

USER SATISFACTION WITH SERVICES OF ISLAMIC STUDIES LIBRARY OF YOBE STATE UNIVERSITY, DAMATURU.

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ABSTRACT

User Satisfaction with Services of Islamic Studies Library of Yobe State University. Aims to found out how users are satisfied with the services provided to them. It was found out that majority of the users use the Islamic Studies Library, were satisfied with services provided, despite the fact that some users claimed not to be satisfied with the services. The target population for study are the users of Islamic Studies Library at the Yobe State University, which was five hundred (500) users. Questionnaire was administered to five hundred (500) users and an interview schedule for the librarian. The data collected through questionnaire are analyzed using descriptive statistics. However, the university finds it extremely difficult if not impossible to perform these functions without a dynamic and responsible library supporting it. On problems facing the library, despite the fact that some of the respondents claimed that accommodation facility is the problem, majority claimed that it is satisfactory. One is left in doubt that with a population of about 500 users, the present arrangement is inadequate. On the whole, however, the users rate the resources, services and staff assistance of the Islamic Studies Library, Yobe State University has been partially satisfactory. More funds should be provided for the library by the authority in order to facilitate the problems of accommodation facilities in the library. On staffing, it is an irony that while librarians are in the field looking for jobs, some libraries are under-staffed. Inspire of the good plans and programmes of the library, there is little or nothing it can achieve without the right caliber of staff.

INTRODUCTION

Library has been described by some authors as the heart of the University. Others have described it as the powerhouse of the University, and every other operation in the University is dependent upon the library. The importance of academic library will be more appreciated if one understands the fact that the academic institution performs a tripartite function, which is to conserve existing knowledge, producing intermediate manpower and to transmit generated knowledge through research. All these functions make the academic institution the unique establishment it is. However, the university finds it extremely difficult if not impossible to perform these functions without a dynamic and responsible library supporting it.

According to Aguolu (2004), "a library is the university's chief instrument in conservation and transmission of knowledge. Therefore, the University library basically helps its parent institution to achieve its goals by providing well-selected reading, research and instructional materials. It is also regarded as an essential and an integrated part of the University throughout the world because of the important roles and functions it plays in the community.

In the light of this, it was felt that conducting a study on the satisfaction the Islamic Studies library, as a branch library of the University Library gives, will not only be beneficial to the library but to the whole university community. Islamic Studies Library, as stated earlier on, is a branch library out of the four (4) branch libraries of Yobe State University. It was

established in 2006, and moved into its present location in the Department of Islamic Studies in the early 2008. It has a collection size of 7,085 volumes of books and 3,891 volumes of periodicals. It was headed at various times by two librarians. Presently, the Library is headed by Mallam Muhammad Bello. The main objectives of this library is to cater for the specialized information and research needs of Islamic and Arabic Studies, researchers and scholars.

The administration of the library is centralized at the main library, with University Librarian as the administrative and executive head of the library. He is supported by three (3) deputy librarians who advise him on the day-to-day administration of the library. This is complimented by those of other nine (9) heads of divisions and three (3) branch libraries. With participatory management style in place, the University staff work like a team. Policy decisions are made after wide consultations with all members of the team. Although the branch libraries are physically separated, their command and control apparatus rest with the University Librarian, who has the power to prepare budget, recommend, hire and fire staff.

Statement of the Problem

As earlier mentioned, the greatest challenge of any university library is the satisfaction of its services to its users. The mere provision of materials to the library does not guarantee users satisfaction, virtually in a library where the users contribute virtually nothing in terms of book selection process. Therefore, the aim of this study is to study the use of the Islamic Studies Library by users and find out whether they are satisfied with the services and resources or not.

Objectives to the Study

The objectives of the study is to find out:-

1. Whether intended users use the library.
2. Find out the services provided to users at the library.
3. Find out whether the users are satisfied with the services of the library.
4. Identify problems faced by users in the library.

Research Questions

The research questions will be raising and reflecting the objectives listed above.

1. Do intended users use the Islamic Studies Library?
2. What services does the Islamic Studies Library provide for its users?
3. Are the users of the Islamic Studies Library satisfied with the services provided by the library?
4. What are the problems encountered by the users in the Islamic Studies Library?

