



Library Services Provision in Public Secondary Schools: How Satisfied are the Users in Anambra State?

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Abstract

This study examined the student's satisfaction with library services in public secondary schools in Anambra State. Two specific objectives guided the study. The study adopted the descriptive survey design. Three public Secondary schools were selected through purposive sampling technique and the population of the study comprised of 4,968 Students. 1731 students from Community Secondary School, Okpuno, Awka, 1477 Students from St. John of God Secondary School, Awka, and 1760 students from Igwebuikwe Grammar School Awka. Simple random sampling in probability sampling techniques was adopted to select senior secondary three classes (SS3) from each of the selected Secondary Schools in Awka South L.G.A. of Anambra State, and the sample size of the study was 407. A structured questionnaire was the instrument for data collection. Data collected were analyzed using simple percentages and mean ratings. The findings from the study revealed that students were not satisfied with the library services provided in their schools and the major factors that influence student's satisfaction with library services are Technological gadgets available and Internet access. The study recommends that, the schools authorities should prioritize the availability of technological resources and Internet connectivity in the library, integrate modern technologies, and conduct regular student surveys for feedback. The school authorities should also employ the services of librarians in school libraries in public secondary schools in Anambra State, to provide the right services to the students at the right time.

Keywords: Secondary school students, School libraries, Library services, Services provisions, User satisfactions

Introduction

Education is the key to the development of any nation. No society can boast of a standard education without the library. Libraries are important working sticks that support teaching and learning in educational institutions. This is the major reason why there is always a library in every educational institution no matter the level. For basic education, the school library is always there to provide students with access to a range of resources and services to support teaching and learning. Basic education includes education at the nursery, primary and secondary schools.



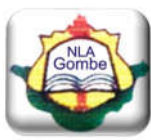
Library helps a lot in improving the quality of education and promotion of academic excellence. There are five major types of library, the national library which serves the nation as a whole, the public library which serves the general public especially the community where the library is located, the academic library which serves the tertiary institutions, the special library which is found in private sectors for specific set of users and finally the school library which is found in the nursery, primary and secondary schools. School libraries are the foundation for bringing pupils in direct contact with books. In the words of Singh (2023), school libraries are the most important aspect of basic education, it is a home to the most essential publications that are important to students and also assist students of various standards during their preparation for exams. Singh further stressed that the school libraries helps in learning more, enhance literacy, creates an atmosphere, aids in knowing oneself and opens students up to the world of wisdom. School libraries are one of the contributing factors to the educational achievements of the students. Students who have access to a well-stocked and well maintained school library tend to have higher academic achievement than those who do not and they also perform better in their exams Lance & Kachel, 2018).

The importance of school libraries are so numerous to mention. Todd (2010) observed that school libraries can have a positive impact on the literacy skills of students. In this information driven society, the ability to locate, evaluate, and effectively use information is of utmost importance. Librarians assist students in navigating through vast amounts of information, teaching them how to access the credibility of sources, select appropriate resources, and cite references accurately. These skills are essential not only for academic success but also for the students' future endeavors. Library services also foster independent learning and critical thinking among secondary school students. Libraries provide a quiet and conducive environment for students to read on their own, reflect, and explore topics of interest beyond their curriculum. They offer spaces for group discussions, collaborative projects, and access to technology for online research. The library becomes a place where students can engage in self-directed learning, explore new ideas, and develop the skills necessary to become lifelong learners. They have a diverse collection of books, textbooks, reference materials and multimedia resources that align with the curriculum and promote reading, research and independent learning (Ashikuzzaman, 2023). Therefore, fixing the school libraries to meet the user's satisfaction is of paramount importance. However, the quality of library services provided at public secondary schools can have significant impact on student's satisfaction with the use of library. Library services refer to the range of services offered by libraries to their users which draws them closer to the library. School library services include providing access to books, electronic databases, multimedia resources, and other information materials that support teaching, learning and leisure reading. Library services also involve providing assistance to users in finding and accessing relevant information, reference assistance, and support for developing information literacy skills. The goal of library services is to provide users with access to information and resources that help them achieve their academic, professional, and personal goals (OCLC, 2018). To achieve this library service's goal, constantly determining the user's satisfaction is of paramount importance, hence the need for this study.

Objectives of the study

The main purpose of the study is to ascertain the students' satisfaction with library services provided in public secondary schools in Anambra State. Specifically the study sought to:

1. Determine the student's level of satisfaction with library services in public secondary schools in Anambra State.



2. Identify the factors that influence students' satisfaction with library services in public secondary schools in Anambra State.

