AVAILABILITY AND UTILIZATION OF LIBRARY RESOURCES AND SERVICES BY STUDENTS AT CATHOLIC INSTITUTE OF WEST AFRICA (CIWA), PORT HARCOURT, RIVERS STATE, NIGERIA

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Abstract

This study investigated the availability, utilization, and challenges of library resources and services at the Catholic Institute of West Africa (CIWA) Library. Using a descriptive survey design, data were collected from 25 respondents through structured questionnaires. The analysis revealed that while a range of resources and services are available, their utilization is inconsistent among users; books 56%, journal 48%, CD-Rom 56%, seating 48% and user education 40%. Key challenges identified include limited funding 3.28, lack of current materials 3.08, unstable internet connectivity 3.72, inadequate staffing 2.72, and weak administrative policies 2.76. at grand mean of 3.2960. The findings further indicated that although some users expressed satisfaction with available services, a significant number were either partially or not satisfied. The study concluded that for the CIWA Library to effectively support academic and research activities, substantial improvements in infrastructure, staffing, resource acquisition, and service delivery are necessary. Recommendations were made to address the identified gaps and promote optimal utilization of library services.

Keywords: assessment, students' satisfaction, availability, utilization, library   resources and services

Introduction

Library is the bedrock of every institution. It is a research hub. Library as a living organism has the obligation of collecting resources both print and non-print to enable its users access available information to meet their quest for information. Being able to collect; process and store resources to satisfy library user's information need is becoming difficult

due to information overload. Librarians find it difficult to know or chose the appropriate information for the users because there are a lot of information both softcopy and hardcopy this is making it difficult for users to be satisfied with available information resources and services in the library. To this end therefore, there is need to assess students' satisfaction on availability and utilization of library resources and services at Catholic Institute of West Africa (CIWA).

In the words of Oyewusi and Oyeboade, 2009; Anaraki and Babalh, 2009), libraries all round the world have an obvious obligation to meet the demand of their users on timely basis by providing relevant services and resources. Kotso (2010) opines that libraries should assist their parent institution by collecting, and making relevant material available to the research community. As the ideal place to research for needed information, serving as the repositories of recorded knowledge, libraries should thrive to remain the centres where intellectuals turn to obtain credible and authentic information to satisfy their academic curiosity (kotso, 2010; Anaraki & Babalhavaeji, 2013). The objective of establishing a library will not be fulfilled if the materials available are not relevant to the needs of the users hence; the study tends to assess students' satisfaction: availability and utilization of library resources and services in CIWA Library.

Statement of the Problem

Notwithstanding the centrality of resource availability to the effectiveness of all libraries, it has continued to be a cause for concern that most libraries, particularly in less developed countries, struggle with poor resource availability and services due to reported challenges such as underfunding, ever rising cost of library resources, misplaced priority in management policy, the book famine, lack of adequately trained professionals.

Objectives of the study

The study aims to assess students' satisfaction concerning the availability and utilization of library resources and services at the Catholic Institute of West Africa (CIWA), Port Harcourt, Nigeria. Specifically, the objectives are to:

1. Examine the availability of library resources and services at CIWA to determine the extent to which they meet students' academic and research needs.

2. Evaluate the utilization of available library resources and services by students, identifying patterns, frequency, and barriers to effective use.

3. Identify factors affecting the availability of library resources and services, including financial constraints, administrative policies, and staffing issues.

4. Investigate the challenges hindering students from effectively utilizing library resources and services, including awareness, accessibility, and digital literacy.

5. Assess students' overall satisfaction with the library's resources and services to determine whether their academic and research needs are adequately met.

Research Questions

The following research questions are formulated to guide this research:

1. What are the available resources and services at CIWA library and to what extent do available library resources and services meet students' academic and research needs?

2. How do you evaluate available resources and services? What is the frequency and patterns of utilization of available library resources and services by students at CIWA?

