USE AND USER'S SATISFACTION OF LIBRARY RESOURCES AND SERVICES IN ONDO STATE UNIVERSITY OF SCIENCE AND TECHNOLOGY LIBRARY, OKITIPUPA, NIGERIA

Abiodun Olaide Iyoro Ph.D, CLN
University Librarian
Federal University of Lafia
Lafia, Nasarawa State - Nigeria
e-mail: abiyoro@yahoo.com

Victoria Adeshola Alade CLN
Principal Librarian
Ondo State University of Science and Technology,
Okitipupa, Ondo State - Nigeria
e-mail: avshola@yahoo.com

ABSTRACT: *OSUSTECH library and Information Resources Centre was established with take-off of academic activities at the mini-campus of the university on January 2011. Since then, the library continues to render services to her users (staff and students) and enabled them access to the library collections/resources. Having done this for a complete three academic sessions, the library is ripe for assessment of her performancesin terms of users' perception about the library resources and services rendered. Hence, this study was carried out to enable the stakeholders express their opinion about several parameters on the library operations, resources and services.The study revealed that students of Ondo State university of Science and Technology, Okitipupa used the library maximally, appreciated the relevance and currency of the available materials, but complained of inadequate study materials in their area of study. However they advocated for increased opening hours and if possible to open the library for 24 hours.*

KEYWORDS. Information resources; library services; users' perception; library use; information services

INTRODUCTION

Ondo State University of Science and Technology Okitipupa was established in 2007, and commenced academic activities on January 2011. The university took off with the faculty of science where ten (10) academic programmes were offered. The academic programmes have a distinct focus on, science and technology, reflecting the mission and vision of the university. The central library of Ondo State University of Science and Technology Okitipupa, code-named OSUSTECH Library and Information Resources Centre was established along with the take-off of academic activities on January 2011.

The centre has as her mission, the provision of primary literature sources and information services in both print and electronic versions in support of the educational and research activities of the university. This was pursued by the development of sustainable and all-embracing quality library collections covering all the programs offered in the university. Also, access to collections owned by other institutions was facilitated. The library served as a gateway and contributor to global network information services; provide assistance and education in information retrieval, utilizing current technologies and assisted the students to become information literate. Precisely, library material vis-à-vis, books, journals, reference materials, electronic journals, databases etc. were acquired through donations from Nigerian Book Foundation (NBF) Awka, Anambra State, Ondo State Government, friends of the university and purchase of both foreign and local materials through vendors to develop the library collections. Subscriptions to both print and electronic journals also added to the collection.

Operations and services to library users took-off at the centre on March 1, 2011 with three (3) professional Librarians and eight (8) support staff in the junior cadre. The primary users of OSUSTECH Library and Information Resource Centre are the students and staff of the university. The centre is a reference library to the university community, the parent state, Nigeria and the whole world.

The centre took-off with about 800 volumes of books and several issues of unsolicited journal titles, sourced mainly as donations. Within a short time of her existence, the University Management approved the acquisition of over 1900 volumes of current and relevant books and subscription to two of each foreign and local academic and professional journal titles per each programme offered in the university. To date, the collection contains over 5500 volumes of books, twenty (20) foreign journal titles and twenty-four (24) local ones. Available reference materials include Encyclopedia Britannica, Encyclopedia Americana, Encyclopedia of Science and Technology, Britannica Great Books, Dictionaries etc.

The e-library component of the library consists of computer workstations and internet facility. Available electronic resources accessible at the workstation include EBSCOhost Academic Search Complete database which is on annual subscription. The library registered for free access to other specialized databases, vis-à-vis, AGORA (Access to Global Online Research in Agriculture, HINARI (Access to research in Health programmes) JSTOR2 (Journal Storage), OARE (Online Access to Research in the Environment) AJOL (Africa Journal Online); ALUKA (Subsidiary of JSTOR), and linked to Nigerian virtual library of National University Commission (NUC)

STATEMENT OF THE PROBLEM
In academic systems, libraries are the nucleus of their academic activities. They have very vital roles to play in meeting up with the multidimensional information needs of both students and staff for teaching, learning and research activities to thrive well.