Literature Review

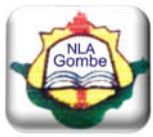
Student's level of Satisfaction with library services

Fixing the school library to be in line with this digital age can significantly enhance the learning experience for students. According to Wong (2019), one key determinant of student satisfaction is the availability and accessibility of reading materials within the library. Students expect a wide variety of books, reference materials, textbooks, periodicals, and digital resources to fulfill their academic needs. When libraries are well-stocked and regularly updated with relevant materials, students are more likely to be satisfied with the services provided. The physical environment of the library also plays a crucial role in student satisfaction. A well-maintained library with comfortable seating, adequate lighting, quiet study areas, and appropriate technological infrastructure creates a conducive atmosphere for learning and research and can aid student's satisfaction with the library services provided to a great extent. Sufficient space for individual and group study, along with designated areas for collaborative work, further contributes to student satisfaction (Fisher, 2019). The competence and helpfulness of the library staff have a significant impact on student satisfaction. Valued librarians possess a deep understanding of available materials and can assist students in finding relevant resources, conducting research, and utilizing library technology. Additionally, friendly and approachable librarians encourage students to seek assistance, fostering a positive experience (García, 2020).

In today's digital age, students expect libraries to provide access to online databases, e-books, and digital journals. Libraries that effectively integrate technology and provide easy access to digital materials through computers, tablets, or other devices tend to receive higher satisfaction ratings from students. Furthermore, offering training and support in utilizing digital resources can further enhance student satisfaction (Kenney, 2016). Students often have diverse schedules due to academic commitments, extracurricular activities, or part-time jobs. Thus, having flexible library operating hours can significantly impact student's satisfaction. Libraries that extend their hours beyond regular school hours, offer weekend availability, or provide after-school access cater to the varied needs of students and contribute to their overall satisfaction. According to Harris (2017), libraries can go beyond providing materials and offer engaging programs and activities that stimulate student interest in reading, research, and personal development. Workshops, author visits, book clubs, storytelling sessions, and competitions can create a vibrant and interactive environment within the library. Such initiatives encourage students to actively participate, develop a love for learning, and contribute to their overall satisfaction.

Factors that influences Student's satisfaction with library services

The library is an essential component of educational institutions, offering a wide range of resources and services to support students' academic pursuits. As the role of libraries evolves in the digital age, it becomes increasingly important to understand the factors that influence students' satisfaction with library services. According to Crawford & Irving (2019), the accessibility and convenience of library services play a significant role in determining students' satisfaction. Factors such as convenient location, extended opening hours, easy access to resources (both physical and digital), and user-friendly search systems contribute to a positive experience for students. The availability and quality of library collections and resources may greatly influence students' satisfaction. A comprehensive collection that covers a wide range of subjects, up-to-date resources, including books, journals, databases, multimedia materials, and electronic resources, is vital for meeting students' information needs. The knowledge,



expertise, and helpfulness of library staff significantly impact students' satisfaction. Well-trained and approachable library staff who can provide guidance, support, and assistance in navigating resources, conducting research, and utilizing library technologies contribute to a positive experience for students. Friendly and helpful library staff who are knowledgeable about the resources in the library can make students feel comfortable and encourage them to use the library. Brice & Gatta (2020), in their study stated that the library's physical environment, including study spaces, seating arrangements, group study rooms, quiet zones, and access to power outlets and Wi-Fi, influences students' satisfaction. A comfortable, conducive, and well-equipped library environment that caters to different learning styles enhances students' overall experience. The availability and functionality of technology within the library also influences students' satisfaction. Access to computers, printers, scanners, WI-FI, and other relevant technologies, as well as a reliable network and seamless integration with online resources, contribute to students' satisfaction with library services (Singh & Satija 2021). The variety and relevance of library programs and services contribute to students' satisfaction. Services such as information literacy instruction, research support, interlibrary loan, document delivery, reference services, and workshops on academic skills enhance students' academic experience and positively impact their satisfaction. Library policies such as loan period, borrowing limits, and fine for late returns can also influence Student's satisfaction with library services. If these policies are student friendly and flexible, they can contribute to overall satisfaction with the library.

