those concerned can take note and become aware.

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