



## Academic Library Information Resources, Facilities, and Services with Lagos State Polytechnic Library, South Western Nigeria

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### Abstract

*This study investigated users' satisfaction towards academic library information resources, facilities and services at Lagos State Polytechnic Library. The specific objectives of the study were: To determine level of access; usage; satisfaction users' derived from the resources, services and facilities used in Lagos State Polytechnic library, South Western, Nigeria, and identified challenges faced by users' in course of using the library. The study employed quantitative research method using cross-sectional survey design. Self-developed questionnaire was the instruments used to collect data. and the cronbach's alpha coefficient of all the variables of this study was between 0.741 to 0.850. The population of the study consisted of four hundred and fourteen. Questionnaires were administered and one hundred and eighty nine were returned and one hundred and fourteen were found useful. Data were analyzed using descriptive and inferential statistics, and Normality test was conducted to determine the level of the variables of the study. Findings of the study revealed that majority of the respondents had access to information resources', services and facilities that were available ( $\bar{x} = 3.50 > 3.00$ ); the respondents highly utilized some of the information resources and services available in the libraries ( $\bar{x} = 14.16 > 3.00$ ); majority of the users were satisfied with the quality of the library services, resources and facilities provided by the polytechnics ( $\bar{x} = 3.44 < 3.00$ ); Findings of the study revealed that despite the fact that the students observed some challenges like Poor Internet connectivity ( $\bar{x} = 4.02 > 3.00$ ), they were not totally dissatisfied with the library. The study concluded that ease of access to available information resources, services and facilities as well as the quality of the services and facilities provided contributed positively to the use of library and the satisfaction so derived from it use'. The study, therefore, recommends among others, continuous training and retraining of library staff should be given adequate attention.*

**Keywords:** Academic libraries, library services, information resources, library facilities, users' satisfaction.

### Introduction

Academic libraries constitute one of the instruments needed for the development of the educational standards in any society, without a functional library, qualitative education is impossible. Academic libraries today, particularly in developing countries, due to the competition created by new technology, library users are now confronted with a variety of information delivery options. Academic libraries, in particular, must look for ways to make their libraries easier to use. Libraries must improve the services they provide to users in order to compete in the information industry.

### Statement of the problems:

Each year new students enter the academic environment with varying expectations and perceptions of service from the academic library; these made it imperative for the library to better understand, define specific student information needs and provide information resources, the type and level of services that meet their expectations. State polytechnic libraries in the



South Western Zone of Nigeria are not exempted from this. Also with organizations financial commitment investments on library in the form of building, furniture, manpower, equipment, information resources including online databases etc, it is expected that libraries provide quality service but unfortunately, there is always a mix-match between what the library provides and what is expected by the users. Vergueiro (2000) cited in Brito and Vergueiro (2013), stated that many professionals do not realize the inadequacy of their working practices, imagining that they are offering their best in the circumstances to which they are subjected but they forget that there is another point of view besides the professional - the users -, this mismatch of perceptions may lead to the generation of a level of service below the satisfactory and thus compromising quality.

From the literature, the researcher observed that most academic libraries in Nigeria witness low-level usage and satisfaction by users. Could this be attributed to the aforementioned? Then value addition is the only option left for the library to exist which can only be achieved through service quality. For these reasons, a tool that can listen to the user needs to improve the quality of information service delivery is necessary hence the need for this study.

**The objectives of the study include:** To determine to what level are information resources, library services, facilities in State polytechnic libraries, under study accessible to users? To determine the level of use of available information resources, library services, and facilities by users in the State polytechnic libraries under study? To determine the level of users` satisfaction with the information resources, library facilities, service available in the State polytechnic libraries under study?, To identify the challenges associated with , the quality of Information Resources , the quality of services and facilities available in the State polytechnic libraries under study. The study used probability sampling technique, with particular reference to simple random sampling, to select the respondents. The instrument used for data collection was a questionnaire which was self-developed and pretested for reliability. Data obtained from the respondents were subjected to both descriptive (frequencies, percentages, mean, etc). Responses collected were prepared for data analysis with an SPSS statistical package. This study covers only the area of users` satisfaction with resources, services and facilities. The research was limited to only National Diploma and Higher Diploma students of the State polytechnic who registered with the library.