Significance of the Study

This research work is to examine users' satisfaction with the services available in the Islamic Studies Library. It will seek to understand the level of satisfaction of these users and on the basis of the findings, make useful suggestions that would aid the library in providing improved services.

Scope of the Study

This study will cover the background of the library, and as the title implies, user's satisfaction with service of Islamic Studies Library, Yobe State University. Therefore, it should cover both postgraduate and under graduate students, diploma students, faculty members as well as those who use the library. Some vital information about the library's services and resources will also be identified.

LITERATURE REVIEW

Academic Library Resources and Services

Academic library is a repository of knowledge and it serves as a pillar to the academic programme of its parent institution. The success or failure of the library depends on the ability to select, equip, organize, preserve and disseminate informational materials and provide adequate bibliographical access to the materials for easy retrieval. The importance of a library in institutions of higher learning cannot be over-emphasized. Agoulu stressed that, Libraries are integral part of institutions of higher learning and not appendices in adjuncts to the institutions.

In addition to the provision of adequate resources, a library should be organized to minimized the amount of efforts required to obtain access to needed information and to supply each material as soon as possible when needed. With regards to this point, Clapp, and Jordan, (2006) emphasized that; if the extent to which books or non-book materials are gathered will be used depends very much on inquiries the information it contains.

Fafunwa (2001) emphasized that, Schools and colleges are expanding in the past decades. Therefore, it is expected that college/academic libraries should expand at a parallel rate, unfortunately reverse is the case. However, most academic administrators regard standards as a means of upgrading libraries and as a yardstick to measure deficiencies. William 1987 further observed that: there is correlation between the size of library collection, its usefulness and the quality of the institution it serves. The opinion of Clapp and Jordon (2006) on the adequacy of academic libraries is that, it should be measured by the number of books it contains and its usefulness to the institution. They further explained that published standards are not appropriate basis for determining the size of library resources required for effective services. They also reiterated that minimum standard and adequacy of library resources depend on many variable such as the size, composition of faculty; curriculum; students' body, geographical location of the institution; method of instruction and physical facilities. Depending on these variables identified above, they composed a formula, which pressures an acceptable core collection. This collection is the amount of resources, which satisfy 85% of the users' need. This is the reason why libraries exist as an interface between a particular user population and the universe of bibliographical resources. The objective of a library is to provide access to these resources when needed by the library users. Oni-Orisan (2003) emphasized that libraries should offer the best to users so that they can feel welcome and comfortable in the library in retrieving information they desired. He further adds that libraries should put greater emphasis on assisting the users by stimulating the use of the collections and the provision of efficient mechanisms for tapping the resources in the library.

Users Satisfaction with Academic Library Resources and Services

Users' satisfaction in any given library is contingent on the services provided by the library. Although, very few literature exist on user satisfaction on library use rather than satisfaction

user gets from the library. The literature existing in the satisfaction users get in libraries in Nigeria and indeed Africa as a whole is very few. But there are some literature emanating from United States and Europe, which are of importance to these issues, which determine the satisfaction a user gets from a library, such as collection of materials as a whole, awareness services, user instruction services and all other services that plays important role in satisfactory users.

According to Nelson (2006), he figures out that relationship between librarian and the users is communication. Without adequate communication between these two parties, the librarian's goals of education service cannot be fully realized. The instructional and research needs cannot benefit fully from the resources for education and enlightenment that academic library now offer. Whatever the quality of services provided by the library, for users, these service will lack effectiveness, if their availability is not made known. Sidney (2001) point out the function of a university library as; Is to support, to implement, to enrich, to vitalize and to humanize the educational programme as it strives to attain excellence in constant process and product.