3. What are the factors affecting the availability of library resources and services, including financial constraints, administrative policies, and staffing issues?

4. What are the challenges hindering students from effectively utilizing library resources and services, including awareness, accessibility, and digital literacy?

5. What are the students' overall satisfaction with the library's resources and services to determine whether their academic and research needs are adequately met?

Review of Literature

Students' satisfaction

According to Sureshchander et al (2002), service quality and customer satisfaction were highly relate. Users' expectations have increased as a result of rapid development of advanced information technology, increasing generation of new knowledge and information availability from both printed and as well as online media. According to the authors, user

satisfaction and optimization of resources have become important areas for libraries to maintain awareness of. Many libraries especially academic libraries are focusing on evaluation of the user's needs and their satisfaction with their services. In the words of Owusu-Kwakye and Asante, (2015), students' satisfaction with academic library resources and services is an important factor in attracting students to use a particular academic library's resources. However, inadequate resources, on the other hand results in limited utilization of academic library resources. In the same vein, Szulewski *et al* (2023), state that when students feel satisfied with their learning experience, they may be better able to manage their cognitive resources and focus on learning, leading to improved performance. Popola (2001) argues that the availability of library resources in university libraries does not translate to accessibility and use of the resources by students. According to the author, users' satisfaction tests should be regularly conducted in the form of research to ascertain how library resources and services are utilized. Iwhiwhu and Okorodude (2012), state that the library resources are the assessment given by the library users concerning various services rendered in a particular library when accessing information resources. To the authors, for the users to be satisfied with services, there is an urgent need for the library to provide appropriate information that will meet the information needs of users. The same author posit that user satisfaction is a concept used to describe how good patrons feel after consulting the library and their willingness to return to that library when next they need information. User satisfaction is also described as the extent to which a library user is satisfied with the available services and information resources provided by a given library. It also explained how users judge the services of the library and whether they get the desired information resources, facilities and services expected to be provided by the libraries. In the word of Arua and Chinaka (2011), many undergraduates feel unhappy when there is a lack of adequate information resources in the library to meet undergraduate information needs; they show a feeling of dissatisfaction. According to Ocholla *et al* (2011), several factors influence user satisfaction in library service provision, such as limited access to information resources and services, lack of knowledge in information technology, insufficient technical skills and technical malfunctions that hinder access to these resources. The same authors revealed that information literacy skills are needed for library users and library personnel to gain maximum satisfaction in the use of library services and resources. Librarians must have

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specialized skills and knowledge that enhance the provision of effective and efficient library services to meet users' needs. Amarasekara (2020) buttress that the presence of well-informed and skilled human resources in the library is essential for enhancing the utilization of library resources and services. They emphasized that library staff must be helpful, polite, knowledgeable and skilled in order to effectively meet the needs of library users. Schunk (2012), states that a positive and supportive learning environment that fosters satisfaction can contribute to positive self-efficacy and academic engagement, leading to improved performance.

Availability of Library Resources and services

Library resources and services are all the available materials provided by the library management or the parent institution for the clientele. It could be in print or non-print form. It ranges from circulation or lending services which include inter library loan, reference services include long range reference services, ready reference services, user advisory services, user orientation services, reprographic services, current awareness services, abstracting and indexing services. They are common library services you can get in any library though ICT has made other services possible like social media platform services, web tools services, cloud library services etc. In the words of Simisaye, Osisanwo and Adeyeoye (2024), the availability and use of print information resources for study by final year library and information science student at the university of Jos library was examined by Panle, Akhimien and Mang (2021) the results showed that the final year LIS students' use of the various print information resources was insufficient and they encountered difficulties in using the resources. Abdulsami et al (2013) state that "Book availability is an indicator of stock effectiveness". Libraries consider their task to be that of collecting, storing and measuring of books. Most libraries consider it also their task to make these books available to their users. This is why most libraries market their resources and services to create awareness and let students know of their resources and services.

