Evaluation of Users' Satisfaction of Information Resources in University Libraries in Nigeria: A Case Study

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Abstract - This study examined postgraduate students' satisfaction of information resources at Ignatius Ajuru University of Education Library, Rivers State, Nigeria. A descriptive survey research design was adopted. Three research questions guided the study. The population of the study comprised 414 registered postgraduate students. A simple random sampling technique was used to determine the sample size, which is 120 students, representing 30% of the total population. The questionnaire was the instrument used for data collection. Data were analyzed with frequency counts, simple percentages, and Statistical Product and Service Solutions (SPSS) version 23 was used to generate the mean and standard deviation. The findings revealed that the majority of the postgraduate students used the library information resources occasionally and that the students mostly used e-books, theses/dissertations projects, government publications, and print and e-journals. Lastly, the study established that the majority of the postgraduate students are not satisfied with the available library information resources provided by the Ignatius Ajuru University of Education. Based on the findings, the researchers recommended that the library management should provide current and relevant information resources in the library to encourage users to effectively use the library resources and services. The library should also implement strategic policies that will enhance effective service delivery.
Keywords: Evaluation, Users' Satisfaction, Information Resources, University Libraries, Nigeria

I. INTRODUCTION

As a service organization, the library is tasked with meeting the demands of its user community for timely and adequate information resources to support teaching, learning, and research. According to Eze & Uzoigwe (2013), acquiring current and pertinent information resources in a variety of formats should be the primary goal of any library. To meet consumers' informational demands, these resources are made easily accessible and available. According to Tiemo & Ateboh (2016), user satisfaction is the fulfilment that patrons have after using the library's numerous information resources and services to meet their informational needs. User satisfaction has become a crucial goal for libraries to reach because it's a crucial indicator of service quality and offers crucial input for libraries to evaluate and improve their services to users (Kumar, 2012). Any library's success is determined by how happy its patrons are after using its information resources (Rubina, 2013). The level of resource utilization at a library can be used to gauge the extent of its service excellence (Adamu, 2017). As a result, in order to satisfy their users, university libraries must offer all pertinent information resources, including both print and digital resources.

Informational resources are materials that contain information and help the library achieve its objective of satisfying users' information needs (Adomi, 2008). Information resources are all the written materials and other non-book resources a library has available to meet the information demands of its patrons (Popoola & Haliso, 2009). Resources for information are crucial in the provision of services and help the library reach its objective of satisfying users' information demands.

As a repository of knowledge, the university library is anticipated to contain a variety of items, including both printed and digital resources. Printed resources are made up of textbooks, reference materials (dictionaries, encyclopaedias, handbooks, directories, etc.), and serial materials (journals, newspapers, and magazines). E-books, e-journals, e-databases, and other materials that can be accessed through Internet-connected devices are examples of digital resources (Ambrose *et al.,* 2021). Information resources' core purpose is to provide users with the tools they need to conduct academic and research activities, as well as to improve the teaching and learning process within the university community.

Information resources aid users in learning for academic purposes and have the potential to assist pupils in achieving greater academic success. However, it has been noted that most university libraries in Nigeria confront difficulties in acquiring and maintaining current and relevant information resources, despite the significance of information resources in increasing students' academic activities. This could be a result of the high prices of information resources, which have risen without corresponding increases in library budgets (Goodman, 2004). Due to a long-standing tradition of underfunding education, the Nigerian government generally ignores and has a negative attitude toward funding libraries (Ogunbodede & Wiche, 2021). Because the governments are unaware of the significance of libraries to the growth of the

country, they do not recognize the necessity of providing libraries with proper funding. Due to this, it has become quite challenging for university libraries in Nigeria to purchase and subscribe to up-to-date and pertinent information resources. As a result, most of the information's resources are not relevant and current, this situation has made library users unhappy. They are now only using library information resources sporadically or not at all.

Bua *et al.,* (2014) claim that to satisfy users' needs, necessary, pertinent, and up-to-date information resources must always be made available for consumption by users. Therefore, the government of Nigeria must adequately fund education, so that, university libraries will be able to purchase and make available up-to-date information sources in order to maximize user satisfaction and serve the goals of their parent organization (Saharan, 2013). It is on this note, therefore, that this study examined postgraduate students' satisfaction with information resources at the Ignatius Ajuru University of Education Library, Rivers State, Nigeria.