Methodology

Descriptive survey research design was adopted for this study. This research design was considered appropriate for this present study because only a portion of the population was studied and findings from this were expected to be generalized to the entire population. The sample size for this study consists of four hundred and seven (407) students drawn from the three public secondary schools under study (Igwebuikwe grammar school, Awka, Community secondary school, Mkpologwu and Modebe Memorial secondary school, Onitshawho were statistically determined from a total population of four thousand nine hundred and sixty eight (4968) students using simple random sampling method. A self-administered questionnaire was used as the instrument for data collection. The instrument went through face and content validation by three experts. A pilot study was done to test reliability of the instrument and the reliability coefficient was established using Cronbach Alpha. Reliability coefficients of .73 and .78 6 were obtained Copies of the questionnaire were administered by the researcher with the help of tutored research assistants. The response rate was 100%. The Data collected were analyzed using arithmetic mean. The decision level for response to research question 1 was 50%. Items with the value of 50% and above were positively interpreted while items below 50% were negatively interpreted. 4-point scale was used to answer research question 2, the decision level was between 2.50 values. Thus, any item with a mean score of 2.50 and above was positively interpreted while any item with a mean score below 2.50 was negatively interpreted. Statistical package for social sciences (SPSS) software version 24.0 was used as tool for data analysis in research.



Result

Research Question 1: how satisfied are the students with the library services provided in the secondary schools?

Table 1: Percentage responses of Students on how satisfied students are with library services in public secondary schools in Anambra state.

S/n	Item	Igwebuike Grammer School Awka	Community Secondary School Okpuno	St. John of God Secondary School, Awka
		Percentage (%)	Decision	Percentage (%)
1	Exhibition and display	33%	Not Satisfied	13%
2	Internet service	36%	Not Satisfied	39%
3	Reader's Enquiry service	58%	Satisfied	78%
4	User education program	43%	Not Satisfied	9%
5	Reading program and book club	38%	Not satisfied	30%
6	Study guide and revision materials	69%	Satisfied	83%
7	Space and facilities for study	61%	Satisfied	65%
8	Access to books and information materials	59%	Satisfied	61%
9	Education to users on information search	37%	Not Satisfied	43%
10	Technological gadgets access to users	30%	Not Satisfied	43%
			Decision	Percentage (%)
			Not Satisfied	Decision
			Not Satisfied	Not Satisfied
			Satisfied	Satisfied
			Not Satisfied	Not Satisfied
			Not satisfied	Not satisfied
			Satisfied	Satisfied
			Satisfied	Satisfied
			Not satisfied	Not satisfied
			Not satisfied	Not satisfied

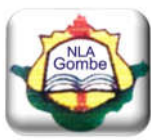


Data in table 1 shows that students from Igwebuike Grammer School Awka, Community Secondary School Okpuno and St John of God Secondary School, Awka are not satisfied with Exhibition and display (33%, 13% and 34% respectively). Students from Igwebuike Grammer School Awka, Community Secondary School Okpuno and St. John of God Secondary School, Awka are not satisfied with Internet service (36%, 39% and 29% respectively). Students from Igwebuike Grammer School Awka, Community Secondary School Okpuno and St. John of God Secondary School, Awka are satisfied with Reader's Enquiry service (58%, 78%, and 55% respectively). Students from the three schools are not satisfied with User Education program (43%,9% and 38% respectively). Students from the three schools are not satisfied with Reading programs and book club (38%,30% and 37% respectively). Students from the three schools are satisfied with Study guide and revision materials (69%,83% and 71% respectively). Data in table 1 also shows Students from the three schools are also satisfied with Space and facilities for study (61%, 65% and 72% respectively). Students from the three schools are satisfied with Access to books and Information materials (59%, 61%, and 53% respectively). Students from the three schools are not satisfied with Education to users on Information Search (37%, 43% and 49% respectively). Students from the three schools are not satisfied with Technological gadgets access to users_(30%, 43%, and 46% respectively).

Research Question 2: what are the factors that influence Student's satisfaction with library services in public secondary schools in Anambra state.