Abdulsami further states that the provision and use of information resources and services have grown to be a political and social responsibility. It appears that this responsibility will continue to grow with increase in the production of information and the number of its users. The daily growth of information first brings about the problem of

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making easily available to potential user the right type of information at the right time. Aguolu (2002) argues that availability should be viewed from both materials and instructional levels. The attribute to lack of availability of library resources and services to the steady proliferation of universities: federal, state and private, along with increase in students and faculties and the diversification of courses, academic and research programme without adequate information sources to meet the actual and information needs. Dike (1992) conducted a research on scarcity of books in Nigeria and the threat to academic excellence. She was able to establish that non-availability of information resources has led faculties and students not use library services. Information explosion brought about the problem of acquisition, organization and dissemination, this create problem in making available to the students the right type of library resources at the right time. Defining availability in terms of immediacy is useful as an indicator of library services. Since a perfect immediate availability rate is ideal. The application of information availability has contributed greatly to the knowledge of library functions, the availability of library resources and services provide overall benefit for users to postulate or reflect the general objectives for which it is established to serve. Paisley (1968) acknowledged that, the range of information resources available in a library, the use to which information resources is put, the user's professional background, motivation and the consequences for using or not using particular information channel has a consequence on how users would perceive the value of a given resources.

Utilization of Library Resources and Services

Utilization of library resources and services is the act of making good use of library acquisition for effective learning. Utilization of library resources and services depends on its availability. Edoka (2000) states that the entire human and materials resources in the library are put in place at considerable expenses for overall purpose of providing effective services to library users. On its part, the library has a responsibility to ensure that its resources and services are used. He went further to explain it by saying that a library can be defined in terms of use. For instance, an establishment that has some one thousand items of library resources that are effectively utilize can be a library while another that has a million documents that are not available for use may be simply a museum or storehouse. Indeed,

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the modern library anticipates the expectations of its users and positively provides resources and services to fulfill them. Preston & O'dell, (2013) cited in Simisaye, Osisanwo and Adeyeoye (2024) state that the primary reasons for infrequent or non-utilization of resources have been identified as follows: lack of awareness, perceived lack of relevance, lack of time, distance, incompetence in using electronic resources, personal books and or books borrowed from friends, internet access at home and public libraries, lack of necessity and denial of use. It is pertinent to note certain factors that might motivate an individual or group of people to utilize library resources include how easy the resources can be used, the currency and quality of the resources, its relevance. Ease of use and relevance sometimes ranked ahead of quality or information expected from a particular source.

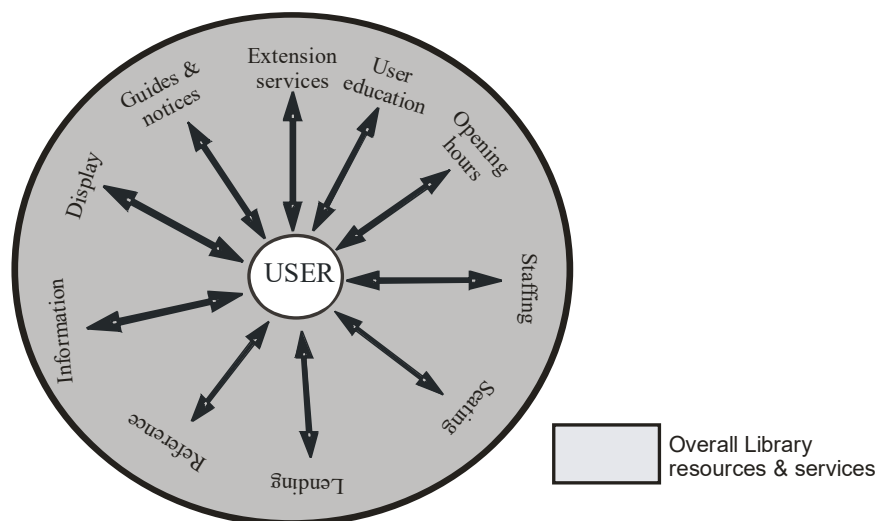The library services to the students are as shown in figure 2.1.