### **Literature Review:**

#### **Accessibility to Information Resources and Services in Academic Libraries:**

The generation and production of information is a continuous process with this, information accumulates at such a rapid rate that extracting relevant information becomes difficult for users to go through all of them. According to Abdulsalam (2013), the daily growth of information causes problems with location, acquisition, organisation, and dissemination. The growth also causes problems with making the right type of information available to users at the right time. Proper distribution channels are required to meet the specific needs of the users. According to Nwachukwu, Abdulsalam and Salami (2014), accessibility in general refers to the extent to which a system is usable by as many users as possible. It is the ease with which a specific location can be reached from other locations.

Accessibility can also be described as the ability to gain access to a system's or entity's functionality and potential benefits. Users can identify and use resources that are easily accessible. Locating material in the library is as important as the material itself because if the proper strategy is not used, it may lead to user frustration; Nwachukwu, Abdulsalam, and Salami (2014) stated that learning materials may be available within the library, that is, the



library has acquired them, but they are inaccessible to those who need them for whatever reason (Un-cataloged, miscataloged, miss-shelved etc.). Libraries must organise and make all forms of recorded knowledge accessible and usable. Libraries must strive to interpret and provide adequate guides to the use of their resources in order to allow as many readers as possible to use the record and resources available to meet their information needs. According to Adeoye and Popoola (2011), stated that in order for learning to occur, learners must have access to the necessary information materials and resources.

Different researchers have taken different perspectives on the use of information resources. Nwachukwu, Abdulsalam and Salami (2014) described use as the extent to which users use library's resources to meet their information needs. The use of library resources and services could be considered a single criterion that could be used to determine the reason for retaining a document within a library's collection as well as the retention of a service provided in the library; and use is also important in guiding a library's collection development effort. Bello (2015) avers that the ultimate goal of library resources is use, because libraries are recognized as social institutions established to identify, acquire, organize, and repackage information resources and make them available to the people for whom the library is established, usually in an environment conducive to the use of the resources.

Information use can be described as all activities that occur immediately after the user(s) receive the resources; it may be used to add to existing knowledge, generate new ideas, or be applied to solve problems in many areas of human endeavour, among other things. The term use can be described as an examination of the interaction between the user and the library's collection. It is the driving force behind all other information behaviors, representing the ultimate reason for which information is required and sought. It can also be described as an analysis of the interaction between the users and the staff of a library. According to Reitz (2004), use of library resources is the extent to which a library's facilities and resources are actually used by its users. This description appears more practical in light of the fact that, with the advent of self-service searching and the web, users can now access library resources without entering the physical library space.

The primary goal of the modern library is to provide an effective and efficient combination of printed and non-printed information resources, as well as to integrate the use of these resources for the benefit of the parent institutions that own the libraries. The use of information resources is dependent on how well the resources are selected, processed, and made available for use, as well as the services provided by the library. Academic libraries, particularly polytechnic libraries, must provide access to information resources, services, and professional support to enable the academic community to make thorough and accurate use of all library resources. To encourage more library use, librarians must educate users on how to use library resources not only inside the library building, but also when they access the resources remotely.

Today, Nigeria is in an era of accountability, and higher education institutions are expected to demonstrate their worth, as it is an important part of a student's academic life. Thus, examining student use of academic library resources and services has become perhaps more important than ever. In the words of Onifade, Ogbuyi and Omeluzor (2013), a library that is not used is as good as dead because it cannot justify its existence. Yet, use and user studies cannot outlive their usefulness because they are infused with life by the use to which the library is put.

Users' satisfaction with the library's resources, services, and facilities must be assessed on a regular basis to ensure that their information needs are met at all times. Kumar (2013) conducted a study on user satisfaction with textile engineering institutes in Haryana: an



assessment. A questionnaire was used to collect data, and one hundred (100) questionnaires were distributed to users of each institute library. The response rate was 90%. The data was collected and tabulated using the percentages method. According to the study, the primary purpose of assessment in academia is to collect information about student knowledge in order to provide better library services to support high-quality learning.