OSUSTECH Library and Information Resource Centre like other academic libraries has invested heavily in acquisition of information sources, both print and in electronic forms. The library,

having operated for a complete three academic sessions, is ripe enough for the stakeholders to assess her performance in terms of users' perception about the library resources and services rendered.

Therefore, this study has been carried out at OSUSTECH Library and Information Resources Centre, to know the actual use of the library resources, users' needs and users' satisfaction with services rendered to facilitate the revision of the library collection development policy and design new library services in this digital era.

LITERATURE REVIEW

The academic and research productivity of faculty members in a university, depend on their access to quality information resource materials, which could only be found, mainly in their libraries. Therefore the role of the library in acquiring these resources cannot be over emphasized.

Saikia, M and Gohain, A (2013) study the use and user's satisfaction of library resources and services in Tezpur University (India). The authors found that about 50% of the total respondents visit the library regularly mainly to borrow books, read newspapers/magazine and access online journals. They also found out that printed books are still occupying a predominant place in libraries to meet student information needs.

In their study on user satisfaction with library resources and services in Agricultural Research Institutes in Nigeria, Zeala, L. O and Yusuff, E. O (2011) discovered that users of agricultural research libraries are not satisfied with the resources and services at their disposal simply because, the libraries are ineffective in the provision of information resources and rendering of proactive service to them. The ineffectiveness of the libraries resulted from gross under-funding from their parent institutions. They recommended adequate funding for the acquisition of pertinent and current information resources which will enhance services to users.

Ifijeh G. I. (2011) investigated user's satisfaction with library resources and services at Centre For Learning Resources, Covenant University, Ota, Nigeria, and found that faculty members of the university, make use of the library resources for personal research and classroom teaching. They borrow most of the resources for use outside the library. However they claimed not to be aware of available library resources and services. Therefore the authors recommended awareness programmes for the users.

Okiy (2000), and Obiozor and Ogbonna 2007, evaluated students and faculty use of the library resources. They found that both students and faculty, use library materials for classroom and research works in Delta State University, Abraka and Obafemi Awolowo University, Ile-Ife respectively.

METHODOLOGY

The technique used to secure meaningful data was an opinion survey. The survey instrument is a structured questionnaire consisting of thirteen (13) questions to elicit responses from the users on their perception about OSUSTECH library resources and services. 572 questionnaires covering the student population was administered and 405 of them were returned fully completed. This translate to 70.8% responses, which confirm the validity of this survey.

DATA ANALYSIS AND DISCUSSION

The analysis of the data collected was in line with the objective of this study so that a valid conclusion based on the stated problems for the study is made.

How Often Do You Visit Ondo State University of Science and Technology Library

TABLE 1:

Parameter	Frequency	%
Once a day	96	23.7
Every Alternate day	72	17.8
2-3days in a week	87	21.5
Once a week	9	2.2
Once a month	3	0.7
Only when needed	138	34.1
Total	405	100.0

The table above shows the frequency of users visits to Ondo State University of Science and Technology Library. It was observed that 96 (23.7%) of the respondents visit the library once a day, 72 (17.8%) visit the library every other day; 87 (21.5%) visit the library 2-3days a week; 9 (2.2%) visit the library once a week and 3 (0.7%) visit the library once a month while 138 (34.1%) visit OSUSTECH library only when needed. By implication, this showed that the users of OSUSTECH library visit the library when the need arose.

What Is the Purpose of Your Visit to the Library?
TABLE 2:

Purpose	Frequency	%
To borrow study book	141	34.8
Checked information from varied sources	171	42.2
Read newspapers and Magazine	18	4.4
Get access to Online databases	6	1.5
To get access to the internet	3	0.7
Others	66	16.3
Total	405	100.0

It is evident from the above table that 141 (34.8%) of the respondents visit the library to borrowed books, 171 (42.2%) visit the library to check information from varied sources, 18 (4.4%) visit the library to read newspapers and magazine, 6 (1.5%) visit the library to get access to online databases and 3 (0.7%) visit the library to get access to the internet while 66 (16.3%) visit OSUSTECH library for other purposes. This showed that the users of OSUSTECH library use the library mainly to checked information from different sources and to borrow study books.