Fig. 2.1 *Services to the user*
Source: Edoka, B. E, {2000.} Introduction to Library Science, Onitsha, Palma publications and links Co.

## Significance of assessing students' satisfaction with library resources and services.

Assessing students' satisfaction with library resources and services is pivotal to provision of library resources and services to the clientele. It is essential to assess the user's satisfaction as this will help the library management and the parent institution to know what to provide and what not to include in their collections. It will equally help in financial planning of the institution. Dada (2010) posits that persisting economic problems in Nigeria

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have adversely affected quasi-governmental bodies including educational and other social institutions. The universities and research institutes in Nigeria have born the heavy brunt of economic dislocations and libraries' collections have been hard hit by unending scarcity of funding that affects books and other related materials. Yakubu *et al* (2022), opine that commitment to maintain and enhancing library services and resources extends beyond mere infrastructure investments. While (Kanwar and Sanjeeva, (2022; Zulaiha and Triana, 2023) state that students' satisfaction is the guiding compass for improvements and the ultimate reward for a robust library system. Positive feedback signals that the resources effectively meet students' academic and research needs. Standing on the words of Pramesworo *et al* (2023), which say that the evaluation provides invaluable insights into how well the library tailors to the diverse and evolving necessities of the student body.

Library can only know if it is making improvement or not through assessment of the users' satisfaction; thereby putting into practice the five laws of the librarianship. In the same vein, Riady et al, (2023) state that students' satisfaction emerges as a pivotal indicator and feedback mechanism in assessing the efficacy of library resources and services within educational institution. However, Ayodele and Falokun (2003), state that learning environment should be enriched, so as to stimulate students' wholesome development, since a comfortable student will be motivated to learn. Students' satisfaction with service delivery is an indication that an institution is able to meet their expectations and needs. However, students are dissatisfied when the services are below their expectations, and if the gap between expected services deliveries is high, they tend to communicate the negative aspects given, since they expect to see value for their time and money (Katamel, Kiprop, and Research, 2015). The authors emphasized that students' dissatisfaction can result in noticeable adverse or negative reactions. This sometimes shows through demonstrations, protest or outright riot. Taya (2011), opines that in the competitive environment, delivery of outstanding quality services so as to ensure customer satisfaction should be seen as a major impetus in nurturing an organization's long-term survival. Meanwhile, Ekpoh (2018), asserts that the measurement of satisfaction is an important issue to be considered and addressed in all service oriented organizations. The services provided to students can make their experience pleasant and acquisition of necessary skills and abilities possible. One element of high-quality service is the incorporation of users'

personal needs and expectations into the development of programs and service; the continued success of a service organization such as an academic library depends on the organization's ability to adjust its products and services to correspond to user needs. Consequently, only customers justify the existence of a library (Christopher Millson- Martula and Vanaja Menoa, 1995; Peter Hernon and Philip Calvert; 1997).

The diagram below shows the relationship between availability and utilization of library resources and services.