The review of literature revealed that in the field of librarianship, assessing library user needs and expectations is critical because if the library provides quality services, users will be drawn in and may become regular users. Thus, a quality program will improve library efficiency and the library's or institution's image in the academic arena. Only high-quality service delivery results in users' satisfaction. Hence, user satisfaction has become an important factor in determining the effectiveness of library services. Because of rapid technological (ICT) change and its impact on libraries, libraries are now heavily reliant on user satisfaction with their services, which means that how users are satisfied with the resources and services provided by the respective libraries has become a matter of importance for library survival. Customer satisfaction is frequently prioritized by service providers because it is viewed as a prerequisite for customer retention (Loke, Taiwo, Salim and Downe, 2011).

The goal of assessing user satisfaction is to keep users satisfied, which can be accomplished in a variety of ways, most notably in academic libraries, where user surveys and other approaches are used to learn about customers' expectations and perceptions of the services provided by the libraries. In the new globalized era, attracting new customers, retaining old ones, and satisfying customers has become critical for business survival. Because the customer has multiple options for the product or service, the value addition in service delivery or product is the only option for the organization to remain competitive in the market. Customer satisfaction is dependent on expectations being met. Therefore, customer satisfaction has become a goal for all service providers (Shodele, 2013).

Hernon and Whiteman (2002) states that satisfaction is a sense of contentment that arises from an actual experience in relation to an expected experience. The extent to which expectations conform to or deviate from experience determines satisfaction. The importance of good libraries in higher education institutions cannot be overstated, because the quality of any level of education is determined by how well students use and are satisfied with the library, not by the library as a magnificent building (Agboola and Bamigboye, 2011). To be functional, a library must meet the needs of its users while also ensuring that users make effective use of the information resources and services at their disposal. In the modern world, a country's progress and development are determined by its educational and information development.

The library's activities, resources, and services are all geared toward assisting individuals in meeting their information needs. The library-user relationship has changed in general as libraries shift their focus from print collections to digital resources hosted in the cloud. The library's power has clearly shifted to the user, and the dependency relationship has been inverted. Because a user is always the library's customer, if the customer's information needs are not met, the goal of any library staff is not met. Increased customer satisfaction will lead to a greater willingness to use and pay for the services provided. Then, customer satisfaction is directly related to support library and information services.



### Demographic Characteristics of the Respondents

This part reports the demographic profiles of the respondents

Table 1: Demographic Characteristics of the Respondents

Variables	Sex	Frequency	Percentage (%)
Gender	Male	78	54.2
	Female	66	45.8
Level	ND	79	54.9
	HND	65	45.1
Age Group	16-20	68	47.2
	21-25	72	50.0
	26-30	04	2.8

n = 144

From the observation of the results in Table 1, many of the respondents (78 or 54.2%) were male, 79 (54.9%) were National Diploma (ND) students, while 72 (50.0%) were ages 21-25 years. This implies that greater proportionate of the respondents were still in their active years as tertiary institution students having be ages less than 30 years.

### Access to Information Resources, Facilities and Services provided

To ascertain the level of access of respondents to the available information resources, services and facilities in the library under study, the respondent response were discussed in Table 2.

Table 2: Access to services, resource and facilities

#### Sec.2a Ease of access to information resource, services and facilities

		( $\bar{x}$ )	Std
2.1	How easily do you access information resource, services and facilities	3.50	.928
<b>2b Point of access</b>			
2.2	I can get access from anywhere through the internet to the library resources	2.16	1.380
2.3	I access the catalogue to locate the materials on the shelves.	2.14	1.250
2.4	I go directly to the shelves to pick what I want	3.95	1.311
2.5	I get access through the effort of the Librarian.	2.61	1.146
2.6	I get access within the campus	4.16	.963
<b>2c Frequency of access</b>			
2.7	How often do you use resources (print) on library premises?	3.61	.920
2.8	How often do you use electronic resources on library premises?	2.34	.987
2.9	How often do you use service(s) provided by the library?	3.48	1.023
2.10	How often do you access library resources through OPAC	2.48	.876
2.11	How often do you use Yahoo, Google, or non-library gateway for information	4.23	1.031

n = 144

NB: With the use of a 5-point Likert scale type, the expected average (mean) response per item should be 3.00 (either in favour or disfavor of what is being measured).