Table 2: mean scores of the respondents on Factors that influence Student's satisfaction with library services in public secondary schools in Anambra state.

s/n	Item	Igwebuike Grammer School Awka		Community Secondary Okpuno		St John of God Secondary School, Awka	
		Mean	Decision	Mean	Decision	Mean	Decision
1	Library staff attitude to users	3.00	Agreed	2.91	Agreed	3.36	Agreed
2	Library Environment	3.74	Agreed	3.65	Agreed	3.66	Agreed
3	Library services provided	3.55	Agreed	3.48	Agreed	3.82	Agreed
4	Technological gadgets available	3.88	Agreed	3.52	Agreed	3.51	Agreed
5	Current reading materials	3.82	Agreed	3.30	Agreed	3.86	Agreed
6	Library hours of operation	2.75	Agreed	2.87	Agreed	3.18	Agreed
7	Availability of reading space	3.51	Agreed	3.57	Agreed	3.59	Agreed
8	Calm Library atmosphere	3.74	Agreed	3.57	Agreed	3.66	Agreed
9	Internet access	3.74	Agreed	3.87	Agreed	3.90	Agreed



Data in table two shows that the major factor that influences Student's satisfaction with library services in Igwebuikie Grammar School Awka is Technological gadgets available, while it is Internet access in St. John of God Secondary School, Awka and Community Secondary School Okpuno. This is according to their mean rate of 3.88, 3.87 and 3.90 respectively. These three mean ratings are the highest from the mean responses of students from the three schools. From the mean ratings in table one, all items listed which are Library staff attitude to users, library environment, library services provided, technological gadgets available, physical condition of the library, library hours of operation, availability of library space, calm library atmosphere and Internet access got mean responses that are above 2.50 which is the accepted mean for this study, it is an indication that the whole items in table one are all factors that influences Student's satisfaction with library services in public secondary schools in Anambra state.

Discussion of findings

The study revealed that students from Igwebuikie Grammer School Awka are not satisfied with Exhibition and display, training and Internet service, user education program, reading program and book club, Education to users on information search and technological gadgets access to users. They are only satisfied with Reader's Enquiry service, Study guide and revision materials, space and facilities for study and access to books and Information materials, except reading programs and book club. The study also reveals that students from Community Secondary School Okpuno are not satisfied with Exhibition and display, user education program, training and Internet service, reading program and book club, Education to users on information search and technology access to users. They are only satisfied with Reader's Enquiry service, Study guide and revision materials, space and facilities for study and access to books and information materials. Students from St. John of God Secondary School, Awka are satisfied with 4 of the items which include reader's enquiry service, study guide and revision materials, space and facilities for study and access to books and information materials. This shows that Students from public Secondary schools in Anambra state are not satisfied with majority of the library services provided for them. This affirms with Harris (2017), who stated that libraries can go beyond providing materials and offer engaging programs and activities that stimulate student interest in reading, research, and personal development. Meeting up with the information needs of library users has always been the watch word of every librarian, when library users are happy, the librarians behind that always smile. In line with Garcia (2020) who opines that friendly and approachable librarians encourage students to seek assistance, fostering a positive experience.

Table 2 above revealed that the major factors that influence student's satisfaction with library services in the three schools that were used to sample public secondary schools in Anambra state are Technological gadgets available and Internet access. This is in line with the study of Singh & Satija (2021) that access to computers, printers, scanners, WI-FI, and other relevant technologies, as well as a reliable network and seamless integration with online resources, contribute to students' satisfaction with library services. In this technology driven society, equipping the school libraries with modern technologies will help students to happily patronize the services of the school library. The study also revealed that there are other factors that influence Student's satisfaction with library services in public secondary schools in Anambra state. Judging from the mean responses of the students from the three schools used to sample public secondary schools in Anambra state, this other factors are Library staff friendly attitude, Library environment, library Services, library hours of operation, availability of library space, and calm library atmosphere . This tallies with Brice & Gatta (2020), who stated in their study that the library's physical environment, including study spaces, seating arrangements, group study rooms, quiet zones, and access to power outlets and Wi-Fi, influences students' satisfaction. Conducive environment is every learner's dream, when the school library



environment is conducive, students will be left with no other choice than to smile along with the services offered to them.

Conclusion

It has been empirically proven that students are not satisfied with the library services provided in public secondary schools in Anambra State. It is clearer now that those entrusted with the management of public school libraries in Anambra state cannot offer what they do not have simply because they are not groomed at all in library profession. Student's satisfaction with school library services can only get better when the library services are in the hands of librarians.

Recommendation

The study recommends that:

1. The school authorities should prioritize the availability of technology resources and Internet connectivity in the library, integrate modern technologies, and conduct regular student surveys for feedback.
2. The state government should adhere to the saying "give to Ceaser what belongs to him" by employing library professionals to manage school libraries in public secondary schools in Anambra state.
3. We live in a technology driven society therefore, integration of modern technologies with internet access by authorities in charge is very important in school libraries.

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