Conceptual Framework

Independent variable   **Dependent variable**

Source: Researcher (2025)
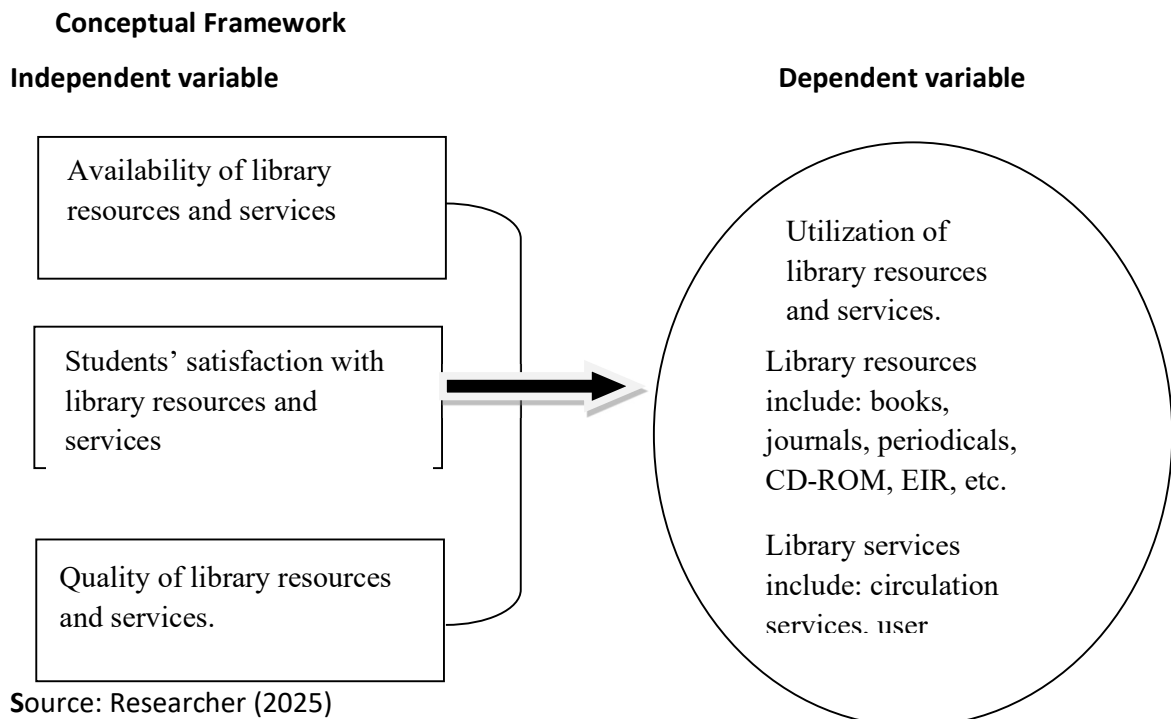
The diagram above explain that the utilization of library resources and services solely depend on the availability of library resources and services. This is because it is the library collections which are the resources that bring most people to the library. Equally, if the students cannot get the expected services from the librarian and library staff they will not be motivated to visit the library. The availability of quality library resources and services brings satisfaction to the students in utilization of library resources and services.

Research Methodology

The study adopted a descriptive survey design. This design was adopted for this study because it is considered appropriate method for obtaining reliable information. The

research will be conducted on South- South, Nigeria, focusing on all the students of Catholic Institute of West Africa, Port Harcourt. With a total of 159 post graduates and 88 undergraduates. Data will be collected using the researchers' developed instrument 'Assessing students' satisfaction: availability and utilization of library resources and services at catholic institute of West Africa (ciwa), port Harcourt, rivers state, Nigeria. (ASSAULRRQ)

Method of Data Analyses

The data obtained from the study will be analyzed using percentage for the biodata of the respondents, mean value for the question. The hypotheses will be tested using Pearson product Moment Correlation at 0.5 level of significance

Results

1. **Table 1:** What are the available resources and services at CIWA library and to what extent do available library resources and services meet students' academic and research needs?

