Evaluation User's Satisfactions and Obstacles with Federal University Lokoja, Library, Kogi State, Nigeria

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Abstract: The study uses quantitative research method and survey design was also adopted. The study was guided by four (4) research questions. The populations of this study comprises of all students that are available in the library that very hours of administering the questionnaires. The library accommodates approximately about 150 students. Therefore, 150 questionnaires were distributed to the population of the study whereas 120 questionnaires were duly returned. Descriptive statistics of frequency table, simple percentage were used to analyze the data for this study. The instrument was administered by the researcher. The study shows that, the majority of Federal University Lokoja students are visiting FUL Library. The most visiting students are with 70 (58.4%) of the response which indicates that they always visit FUL Library. Students are using the FUL Library more in reading both their notebook/text book, doing their assignment and as well using e-library. Students are highly satisfied with the available information resources in the FUL Library. Too much noise, inadequate setting facilities/space/place, and lack of WIFI are the most challenges associated with FUL Library followed by staffs are not friendly, rules and regulations/ overdue charges, library opening and closing hour, library services and also erratic power supply. 120 (100%) of the respondents indicate too much noise as the challenges associated with FUL Library, Among the recommendations: The management of FUL, Library should emphasize much on the library sensitization and awareness of the importance of library by organizing student orientation and library week so as to have more students in attendance. More current textbook should be provided and also be weeding those that are outdated so as to help the students in doing their assignment. Maintain high level of currency of their information resources so as to maintain higher level of patronization. Despite the size of the FUL Library is not big since it's the take up site, both the students sitting area and the students reading area is not far from each other. Therefore, even with this, the library management should educate those staff that they should not be an obstacle to the student by making much noise. They should maintain the level of their noise. Subscribe of the WIFI for the students to able to assess online information resources and services. Library staff should learn to be friendly with students. The library rules and regulations should also be reviewed likewise library opening and closing hour should be reviewed; library services should also be advanced. Provision of library source of power supply either by using its own generator.

Keywords: Evaluation, Obstacles, User's Satisfaction, Library

1. Introduction

The Academic Library is a back born of achieving an aims of any University because of its effort in supporting teaching, learning and research needs of the University community it's established to serve. Ogunbodede, stated that ''Academic libraries are established with the main aim of providing information resources to the student, faculty members and non- teaching staff of the academic community [10]. The Academic Library is sited in a center in the University, where there is absent of human, machine and animal noise Mondal stated that ''librarian should be part of the planning committee so as to identify each and every factor such as human, equipment and material noise [6]. University management is to be sure of the conduciveness of the library by providing enough infrastructure/space/place. In his basic principles of library building design, Mondal mention that ''lighting, heating, cooling, ventilation, noise prevention, commination, fumigation and flooring are necessary to meet

the criteria of interchange ability, so as to make the place conducive to the patrons [6].

Moreover, the University management is employing library staff and they also purchased the information resources to the library. Those information resources provide to the library are current and relevant. Ukwoma stated that "library in 21st century should aim at being proactive in information provision so as to satisfied her users demands [14]. Before library patrons search for their information resources with or without the help of library staff, however, this kind of service result in frustrating and also dissatisfying the library patrons. But presently, there has been changes in the nature of the information resources from printed to non-printed materials, with this advancement, library patrons are expected to use the library more. Ukwoma stated that "resources are shifted from printed documents to non-printed document [14].

The staffs are responsible for processing those information resources and also to place them in a proper location so that the library patrons can be able to retrieve them with or without any stress. In order to achieve more patronage the library staff should adopt the idea of user friendly, where by library staff should be freely with the library patrons. User friendly could be better described as a means by which library patrons are adequately counseled in order to use fully the information resources and also the library. Nwabueze, Ozioko and Igwesa mention that "to be relevant therefore, academic libraries must be user-friendly by ensuring effective use of their resources with minimal difficulties [8]. The library management imposes rules and regulations guiding the use of the library and its information resources for the patrons. All this is to ensure easy accessibility and safe guiding the library against any of the agent of the deterioration and also the patrons. Some services are also provided in the library all is to ease the activities of the library patrons. Such services include; photocopying, printing, loaning of printed and non-printed materials and also reference services.

1.1. Federal University Lokoja (FUL) Library

According to the university Librarian Federal University Lokoja, Library is the backbone of the research and development activities of federal University Lokoja. The use of library resources is vital for pursing study and research. It's an integral part of the university and designed to meet the information, research and curriculum needs of its students, faculty and staff members. It has comprehensive collections to meet the need of its users. The library holdings include a diverse collection of prints, non-prints and computer resources for all to use. The opening hour of Federal University Library is Monday – Friday 8:00am – 8:00pm while Saturday – Sunday 8:00am – 6:00pm.

1.2. Statement of the Problem

Federal University Lokoja (FUL), Library management play a vital role in providing all sort of information resources

and also make the library more conducive to the library patrons. The information resources acquired in the library are stored, processed and disseminated to the different unit of the library just to meet up the demands of the library patrons. Yahaya "maintained that a good library should be well equipped with books and periodicals in all subjects to advance study and research [15]. The library building is always in the favor of the library patrons so as to have full concentration. Mondal stated "that library building is one among the necessary factor acquired for the event of the library in any university [6].