Responses obtained as presented in Table 2 revealed that the respondents access the library very easily with ( $\bar{x}=3.50>3.00$ ). The implication of this finding is that, the ease of access will facilitate adequate use of information resource. On point of access, majority of the respondents access within the campus with ( $\bar{x}=4.16>3.00$ ), followed by go directly to the shelves to pick what they want with mean ( $\bar{x}=3.95>3.00$ ), followed by getting access through the effort of the Librarian ( $\bar{x}=2.61<3.00$ ), getting access from anywhere through the internet to the library



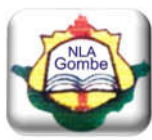
resources had the least with ( $\bar{x}=2.16<3.00$ ) and access the catalogue to locate the materials on the shelves had ( $\bar{x}=2.14<3.00$ ).

On point of access, although, there are various methods and techniques used by the libraries, in providing access to the library collections. Majority of the respondents access within the campus followed by access the library resources by going straight to the shelf(s) to pick what they want and with the effort of the librarians, getting access from anywhere through the internet to the library resources and access the catalogue to locate the materials on the shelves had the least in term of point of access.

Going straight to the shelves to access the library collection is not the best option because, a lot of time is wasted in the process, this actually defeated the essence of catalogue in the library, which is expected to facilitate quick retrieval of information resources and serve as path finder to the library collections. The implication of this finding is that, users will likely waste much time searching and retrieving information resources from the library collection. Furthermore one can conclude that perhaps majority of the respondents do not benefit from the orientation given to them. The implication is that they may lack skills to use the catalogues, or not familiar with the classification scheme to enable them select books easily from the shelves.

On frequency of access, majority of the respondent revealed that, they often access Yahoo, Google, a non-library gateway for information with a mean of ( $\bar{x}=4.23>3.00$ ), access print resources on the library premises with ( $\bar{x}=3.61>3.00$ ), access services provided by the library ( $\bar{x}=3.48>3.00$ ), access library resources through the OPAC is the least with ( $\bar{x}=2.48<3.00$ ) while access electronic resources on library premises had ( $\bar{x}=2.34<3.00$ ). The implication is that majority of the respondents don't access electronic resources as expected this may be due to the problem of internet facility, hence users' may not be able to derive satisfaction from it. On frequency of access, majority of the respondent revealed that, they often use Yahoo, Google, or non-library gateway for information, access print resources on the library premises, access services provided by the library, access electronic resources on library premises, while access library resources through the OPAC is the least in that order. Most students browse through the shelves to locate information resources there by students use wrong search strategies in locating information materials in the library. The finding of this research shows that users place a high value on the search experience. In some cases, users are willing to sacrifice the quality of the search results in favour of a pleasant search experience, this really show by the respondents' using the search engine more than the physical libraries to solve their information needs.

However, in order to determine the level of access to information resources, services and facilities in State polytechnic libraries in South-western Nigeria, a test of norm was carried out. Results show that the scale between 1 –18 is low, 18 – 36 is moderate, and 36 – 55 is high. However, since the overall mean ( $\bar{x}$ ) score for information resources is “34.66” which falls within the scale “18 – 36”, it could be concluded that the extent of access to information resources, services and facilities in Lagos State polytechnic library in South-western Nigeria is moderate. It could therefore be inferred that the respondents had easy access to resources, services and facilities in the library. Accessibility is one of the perquisites for use of information resources.



**Table 3: Use of library resources, services and facilities in the library**

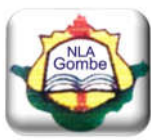
Sec.3a	Items	LASPOTECH	
		( $\bar{x}$ )	Std
3.1	Textbooks	4.09	1.326
3.2	Journals	3.61	1.224
3.3	Special collection development	2.18	1.419
3.4	Newspaper	3.86	1.173
3.5	Magazine	2.84	.963
3.6	Student long essays	4.20	.978
3.7	Encyclopaedia	4.05	.914
3.8	Dictionary	4.07	.900
3.9	Abstract	2.02	1.210
3.10	Atlases/maps	1.95	1.219
3.11	Electronic Resources(Off line, databases, CD-Roms, A /V mats)	2.39	1.125
<b>3b</b>	<b>Services</b>		
3.12	Loan service	3.93	1.169
3.13	Reference service	4.05	.963
3.14	Electronic services(e-mail e.t.c)	2.30	1.112
3.15	Selective dissemination of information	4.09	.936
3.16	Current awareness services	4.02	1.131
3.17	Library user`s training	3.95	1.120
3.18	Binding service	1.93	1.021
3.19	Photocopying service	3.18	1.618
3.20	Inter library loan service	2.09	1.395
<b>3c</b>	<b>Facilities</b>		
3.21	Library personal computers	2.16	1.493
3.22	Internet facilities	3.68	1.394
3.23	Library catalogue	1.73	1.107
3.24	Library guide and notice	3.95	1.120
3.25	Suggestion/complaint boxes	1.84	1.098