S/N	Item Description	SA(%)	A(%)	SD(%)	D(%)	Mean	SD
1	Available library resources (books, CD-Rom, newspaper,) and services (lending, guides & notices, reference) meet my academic needs, not my research need	14(56.0)	1(4.0)	7(28.0)	3(12.0)	3.04	1.172
2	Available library resources (journals)and services (internet) meet my research needs, not my academic needs	12(48.0)	3(12.0)	7(28.0)	3(12.0)	2.96	1.136
3	Available library resources (magazines) meet my academic and research needs not available services (lending)	9(36.0)	8(32.0)	6(24.0)	2(8.0)	2.96	.978
4	Available library resources (magazines) and services (seating) meet my academic and research needs	9(36.0)	12(48.0)	3(12.0)	1(4.0)	3.16	.800
5	Available library resources (newspaper) and services (user	10(40.0)	6(24.0)	5(20.0)	4(16.0)	2.88	1.130

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	education) do not meet my academic and research needs						
	SET MEAN					**3.00**	**.742**

The results in Table 1 show that the respondents had a generally neutral perception regarding the availability and extent to which library resources and services meet their academic and research needs, with a set mean of 3.00. While a notable proportion agreed that the available resources and services support both academic and research needs (mean = 3.16), Other items reflected mixed responses, indicating that some users felt their needs were only partially met or not fully addressed, particularly in either academic or research aspects separately.

2. **Table 2:** How do you evaluate available resources and services? What is the frequency and patterns of utilization of available library resources and services by students at CIWA?

S/N	Item Description	SA(%)	A(%)	SD(%)	D(%)	Mean	SD
1	I utilize available library resources and services daily to make my note	9(36.0)	7(28.0)	7(28.0)	2(8.0)	2.92	.997
2	I utilize available library resources and services weekly to carry out research	7(28.0)	10(40.0)	5(20.0)	3(12.0)	2.84	.987
3	I utilize available library resources and services monthly to carry out my academic works	10(40.0)	10(40.0)	4(16.0)	1(4.0)	3.16	.850
4	I rarely utilize available resources and services to carry out my research nor my academic work	11(44.0)	7(28.0)	2(8.0)	5(20.0)	2.96	1.172
5	I do not utilize available library resources and services to carry out my academic nor my research work.	10(40.0)	4(16.0)	5(20.0)	6(24.0)	2.72	1.242
	SET MEAN					**2.9200**	**.78316**

As shown in Table 2, the respondents demonstrated a generally moderate level of utilization of library resources and services, with a set mean of 2.92. Although many indicated using these resources monthly for academic work (mean = 3.16) and some admitted to rarely using them (mean = 2.96), overall responses suggest inconsistent and infrequent usage patterns for both academic and research purposes. This implies that while library resources are available, they are not being fully or regularly utilized by a majority of users.

3. **Table 3:** What are the factors affecting the availability of library resources and services, including financial constraints, administrative policies, and staffing issues?

S/N	Item Description	SA(%)	A(%)	D(%)	SD(%)	Mean	SD
1	Lack of finance hinders provision of library resources and services thereby affecting effective utilization of library resources and services	13(52.0)	7(28.0)	4(16.0)	1(4.0)	3.28	.891
2	Administrative policies on library management affect my effective utilization of library resources and services (lending of books, library hours, light hours)	10(40.0)	5(20.0)	4(16.0)	6(24.0)	2.76	1.234
3	Lack of qualified library staff affect my effective utilization of library resources and services	9(36.0)	7(28.0)	2(8.0)	7(28.0)	2.72	1.242
4	Unavailability of staff when needed affect my effective utilization of library resources and services	10(40.0)	10(40.0)	3(12.0)	2(8.0)	3.12	.927
5	Lack of finance hinders provision of needed amenities in the library; this affects my effective use of library resources and services.	6(24.0)	5(20.0)	12(48.0)	2(8.0)	2.60	.957
	SET MEAN					**2.8960**	**.70739**

The results in Table 3 reveal that respondents moderately agreed that various factors hinder the effective utilization of library resources and services, with an overall set mean of 2.90.

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Among these, lack of finance was most strongly identified as a major constraint (mean = 3.28), while administrative policies, staff availability, and qualifications also had varying degrees of impact. The relatively lower mean of 2.60 on the provision of amenities further suggests that while financial and staffing issues are notable barriers, infrastructure and administrative support remain key areas needing improvement to enhance effective library use.