What Are the Problem Militating Your Use of Osustech Library

TABLE 3:

Problem	Frequency	%
Lack of awareness of the library, materials and services	57	14.1
Inability to access materials on shelve	48	11.9
Inability to access electronic databases	33	8.1
Insufficient study materials in the area of study	249	61.5
Lack of assistance from the library	16	4.4
Total	405	100.0

Lack of awareness of the library materials and services; Inability to access materials on shelve; inability to access electronic databases; insufficient study materials in the area of study and lack of assistance from the library are identified problems hindering effective use of the library by her users. However, 61.5% of the respondents indicated insufficient study materials in their area of study as the major problem.

How Can You Describe the Library Resources?

TABLE 4:

Parameter	Frequency	%
Relevant and current books	192	47.4
Current foreign and local journals	24	5.9
Adequate seating and reading space	93	23.0
Availability of databases and internet	33	8.1
Reference materials	54	13.3
Others	9	2.2
Total	405	100.0

The table above shows users perception of OSUSTECH library resources. It is observed that the users take cognizance of all the parameters as the strength of OSUSTECH library. However, they appreciated the availability of relevant and current books as 47.4% of the respondents attested to this. The users frowned at the insufficiency of the resources as it is not adequate to cater for the students population.

Which of the Library Resources Do You Use Most Often?
TABLE 5:

Parameter	**Frequency**	**%**
Library Manual Catalogue	9	2.2
Electronic book	33	8.1
Journals/Electronic Journals	3	0.7
Databases	30	7.4
Newspaper and Magazine	57	14.1
Educational books	243	60.0
Book for leisure reading	6	1.5
Reference Materials	24	5.9
Total	405	100.0

Among the various resources in OSUSTECH library as listed on table 5 above, Educational books are mostly used by the respondents. 60.0% of them confirmed this claim. This might be expected as most undergraduates use educational books in their area of study to do their assignments and reinforce what they are taught in class.

How Satisfied Are You With The Current Accessibility To Library Resources.

TABLE 6:

Parameter	Frequency	%
Extremely Satisfy	39	9.6
Somewhat satisfy	51	12.6
Satisfy	216	53.3
Neutral	72	17.8
Dissatisfied	21	5.2
Somewhat dissatisfied	6	1.5
Total	405	100.0

Probing into the level of satisfaction the users derived from accessibility to OSUSTECH library resources, 75.5% of the respondents confirmed accessibility to the resources. While, 6.7% of the respondent feels dissatisfied, 17.8% remained neutral. The inadequacy of the library resources might be responsible for this reaction from this group of respondents.

How Will You Rate the Quality of Library Resources At Osustech Library?

TABLE 7:

Parameter	Frequency	%
Excellent	54	13.3
Good	261	64.4
Fair	78	19.3
Poor	9	2.2
Very Poor	3	0.7
Total	405	100.0

Rating the quality of OSUSTECH library resources, 78% of the respondents adjudged the resources as excellent and good while 19.3% saw it as only fair. The remaining 2.9% of respondent rated the resources as poor. This could be as a result of limited resources in their area of study.

Do You Have Full Access to the Library during the Five Working Days of the Week?

TABLE 8:

Parameter	Frequency	%
Yes	348	85.9
No	57	141.1
Total	405	100.0

It is evident from table 8 above that majority of the respondents have full access to the library during the working days of the week as 85.9% of them attested to this. Only 14.1% of them have a contrary opinion on this.

How Will You Rate The Overall Management Of Osustech Library?