n = 144

There are different type of information resources, services and facilities that are available in the library and users use these sources according to their information requirement and choice. Assessing level of use of the information resources, services and facilities provided in the state polytechnic libraries in South-west, Nigeria. Results tabulated in Table 3 revealed the level of use, in relation to library resources, student long essay, textbooks, dictionary, Newspaper, encyclopaedia and journal were scored above 3.00. However resources such as magazines, electronic resources, atlases/maps, special collections and abstract scored below the criterion and are the least used resources. This result shows that, most of the respondents depend on library for their research work.

In order to determine the level of uses of information resources in State polytechnic libraries in South-western Nigeria, a test of norm was carried out. Results show that the scale between 1 –18 is low, 18 – 36 is moderate, and 36 – 55 is high. However, since the overall mean ( $\bar{x}$ ) score for information resources is “35.26” which falls within the scale “18 – 36”, it could be concluded that the use of information resources in State polytechnic libraries in South-Western Nigeria is moderate.

On services majority of the respondents indicated that selective dissemination of information, Library user`s training, loan service, current awareness services photocopying service



reference services rated above 3.00, while electronic service, Inter library loan service and binding service were rated below 3.00 which signify that they were the least used service.

In order to determine the level of use of services by the respondents in State polytechnic libraries South-western Nigeria, a test of norm was carried out. Results show that the scale between 1 – 15 is low, 15 – 30 is moderate, and 30 – 45 is high. However, since the overall mean ( $\bar{x}$ ) score for the use of services provided is “29.54” which falls within the scale “15 – 30”, it could be concluded that the level of use of services provided in State polytechnics libraries South-western Nigeria is moderate .

On facilities the result indicated that, library guide and notice, internet facilities had above 3.00 while library personal computers, suggestion and complaint boxes and library catalogue ,were the least used facilities in the polytechnic libraries. In order to determine the level of use of facilities in the State polytechnic libraries in South-Western Nigeria, a test of norm was carried out. Results show that the scale between 1 – 8 is low, 8 – 16 is moderate, and 16 – 25 is high. However, since the overall mean ( $\bar{x}$ ) score for use of facilities is “13.36” which falls within the scale “8 – 16”, it could be concluded that the level of use of facilities in Studied library is very moderate. Findings indicated that majority of the respondents’ uses student long essays, textbooks, newspaper, encyclopaedia, and dictionary more than any other resources in the library resources. However, resources such as journals, magazines, electronic resources, special collections, atlases/maps, abstract are the least used resources. This can be attributed to inadequate facilities that are needed to facilitate the use of these information materials such as inadequate electricity supply.

**Table 4: Level of users’ satisfaction with services, resource and facilities in the library.**

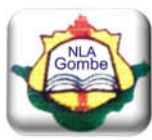
Sec.4 Level of satisfaction Questions		( $\bar{x}$ )	Std
4.1	In general, I am satisfied with the way in which, treated in the library	4.02	1.000
4.2	In general, I am satisfied with library support for my learning and research needs	3.05	1.180
4.3	In general, I am satisfied with the services provided by the library	2.75	.943
4.4	In general, I am satisfied with facilities provided by the library	1.84	1.033
4.5	How would you rate the overall quality of the services provided by the library.	3.55	1.130

n = 144

Detailed result on the level of satisfaction with resources, services and facilities revealed that majority of the respondents are satisfied with the way in which the users are being treated in the library with ( $\bar{x}$ =4.02 >3.00) and support which the library provided for their learning and research ( $\bar{x}$ =3.05>3.00); This implies that, the library staff are performing their duties as expected within the limit of what is available at their disposal. In addition the respondents indicated that, they are not satisfied with services provided ( $\bar{x}$ =2.75<3.00); while on facilities provided by the polytechnic libraries, the respondents indicated their least satisfied with ( $\bar{x}$  =1.84<3.00).