4. **Table 4:** What are the challenges hindering students from effectively utilizing library resources and services, including awareness, accessibility, and digital literacy?

S/N	Item Description	SA(%)	A(%)	D(%)	SD(%)	Mean	SD
1	Lack of current library resources and services hinders effective use of library resources and services	13(52.0)	6(24.0)	1(4.0)	5(20.0)	3.08	1.187
2	Lack of power supply poses challenge for my effective use of library resources and services	16(64.0)	8(32.0)	0(0.0)	1(4.0)	3.56	.712
3	Inability to locate resources using catalogue card is a challenge to my effective use of available resources and services	8(32.0)	9(36.0)	3(12.0)	5(20.0)	2.80	1.118
4	Lack of reprographic services in the library is a challenge to my effective use of available library resources and services	9(36.0)	15(60)	1(4.0)	0(0.0)	3.32	.557
5	Unstable internet or no internet connectivity hinders my effective use of library resources and services.	19(76.0)	5(20,0)	1(4.0)	0(0.0)	3.72	.542
	SET MEAN					**3.2960**	**.45869**

Table 4 shows that respondents largely agreed that several challenges hinder their effective use of library resources and services, with a high overall set mean of 3.30. The most prominent challenges identified were unstable or no internet connectivity (mean = 3.72) and lack of power supply (mean = 3.56). Other concerns included lack of reprographic services (mean = 3.32) and outdated resources (mean = 3.08). These findings suggest that

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technological and infrastructural limitations significantly affect the ability of users to make optimal use of library resources.

5. Table 5: What are the students' overall satisfaction with the library's resources and services to determine whether their academic and research needs are adequately met?

S/N	Item Description	SA(%)	A(%)	D(%)	SD(%)	Mean	SD
1	I am fully satisfied with available library resources and services at CIWA library	9(36.0)	8(32.0)	6(24.0)	2(8.0)	2.96	.978
2	I am fully satisfied with available library resources and services at CIWA library	12(48.0)	9(36.0)	2(8.0)	2(8.0)	3.24	.926
3	I am partially satisfied with available library resources and services at CIWA library	11(44.0)	7(28.0)	4(16.0)	3(12.0)	3.04	1.060
4	I am not satisfied with available library resources and services at CIWA library	9(36.0)	6(24.0)	5(20.0)	5(20.0)	2.76	1.165
	SET MEAN					**3.0000**	**.77055**

As presented in Table 5, respondents expressed a neutral level of satisfaction with the available library resources and services at CIWA library, reflected in the set mean of 3.00. While a considerable number reported being partially satisfied (mean = 3.24) and others indicated dissatisfaction (mean = 3.04), fewer respondents expressed full satisfaction (mean = 2.96). These results suggest that although some level of satisfaction exists, there is still room for improvement to enhance overall user satisfaction.

Discussion of Findings

Firstly, the study showed that users had a generally neutral perception regarding the extent to which available library resources and services, meet their academic and research needs. Although a considerable number of respondents agreed that the library meets both their academic and research needs, the overall mean response (3.00) suggests that this is not consistent across all users. Some indicated that while the library supports their academic work, it does not sufficiently meet their research needs, and vice versa. This highlights a gap

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in the comprehensiveness and relevance of the library's holdings and services, which may affect how effectively students and researchers can engage with academic tasks. This is in agreement with Aguolu (2002) who argues that availability should be viewed from both materials and instructional levels. The attribute to lack of availability of library resources and services to the steady proliferation of universities: federal, state and private, along with increase in students and faculties and the diversification of courses, academic and research programme without adequate information sources to meet the actual and information needs.