TABLE 9:

Parameter	Frequency	%
Excellent	66	16.3
Very Good	135	33.3
Good	156	38.5
Fair	36	8.9
Poor	9	2.2
Very Poor	3	0.7
Total	405	100.0

88.1% of the respondents adjudged OSUSTECH library management as excellent, very good and good while 8.9% of them rated the management of the library as only fair. The remaining 2.9%

saw management of the library as poor. This group of respondent are grossly naïve above what library management involve.

Are You Satisfied With The Circulation And Reference Services Offered Currently By The Library?

TABLE 10:

Parameter	Frequency	%
Extremely Satisfy	9	2.2
Somewhat satisfy	51	12.6
Satisfy	246	60.7
Neutral	72	17.8
Dissatisfied	24	5.9
Somewhat dissatisfied	3	0.7
Total	405	100.0

75.5% of the respondents confirmed their satisfaction with OSUSTECH library users' services.

It is certain that those 17.8% respondent who are neutral on this, are not OSUSTECH library users, while 6.2% respondents who felt dissatisfied might not have been able to get their needs adequately in the library.

Will You Propose Any Changes in How Services Are Offered In the Library?

TABLE 11:

Parameter	Frequency	%
Yes	66	16.3
No	339	83.7
Total	405	100.0

83% of the respondents are satisfied with OSUSTECH library services while 16.3% of them aimed at proposing some change in the status quo. Opportunity will be available for them to offer their suggestions.

Was The Assisting Staff In The Library Helpful?

TABLE 12:

Parameter	Frequency	%
Yes	264	65.2
No	54	13.3
Never approach Library Staff	87	21.5
Total	405	100.0

This question is similar to whether the respondents seek for assistance from users. Their responses are also similar. 65.2% find the assistance from library staff as helpful while those who are not aware that they could get assistance from library staff constitute 34.8% the respondents.

Give Your Opinion Regarding The Library's Opening Hour
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TABLE 13:

Parameter	Frequency	%
Convenient	81	20.0
Should be extended	189	46.7
Operate 24 hours basis	135	33.3
Total	405	100.0

The responses of users to this query is quite valid. 80% of them wants the library opening hours extended or have the library opens for 24 hours. These are desirable and the library will soon get there. Those 20.0% that found the present arrangement convenient will also be happy if the library opening hours is extended.

SUMMARY OF FINDINGS
- The study revealed that majority of the respondents visit the library whenever the need arose
- It was also revealed that the respondents purpose of visiting the library anytime they did, was to seek information from different sources as well as borrow study books.
- Insufficient study materials in the respondents areas of study was equally identified as a problem militating against the library use.
- The relevance and currency of the available library resources was appreciated by the respondents.
- Educational books as ascertained by 60% of the study population, constituted the library resources most oftenly used.
- Accessibility to the library resources was not in doubt as 75.5% of the respondents affirmed easy accessibility to the library resources with the available resources rated as relevant to their needs.
- The present library management was adjudged to be good by living up to their expectations.
- The respondents affirmed their satisfaction with the circulation and reference services currently offered by the library while they agitate that no changes should be introduced in the offered services.
- It was further revealed that the assisting staff in the library are helpful but the respondents will like to have the library's opening hours.

CONCLUSION

Information provision is the raison-detre-of libraries worldwide. Attracting patronage to the library therefore, is based on such libraries ability to supply users information needs within the shortest possible time. To this end, it is expected of management of academic libraries to carefully study their users in terms of their needs and thereafter make adequate provision for such. It is only then, that users will be satisfied with the available resources and services rendered.

RECOMMENDATIONS

- User education need to be intensified to further enlighten the users on how to make a maximum use of library resources and services
- There is need for the university management to make fund available to take care of insufficient study materials in the respondents different areas of study as revealed.
- The library management should think of extending the library operation hours to afford users the opportunity of utilizing the services maximally.
- The users attention should be drawn to the fact that relevant information to their study could equally be found in other information storage devices like e-books, e-journal, databases etc rather than the present practice where they rely mainly on printed information resources.

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