Aguolu (2000) distinguished between the concept availability and that of accessibility of university library materials while he was writing on "Problem of Physical Access in Nigeria University Libraries." He demonstrates how these concepts affect the user of library and went further to review factors affecting physical access to materials in university libraries, such as rigid circulation policies, the open and closed access systems, the opening hours, the centralization and decentralization of the collection and the librarian's limited conceptions of their public services obligations. Onifade, and

Olaloku, (1990) article a "Survey of the Attitudes of Nigerian University Faculty and Students towards Library Use and Services." His study was conducted on four Nigerian universities. Two instruments were designed for the faculty, others were for students' test and retest, and procedures were used to ensure the reliability of the questionnaires. Furthermore, the review depicts that the activities of libraries are influenced by interest groups in the university library, use and services revolves around the key participants, the students. The quality of the library to a certain extent influences the success of university teaching, learning and research efforts. While the quality of the library on the other hand, depends on the attitudes of the users. Adimorah (2004) emphasized the users' factor in determining the effectiveness or otherwise of the services rendered by university libraries when he writes that: The key of high quality service is the users, of whom the majority are the students. Thus, should be given priority, because it is the care of understanding the society the library services. Roth (1974) also in a study entitled "Needs of Library Users," focused attention on special library and noted that information needs should be studied with a view of improving the libraries as a information transfer agent.

Aguolu (2000) found out that, there has been the erroneous impression that user frustration in the State University was solely due to poor administration of the resources by the library staff. While Malumfashi (2008) carried out that, readers do not judge libraries by their beauties, volumes of books or the staff strength, but by that satisfaction which they obtained from the library. In consonance with Gelfand (2005) states that "the university library should feed the intellect of the students, encourage the researchers of the faculty

and invite all who enter the house to partake fully of its intellectual and cultural fame and make a positive contribution to the formation of the student's life-long habit." The importance of this implicative point was that, university library collections need the support of not only courses in its curriculum and research of its faculty, but beyond to include a good representation of major subjects that are not in its curriculum and strong holdings of general and specialized bibliographies.

METHODOLOGY

Research Design

For the purpose of this study, the survey method was adopted in order to secure the relevant data. The principle of this method is to seek the opinions, attitude, feelings, beliefs and the behaviors of individuals on a particular problem. The consensus of the opinion is expected to provide a solution to the problem

Population and Sample

The target population for this study are the users of Islamic Studies Library at the Yobe State University. A population of five hundred (500) users will be chosen through purposeful sampling technique

Instrument for Data Collection

Questionnaire was administered to the users of the Islamic Studies Library. The number of questionnaires prepared was five hundred (500) for the users and an interview schedule for the librarian.

Procedure for Data Collection

The data collected through questionnaire are analyzed using descriptive statistics which include the:

- (a) Tabulation of result for easy interpretation; and
- (b) Conversion of figures to percentages, which is more convenient and can easily show the differences in the opinions of the respondents chosen for the study

ANALYSIS.

The responses to the questions are tabulated in tables and explanations followed after each table. They are presented as follows:

Table1: Status of Respondents

Responses	Respondents	Percentage (%)
Lecturers	22	5
P.G. students	35	7
Undergraduates	352	72
Diploma students	79	16
Total	488	100

As it can be seen from table 1 above, 352 respondents representing 72% of the total respondents are undergraduate students. This indicates that most of the responses in this study came from undergraduate students. They constitute majority of the users using the Islamic Studies Library.

Table 2: Frequency of use of Library

Frequency	Respondents	Percentage (%)
Regularly	238	48
Once in a while	92	19
Weekly	87	18
Monthly	71	15
Total	488	100

In this table, 238 respondents (48%) claimed to use the library regularly, while 92 (19%) used the library once in a while. From the responses, it means that majority of the users use the library regularly. It was important for us to find out why actually they make use of the library. Hence the question, what is your purpose of using the library was raised.

Table 3: Purpose of Using the Library

Purpose	Respondents	Percentage (%)
For examination purpose	197	40
To broaden knowledge	181	37
For research purpose	110	23
Others (please specify)	-	--
Total	488	100

Figures in the table above shows that 197 respondents (40%) do use the library for examination purpose, while 181 respondents (37%) use it for research purpose. One can notice from the responses that majority of the respondents go to the library for examination purpose. Those who go there for examination purpose cannot claim to be regular users. However, those who go there for research even though they constitute 23% are more useful users of the library, and they deserve encouragement.