Secondly, findings related to the frequency of utilization of library resources revealed that usage is moderate and irregular. The highest frequency of use occurred monthly for academic purposes, with a mean of 3.16, whereas daily and weekly usage for note-taking and research recorded lower means. The overall set mean of 2.92 indicates that the library is not a regularly used resource for a significant portion of users. This irregularity in usage may be attributed to either inadequate awareness of available resources, lack of digital accessibility, or barriers that make library use inconvenient or unappealing. This brings the word of Adeyeoye (2024) into light which states that the primary reasons for infrequent or non-utilization of resources have been identified as follows: lack of awareness, perceived lack of relevance, lack of time, distance, incompetence in using electronic resources, personal books and / or books borrowed from friends, internet access at home and public libraries, lack of necessity and denial of use.

The study also examined the factors affecting the effective utilization of library resources and services. Results showed that financial constraints were the most significant limiting factor, as reflected in the highest mean score (3.28), this is confirmed by Dada (2010) cited in Ezeh (2020) who posits that persisting economic problems in Nigeria have adversely affected quasi-governmental bodies including educational and other social institutions. The

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universities and research institutes in Nigeria have born the heavy brunt of economic dislocations and libraries' collections have been hard hit by unending scarcity of funding that affects books and other related materials.

Respondents also identified challenges related to administrative policies, unavailability of qualified staff, and general understaffing. These findings align with broader literature that identifies underfunding and poor library management as recurrent problems in academic institutions. The implication is that unless these systemic issues are addressed, the full potential of the library cannot be realized. Furthermore, specific challenges such as lack of internet connectivity, erratic power supply, and the absence of modern services like reprography and up-to-date cataloguing systems were highlighted. Among these, poor internet connectivity stood out as the most critical challenge, with the highest mean of 3.72. This emphasizes the importance of digital access in modern library usage and the need for CIWA Library to improve its ICT infrastructure to meet the evolving needs of students and researchers.

Lastly, the level of satisfaction with library resources and services was generally neutral, with a set mean of 3.00. While a good number of respondents expressed partial satisfaction (mean = 3.24), fewer reported full satisfaction. Others indicated dissatisfaction with the quality and quantity of resources and services. This mixed level of satisfaction underscores the need for ongoing improvement in both physical resources and user-centered services. in agreement with Arua and Chinaka (2011), who state that many undergraduates feel unhappy when there is a lack of adequate information resources in the library to meet undergraduate information needs; they show a feeling of dissatisfaction. Enhancing the library's offerings, addressing infrastructural deficits, and ensuring that services are user-friendly and inclusive could help increase user satisfaction and engagement.

In summary, the findings show that while CIWA Library provides some level of support to users, there are significant gaps in availability, usage, effectiveness, and satisfaction. Addressing these challenges through improved funding, staff training, technological upgrades, and user-oriented policies will go a long way in enhancing the overall impact and relevance of the library.

Conclusion

This study examined the assessment, availability, utilization, satisfaction and challenges of library resources and services at CIWA Library. The findings revealed that while a variety of library resources and services are available, their utilization by users is moderate, with some using them daily, weekly, or rarely. Key challenges identified include lack of current materials, unstable internet, insufficient power supply, and unavailability of qualified staff. These limitations directly affect users' effective engagement with the library. Furthermore, while some users expressed satisfaction, others indicated partial or no satisfaction, highlighting gaps in service delivery and infrastructure. Overall, the study concluded that although CIWA Library provides essential resources, there is a critical need for improved service delivery, technological upgrades, and user support to enhance utilization and satisfaction.

Recommendations

Based on the findings, the following recommendations are proposed:

1. CIWA should invest in modernizing the library by ensuring stable power supply, current learning materials, and robust internet connectivity.
2. More professional librarians and support staff should be employed and trained to provide prompt and quality services.

3. Adoption of digital cataloguing and searchable databases will help users easily locate needed resources.

4. The introduction of photocopying, printing, and digital access services will greatly support academic work.

5. Library administration should review lending policies, operational hours, and general management practices to foster user-friendly service delivery.

6. Establishing a feedback mechanism will help understand users' evolving needs and address them timely.

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