On how the respondents rated the overall quality of the services, resources and facilities provided by the polytechnics under study, the respondents indicated with ( $\bar{x}$ =3.44<3.00). All the items measured were below the criterion mean of 3.00, except effect of service which have to do with library staff ( $\bar{x}$ =4.02) and the library provided for their learning and research ( $\bar{x}$  =3.05>3.00). The overall weighted mean stand at 3.04, The implication of this finding is that, since they are not satisfied with the library services and facilities, users` may not make effective use of the library.it is general knowledge that the services rendered by the library is expected





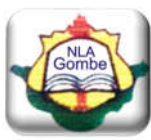
to drive the use of the library. When the services rendered are rated below expectation the library may not be able to achieve its stated objectives, especially supporting teaching, learning and research objective of the institution.

In order to determine the level of users' satisfaction with the information resources, services and facilities provided by the libraries, a test of norm was carried out. Results show that the scale between 1 – 8 is low, 8 – 16 is moderate, and 16 – 25 is high. However, since the overall mean ( $\bar{x}$ ) score for the users' satisfaction is "13.57" which falls within the scale "8 – 16", it could be concluded that the level of users' satisfaction with the information resources, services and facilities provided in State polytechnics libraries South-western Nigeria is moderate.

**Table 5: Challenges associated with quality of services, resource and facilities provided in the library**

Sec.5	Problems affecting effective use of the information resources, services and facilities	( $\bar{x}$ )	Std
5.1	Little/No assistance from the library staff	1.86	1.047
5.2	Unfriendly attitude of Library staff	2.11	1.125
5.3	Poor organization of the materials on the shelves	3.05	1.140
5.4	Ineffectiveness of the library catalogue	2.84	.914
5.5	Lack of organization in the library	2.32	1.073
5.6	Collections are inadequate	2.45	1.372
5.7	Collections are not relevant	2.09	1.178
5.8	The library has little or no resources in my course of study	2.27	1.468
5.9	The library is usually dark and this discourages reading (Uncomfortable library environment)	2.11	1.243
5.10	The library is deficient in electronic/online library services. (agree)	2.98	1.045
5.11	Users are not educated on how to use the library	1.89	1.418
5.12	The library has no guide to direct users to appropriate sections of the library.	2.16	1.413
5.13	Frequent power outage	2.20	1.472
5.14	Inadequate current journals	4.18	1.281
5.15	Inadequate current textbooks	2.14	1.407
5.16	Late arrival of newspapers	2.59	1.127
5.17	Closing hour is short	3.57	1.169
5.18	Poor Internet connectivity	3.73	1.453
5.19	Insufficient computer systems	3.86	1.391
5.20	Not allow to use flash drive to copy	2.82	1.352
5.21	Duration of borrowing is short	2.70	1.153
5.22	Lack of awareness of available of information resources, services and facilities	2.07	1.228
5.23	Poor quality of photocopy	3.61	1.205
5.24	Lack of cleanliness of the library building & its environment.	2.09	1.096
	n = 144	63.69	

Table 4.51 presents the response on challenges associated with the quality of service provision in the polytechnic libraries under study. Most respondents indicated Poor Internet connectivity has the highest mean of ( $\bar{x}=4.02>3.00$ ) as a major problem when discussing service quality in the libraries, this is followed by, Insufficient computer systems ( $\bar{x}=3.82>3.00$ ), Inadequate current journals ( $\bar{x}=3.80>3.00$ ). Similarly the library are deficient in electronic/online library services( $\bar{x}=3.73>3.00$ ),Frequent of power outage ( $\bar{x}=3.71>3.00$ ),Closing hour is short ( $\bar{x}=3.58>3.00$ ),Not allow to use flash drive to copy ( $\bar{x}=3.54>3.00$ ), Inadequate current textbooks



( $\bar{x}=3.52>3.00$ ), inadequate collections ( $\bar{x}=3.51>3.00$ ), Ineffectiveness of the library catalogue ( $\bar{x}=3.46>3.00$ ) for easy retrieval of information resources and The library is usually dark and this discourages reading (Uncomfortable library environment) ( $\bar{x}=3.22>3.00$ ), lack of awareness of available of information resources, services and facilities ( $\bar{x}=3.21>3.00$ ), Duration of borrowing is short ( $\bar{x}=3.16>3.00$ ), lack of organization in the library ( $\bar{x}=3.02>3.00$ ), Poor organization of the materials on the shelves ( $\bar{x}=3.00>3.00$ ).

