Chapter 41
Users Satisfaction With Library Services:
A Case Study of Delta State University Library

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ABSTRACT

The study focused on users satisfaction with library services at the Delta State University main Library, Abraka, Delta State. The objective was to find out if users are satisfied with the services, facilities, the library environment, information sources and staff of the library. Using the descriptive survey design the population for the study consisted of all registered library users in the Site II of the Delta State University, Abraka Campus. The study employed the simple random sampling techniques in selecting the sample size for the study, and with a questionnaire data were collected. The findings revealed that the services offered at the Delta State University are inadequate and below average. Most users were satisfied with the availability of information sources in the library but also registered that most of these information sources are not available for loan. The findings also showed that there is a significant relationship between the assessment of library collection by users and their satisfaction with information sources. The library environment is clean and the reading carrels are adequate but, there are no effective lightening and toilet facilities.

INTRODUCTION

The main aim of establishing libraries is to provide relevant information resources and quality services to meet their user's information needs. Academic libraries serve two complementary purposes, one is to support the university curriculum, and the second is to support research of the university faculty and students (Adeniran, 2011). Library users are those who come into the library to make use of its resources

and services. Hence Sowole (1995) noted that users are described as the reason of the existence of any library. Meeting the information needs of users requires the provision of the actual information resources through library services that will satisfy the users. Simmonds and Andaleeb (2001) are of the opinion that providing quality services in academic libraries is now a major issue among academic librarians. Studies on library user's satisfaction, library service evaluation and user satisfaction issues have been discussed in literatures and many researchers have observed that user satisfaction is a central variable in most user-oriented research (Kotler & Andersen, 1996; Andaleeb & Simmonds, 2001; Nnadozie, 2006; Sivathaasan & Chandrasekar, 2013).

According to Bua and Yawe (2014) it could be read on the faces of library users that not all of them are satisfied with the library services either because of inadequate resources and services or due to the attitude of library personnel toward them. Furthermore, other studies have focused on users satisfaction and library services, (Oketunji, 2004; Ogbuiyi & Okpe, 2013; Bua & Yawe, 2014); however, there is no comprehensive study investigating user satisfaction with library services in Delta State University Library. In the study, user satisfaction is defined as well as a review of literature on other works done in relation to user's satisfaction with library services and resources. Also, discussions based on the result of the survey carried out using registered library users as the respondents is included in the study.

BRIEF HISTORY OF DELTA STATE UNIVERSITY LIBRARY

The Delta State University, Abraka is a State government university with a main campus located at Abraka. It was initially a campus affiliated to the then Bendel State University and attained a full university status in April 1992. The aim of establishing the university is to provide more opportunities for indigenes of Delta State aspiring to acquire university education, and to generate high level manpower for the rapidly expanding economy of the new state (Delta State University, 2012).

According to Akporhonor and Iwhiwhu (2007) the origin, growth, and development of the Delta State University Library is itself the history of the university. The university took its roots from the defunct college of Education, Abraka, and so did the library. Commissioned in 1980, the library building is situated in the main campus, presently, the library's holding stands at 99,845. The divisions in the library include: Administration, Technical Services, Reader's Services, Serials Division, Collection Development Division and Special Collection Division.

OBJECTIVES OF THE STUDY

1. To find out if users are satisfied with the services offered in the library.
2. To investigate if users are satisfied with the facilities and conduciveness of the library environment.
3. To find out if users are satisfied with obtaining materials from the library promptly.
4. To find out if users are satisfied with the services offered by the staff of the library.
5. To determine if there is a relationship between library collection and users satisfaction with the information sources available in the library.

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