Table 4: Services Provided in the Library

Services	Respondents	Percentage (%)
References	39	8
Charging and discharging	55	11
Users' education	5	1
Circulation services	190	40
All of the above	199	41
Total	488	100

The results in Table 4 shows that out of 488 respondents, 196 (41%) respondents show that all of the above services are provided in the library, while only 5 (1%) of the respondent's belief that users' education is provided to them.

Table 5: Users' Satisfaction with Charging System

Responses	Respondents	Percentage (%)
Yes	387	79
No	101	21
Total	488	100

Table 5 shows that 387 respondents, representing 79% of the respondents are satisfied with the charging system, while 101 respondents representing 21% are not satisfied with the charging system. Those who claimed that they are not satisfied with the charging system, claim that the duration is too much and the number of books borrowed are too

much. This put in doubt, the seriousness of the users since one expected them to have claim that the number of books were few and the duration too short as majority responded.

Table 6: Users Satisfaction with Collection

Responses	Respondents	Percentage (%)
Yes	397	81
No	91	19
Total	488	100

The above table shows that 98 respondents representing 65.3% of the respondents are satisfied with the entire collections of the library, while 52 (36.7%) of respondents are not satisfied with the entire collection. This question is very crucial because it is supposed to reveal the actual feelings of those who use the library and whom the library aims to satisfy. Majority of the users think that the collection are to their satisfaction.

Table 7: Major Problems Identified by Users

Problems	Respondents	Percentage (%)
Library services	35	7
Accommodation	150	31
Staff assistance	170	35
All of the above	133	27
Total	488	100

Table 7 shows that 150 respondents with 31% of the total percentage considered accommodation facilities as the major problem, while 170 with 35% claim that staff assistance was the problem and 133 (27%) are of the opinion that all of the above are the problems facing the library.

Table 8: Suggestions for improvements by users

Suggestions	Respondents	Percentage (%)
Library services	35	7
Staff assistance	150	31
Accommodation facilities	170	35
All of the above	133	27
Total	488	100

Here, out of the four (4) clues given, 170 (35%) respondents wanted an improvement in accommodation facilities, 35 (7%) in staff assistance, while 150 (31%) in staff assistance. In most of the responses as we have found out, the users of Islamic Studies library are satisfied with services. However, there are those who are not and apparently there are rooms for improvements as the respondents have pointed out in their different suggestions.

CONCLUSION

It was found out that majority of the users use the Islamic Studies Library. The extent of use of the library by users goes a long way to show how much confidence they have in the library. It was also obtained from the findings that the services provided to users of the library is to their satisfaction, despite the fact that some users claimed not to be satisfied with the services. Generally, almost half of the respondents believed that the whole services and staff assistance in Islamic Studies Library, inspired of glaring problems is satisfactory. On problems facing the library, despite the fact that some of the respondents claimed that accommodation facility is the problem, majority claimed that it is satisfactory. One is left in doubt that with a population of about 500 users, the present arrangement is inadequate.

On the whole, however, the users rate the resources, services and staff assistance of the Islamic Studies Library, Yobe State University has been partially satisfactory.

RECOMMENDATIONS

The study will like to make the following recommendations, which may contribute to alleviating the problems that the library is encountering. More funds should be provided for the library by the authority in order to facilitate the problems of accommodation facilities in the library. On staffing, it is an irony that while librarians are in the field looking for jobs, some libraries are under-staffed. Inspire of the good plans and programmes of the library, there is little or nothing it can achieve without the right caliber of staff. The users rely fully on the library to control the ever-growing information output and make it available to them in a more understandable format. This can only be done with professionally trained staff. Users of the library would derive greater satisfaction if better accommodation arrangements were made for them in the library. It has been widely known that the present accommodation is too small to cope with increasing number of users using the library. Finally, the users of the Islamic Studies Library, particularly the undergraduates and Diploma students would make more meaningful use of the library and derive more satisfaction from it if user education course is taken a little beyond the present theoretical focus. Users would be more familiarized with the library, its resources and bibliographic devices if they were meant to relate to these materials from time to time. This cannot remove alienation, since the library is there, it should be seen as a laboratory and constant reference be made to it during the library instruction course. It is hoped that the recommendations made in respect of the satisfaction of users with services of the library, are by no means exhaustive but they would change things for the better.

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