II. BRIEF PROFILE OF IGNATIUS AJURU UNIVERSITY OF EDUCATION LIBRARY

The Rivers State College of Education, later renamed the Ignatius Ajuru University of Education, was founded in 1971. In order to ensure that the institution reaches its stated vision and objectives, academic programs have been established. Currently, the Ignatius Ajuru University Library has over 36,000 volumes of books and 517 journal titles scattered across all the university's subjects. With a seating capacity of 1,500, the main library complex is ideally situated on the main campus to ensure easy access from all areas of the institution. It is computerized and networked, and through its e-library portion, staff and students have quick, free access to Internet services.

It includes substantial online subscriptions to current books and periodicals that staff and students can download and compile for use. The University Library's collection includes a variety of information sources required to support the institution's teaching, learning, and research activities. Members of the university community, employees, and students are all eligible for registration, and access to the library is only permitted to registered users. Additionally, it provides services including library orientation, current awareness services, selected information dissemination, binding services, and reprographic services. The University Librarian, a principal officer of the institution, is in charge of the library.

III. STATEMENT OF THE PROBLEM

In order to serve its users, a library spends a significant amount of money each year on the acquisition, processing, and storage of information resources. Libraries are academic institutions that play a crucial role in meeting the diverse information needs of students, teachers, and research scholars. One of the customers groups the university library caters to are postgraduate students. However, it has been noted that this group of students doesn't frequent the library very often, making it challenging to determine whether or not it meets their needs. A good library should seek to satisfy all of its users in order to demonstrate the value of its existence. One starts to question if the library customers are not satisfied with the information resources available to them in light of all of this. Based on this, the researcher decided to find out if those who use the library get satisfied with the library's resources. It is on this note, therefore, that this study examined postgraduate students' satisfaction with information resources at the Ignatius Ajuru University of Education Library, Rivers State, Nigeria.

IV. OBJECTIVES OF STUDY

The main objective of this study is to examine postgraduate students' satisfaction with information resources at the Ignatius Ajuru University of Education Library, Rivers State, Nigeria. The specific objectives are
1. To ascertain the level of information resource usage by postgraduate students.
2. To identify the types of information resources mostly used by postgraduate students.
3. To examine the level of satisfaction of postgraduate students towards the use of information resources in the library.

V. RESEARCH QUESTIONS

The study is guided by the following research questions.
1. What is the level of information resource usage by postgraduate students?
2. What are the types of information resources mostly used by postgraduate students?
3. What is the level of satisfaction of postgraduate students towards the use of information resources in the library?

VI. LITERATURE REVIEW

On consumers' satisfaction with library information resources, few studies have been done. A review of a few of these investigations is provided in this section.

Verma & Prang (2015) conducted a study to determine how satisfied postgraduate students were with the library resources at Mizoram University, Aizawl's school of physical sciences. According to the study, users are generally happy with library information resources. In a related study, Suresha (2016) looked into how satisfied faculty members and students at Bangalore's St. Claret Degree College were with the library's resources. According to the study's findings, many respondents were happy with the library's informational offerings. Additionally, it reveals that books had become one of the most popular resources, and lending libraries had become the most popular service. At the Postgraduate Institute of Medicine, University of Colombo, Sritharan (2018) looked at how satisfied users were with the use of electronic information resources. 427 registered

postgraduate medical trainees made up the study's population, and 100 were chosen at random. The tool utilized to get the data was a questionnaire. The study found that most respondents were quite satisfied with the library's electronic resources. The results of a separate study by Hussain & Kumar (2013) on the use of information resources by postgraduate students revealed that the majority of users use the library virtually regularly and that books, newspapers, and magazines are the most commonly utilized materials.