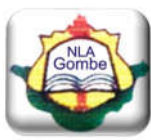
All these are hindrance to effective performance of some services as well as functionality of some facilities to which the respondents agreed with. However, Poor quality of photocopy ( $\bar{x}=2.80<3.00$ ), Lack of cleanliness of the library building and its environment ( $\bar{x}=2.51<3.00$ ), The library has little or no resources in their course of study ( $\bar{x}=2.49<3.00$ ), While Late arrival of newspapers ( $\bar{x}=2.33<3.00$ ), The library has no guide to direct users to appropriate sections of the library ( $\bar{x}=2.24<3.00$ ), Collections are not relevant ( $\bar{x}=2.01<3.00$ ), Unfriendly attitude of Library staff ( $\bar{x}=1.94<3.00$ ), Users are not educated on how to use the library ( $\bar{x}=1.86<3.00$ ) Little/No assistance from the library staff, ( $\bar{x}=1.84<3.00$ ) are some of the little problems encountered by the respondents considering the fact that, their mean fell below the criterion mean of 3.00. This is shows that, the respondents disagreed with these negative statements posed as problems affecting the achievement of users` satisfaction in Lagos State polytechnic libraries.

All these challenges fall under the three dimensions of service quality which are effect of service, information resources and facilities rendered and they are encountered during service transactions. These will definitely affect provision of service quality and users` satisfaction as noted by Musyoka and Chirchir (2013) that investigated all possible factors that had a great impact on library performance. It was found that library collection and physical facilities were expected as the most important issues in determining the customer satisfaction. However, in order to ascertain the level of challenges experienced by the State polytechnic libraries South Western Nigeria, a test of norm was carried out.

Results show that the scale between 1– 40 is low, 40 - 80 is moderate, and 80 – 120 is high. However, since the overall mean ( $\bar{x}$ ) score for the challenges experienced is “63.69” which falls within the scale “40 – 80”, it could be concluded that the level of challenges experience in the polytechnic libraries is moderate if looked into, the problems will be reduced to the bearest minimum. Based on the findings of the study, it is hereby concluded that quality of affect of services, information resources and facilities are predictors of service quality and users` satisfaction in State polytechnic libraries, Although there some challenges been experienced by the respondents in the cause of using the library, it is interesting to state that respondents of this study were not totally dissatisfied with the library information resources and services rendered to them since the libraries were rated as moderate. This indicates that there are lots of works to be done in order to improve on the library resources and services rendered as well as facilities provided by the library.

## **Conclusion**

Based on the findings of the study, it is hereby concluded that ease of access to available information resources, services and facilities as well as positive and cordial relationship that exit between library staff and the users greatly contributed to level of satisfaction in the library. Although challenges can be noticed in some of the items identified in the study, it is interesting to state that respondents of this study were not totally dissatisfied with the library information resources and services rendered to them since the libraries were rated as moderate. Therefore,



for the library to justify its very existence, they must strive to achieve users' satisfaction in order to attract potential users and keep the old ones.

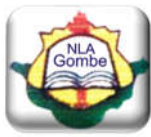
### **Recommendations**

In view of the findings of the study, the following recommendations are hereby made:

- State polytechnic libraries in South Western, Nigeria should engage in resource sharing among themselves in order to improve the level of availability of information resources and services in these libraries.
- Faculty members as well as library users should be encouraged to participate in book selection, to develop their sense of belonging and may likely increase use of the library as well as level of user satisfaction.
- There is need for provision of e-resources, personal computers, increase the band-width to increase the efficiency of the internet services. Provision of alternative power supply and current information resources should be giving necessary attention. This will go a long way in satisfying the research and learning needs of the users as well as repositioning the library in this technological era.
- The Polytechnic management should continue to train and retrain the library staff especially in information communication technology.
- The libraries can engage in staff exchange programme with other libraries for the benefit of their staff, the institution and the society at large.

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