In the African context, At Kenya's Daystar and Multimedia Universities, Murithi *et al.,* (2020) looked at postgraduate students' satisfaction with online resources. The study used a descriptive survey research design to sample four library staff members and 116 postgraduate students using simple random sampling and purposeful sampling, respectively. According to the findings, postgraduate students were happy with the e-resources offered by university libraries. In Ogun State, Nigeria, the St. Albert Major Seminary School Library conducted a survey on the users' satisfaction with its information resources and services in 2020. The study used a survey methodology, and a random sample of 90 kids who utilize the school library was taken. Data were gathered via a standardized questionnaire, and the results suggest that the majority of respondents regularly use library resources, with textbooks being their primary source of information. The vast majority of responders thought the library resources were good.

A study on postgraduate students' use of library resources for productive research output at Babcock University, Nigeria, was conducted by Omotunde *et al.,* in 2014. With a total of 51 students, this study used the survey research design approach and the total enumeration sampling technique. The research found that postgraduate students regularly used the library's resources, with online databases, dictionaries, books, and encyclopedias being the most popular. Additionally, the survey found that the majority of respondents were not particularly satisfied with using the library's information resources and that the available library resources had very little influence on their research activities.

At the University of Africa in Toru-Orua, Bayelsa State, Nigeria, Ogunbodede & Oribhabor (2022) conducted a study on undergraduate students' use of digital resources and academic achievement. 1,500 students made up the study's population, which was surveyed descriptively. Only 4% of the students used digital resources daily, according to the findings, indicating that there was little usage of the library's digital resources. The survey found that students used the Internet, e-books, online instructional videos on YouTube, e-journals, and e-newspapers, and that they believed using the library's digital resources positively affected their academic performance.

Tiemo & Ateboh (2016) looked into how satisfied users were with the College of Health Sciences (CHS) library's information services and resources at Niger Delta University in Nigeria. The survey research design was chosen, and a sample size of 180 people who were randomly chosen from the study's population of 687 registered users was used. Users were unsatisfied with the restricted reference materials in their various topic areas and national and international journals since they were out of date, according to the data collected using a self-designed questionnaire.

VII. METHODOLOGY

A descriptive survey methodology was used for the investigation. The population of the study comprised 414 registered postgraduate students, with a sample size of 120 selected through random sampling techniques, representing 30% of postgraduate students registered with the library. The sample size was justified by Kothari (2004), who recommended at least 10% of the total population. Data collection was done using a questionnaire. The study's data were reviewed to see whether there was any internal consistency of reliability, and a reliability coefficient of 0.70 was obtained through the Cronbach Alpha method.

The questionnaire was deemed credible based on the coefficient obtained. The responses to research questions 1–3 were weighted on a 4-point Likert-type scoring scale. The respondents were free to choose Strongly Agree (SA) = 4 points, Agree (A) = 3 points, Disagree (D) = 2 points, and Strongly Disagree (SD) = 1 point. On the scale, a criterion score of 2.5 was adopted. The criterion score was obtained as follows: Criterion score = (4+3+2+1)/4 = 2.5. For research question 1, "above 50% of information resources' daily usage was adjudged as high-level usage, while below 50% of information resources' daily usage was adjudged as low-level usage." For research question 3, a mean response below 2.5 was adjudged "not satisfied," while a mean response of 2.5 and above was adjudged "satisfied." Data were analyzed with frequency counts and simple percentages, and SPSS version 23 was used to generate the mean and standard deviation. The findings are shown in the tables below.

Key: SA= Strongly Agree; A=Agree; SD=Strongly Disagree; D=Disagree.

VIII. RESULTS OF THE STUDY

The findings of the study are presented in the following tables with explanations.

A. Demographic Characteristics of Respondents

TABLE I GENDER OF THE RESPONDENTS

Gender	Frequency	Percentage (%)
Male	54	45
Female	66	55
Total	120	100

Table I shows that 66(55%) of the respondents were female while 54(45%) were male. This implies that the majority of the respondents under study was female.

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B. Answering of Research Questions

This section discusses the findings of this study based on the research questions raised. The results are presented in Tables II-III.

Research Question 1: What is the level of information resources usage by postgraduate students?

TABLE II LEVEL OF INFORMATION RESOURCES USAGE

Sl. No.	Level of Information Resources Usage	Frequency	Percentage (%)
1	Occasionally	55	45
2	Twice a week	45	38
3	During examination period	10	8
4	Daily	7	6
5	I don't use the library resources	3	3
	Grand Mean	120	100

Table II shows that 55(45%) of the respondents made use of information resources occasionally, 45(38%) of the respondents made use of it twice in a week, 10(8%) made use of it during examination period, 7(6%) made use of it daily while 3(3%) don't use the library information resources. This implies that the majority of respondents under study used the library information resources occasionally.

Research Question 2: What are the types of information resources mostly used by postgraduate students?

TABLE III TYPES OF INFORMATION RESOURCES USED

Sl. No.	Types of Information Resources Used	Mean	S.D.	Remark
1	E-books	2.9	1.09	High Usage
2	Theses/Dissertations/Projects	2.7	0.95	High Usage
3	Government Publications	2.7	1.52	High Usage
4	Journals	2.6	0.87	High Usage
5	E-journals	2.5	1.06	High Usage
6	Dictionaries	2.4	1.02	Low Usage
7	Encyclopaedias	2.4	1.02	Low Usage
8	Textbooks	1.7	0.75	Low Usage
	Grand Mean	2.5	1.04	

Table III indicated the types of information resources used by postgraduate students.

Table III shows that items 1-5 all have mean values that are above the criterion mean (2.5), more so, the grand mean (2.5) is equal to the criterion mean (2.5), which shows that the students mostly used e-books, theses/dissertations projects, government publications, print and e-journals.

Research Question 3: What is the level of satisfaction of postgraduate students towards the use of information resources in the library?

TABLE IV LEVEL OF SATISFACTION

Sl. No.	Level of Satisfaction	Mean	S.D.	Remark
1	Textbooks	1.8	0.79	Not satisfied
2	E-books	2.2	1.61	Not satisfied
3	Journals	2.0	0.89	Not satisfied
4	Dictionaries	2.1	0.84	Not satisfied
5	E-journals	2.4	0.91	Not satisfied
6	Serial	2.3	1.02	Not satisfied
7	Theses/Dissertations/Projects	2.2	0.79	Not satisfied
8	Encyclopaedias	2.3	1.05	Not satisfied
9	Government Publications	2.1	0.83	Not satisfied
	Grand Mean	2.2	0.97	

Table IV shows the level of satisfaction of postgraduate students towards the use of information resources in the library. Table IV, therefore, shows that items 1-9 all have mean values that are lower the criterion mean (2.5). More so, the grand mean (2.2) is lower than the criterion mean (2.5), which shows that the students are not satisfied with the available library information resources.

IX. DISCUSSION OF FINDINGS

This study investigated how satisfied postgraduate students were with the library's information resources at Nigeria's Ignatius Ajuru University of Education in Rivers State. In response to research question one, it was discovered that just 7% of postgraduate students utilised the library's information resources on a daily basis. The results of this study conflict with those of Omotunde *et al.,* (2014), who discovered that most postgraduate students at Babcock University in Nigeria regularly utilised library resources. According to research question two, postgraduate students primarily used electronic books, theses, dissertations, projects, government resources, print journals, and electronic journals. This result differs from that of Ogunbodede *et al.,* (2020), who discovered that students primarily used textbooks. The students' dissatisfaction with the library's information resources is also demonstrated by study question three. This contradicts Verma & Prang's (2015) conclusion, which found that postgraduate students at Mizoram University, Aizawl's school of physical sciences are generally satisfied with the library's information capabilities.

X. CONCLUSION AND RECOMMENDATIONS

The study discovered that only 7% of postgraduate students used the library's information resources daily, and that the majority of them only occasionally used e-books, theses and dissertations, government resources, print journals, and e-journals. It also revealed that the majority of postgraduate students were dissatisfied with the library's information resources. The researchers recommended that the library management provide up-to-date and pertinent information resources in the library to encourage patrons to utilize the library's resources and services. This recommendation was made based on the study's findings. The lack of satisfaction is also a signal that new policies or decisions need to be implemented in order to improve the library ability to provide effective services and ensure their quality.

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