But despite these tremendous efforts by the library management some students prepare to sit in an isolated area, under a tree, in the class rooms or even in their hustles to read. Therefore, this research is to evaluate user's satisfaction and obstacles with the Federal University Library so as know where they are getting it wrong for the correction. Patel, Batcha & Ahmad stated that "it is expensive to explore the level of user satisfaction through the services of the academic library [11].

1.3. Purpose of the Study

Federal University Lokoja (FUL), Library acquired, stored, processed, and disseminated information resources in the library so as to achieve its main purpose of creating which is supporting learning, teaching and research to the university community it serve. For this reason the purpose of this study is to evaluate use's satisfaction and obstacle encountered with FUL Library, and the findings will indicate where adjustment is necessary.

1.4. Research Questions

The study seeks to find answers to the following research questions;
1. How often did you visit Federal university Lokoja Library?
2. What is your reason for using Federal university Lokoja Library?
3. What is your level of satisfaction with Federal university Lokoja Library?
4. What are the problems associated with Federal university Lokoja Library?

2. Review of Related Literature

The mean objective of the academic library is to support teaching, learning and also research to the university community. Therefore, user's satisfaction of the library is very important. Adeniran in his work on user's satisfaction with academic libraries services: academic staff and students perspective, stated several factors that can influence use's satisfaction; these include "responsiveness, competence and assurances, tangible and resources [2] So also from his study Adeniran the finding of his work on user's satisfaction with academic libraries services: academic staffs and students perspective, the findings reveals that "user's satisfactions are

a function of the quality of staff and services of a library. This implies that user satisfaction with services in libraries which is well stocked and the materials properly arranged and manned by well qualified experienced staff [2]. This implies that user satisfaction with services in libraries which is well stocked and the materials properly arranged and manned by well qualified experienced staff. The study also reveals that provision of relevant information resources, access point and also conducive environment for learning, teaching and research lead to an increase in use of library.

Moreover, the findings of Patrick, Aghojare and Ferdinand on their study on assess user's satisfaction on academic library performance: A study. It reveals that ''library users were highly satisfied regarding the service, infrastructure/place/space as well as collections/information dissemination in the library [12]. Gyau, Liu and Kwakye their study on evaluation with academic libraries services based on the student's perspective, the findings revealed ''that most of the respondents are generally satisfied with the library support for their learning and research and also most of them are satisfied with library's treatment of users [4]. The study revealed also that most of the respondents 63 (22%) strongly agree and 133 (47%) agree that they are satisfied with the library's support for their learning and few 19 (7%) disagree and are dissatisfied with the library's support for their learning and research. 68 (24%) of the users are neutral and 0 (0%) strongly disagree.

The study of Tiemo and Ateboh on user's satisfaction with library information resources and services: A case study of college of health sciences library Niger Delta university, Amassoma, Nigeria, the findings revealed ''that library users were satisfied with the following library services: lending services, renewal of library materials, longer hour of internet services in the library, suitable opening hour, downloading and printing of online resources services [13]. It was also seen that library users were dissatisfied with equerry/reference services full access to subscribe databases, library catalogue to locate materials, document delivery services, and current awareness services, weekend library services, notification of new arrival of library materials, library orientation, bindery services, inter library loan, computer literacy skill services, newspaper in the serial section, computer in the library for users to source information.

3. Methodology

Quantitative research was adopted while survey research design was used for the study. Aina asserted that ''survey research is a systematic and comprehensive collection of information that reflects the opinions, attitudes, feelings, beliefs and behavior of people on an issue [3]. It's very appropriate for this research because of the nature and size of the population of the study. Random sampling techniques were used to draw the sample for the study. Questionnaires were also used as an instrument of data collection of this study. The populations of this study comprises of all students that are available in the library that very hours of administering the questionnaires. The library accommodates approximately about 150 students. Therefore, 150 questionnaires were distributed to the population of the study whereas 120 questionnaires were duly returned. Descriptive statistics of frequency table, simple percentage were used to analyze the data for this study. The instrument was administered by the researcher.

4. Data Presentation and Analysis

The data obtain from the result of the complete questionnaires that guided the study was presented and analyze. Thus, the analysis of the data collected is given bellow:

Table 1. How often did you visit FUL Library.

S/N	Visit FUL Library	Frequency	Percentage%
1.	Always	70	58.4%
2.	Frequently	40	33.3%
3.	Rarely	10	8.3%
	Total	120	100%

Table 1 showed that 70 (58.4%) of the respondents indicates that they always visit FUL Library followed by frequency with 40 (33.3%) of the respondents so also rarely with 10 (8.3%) of the respondents as they visit FUL Library. This finding contract the finding of Hafiz, Issah and Iddirisu that the 26 (24.7%) of the respondents visit the library twice/more a week [5].

Table 2. Reason for using FUL Library.

S/N	Reasons for using FUL Library	Frequency	Percentage%
1.	To read notebook/textbook	50	41.7%
2.	To do assignment	40	33.3%
3.	To use e-library	15	12.5%
4.	To borrow information resources	13	10.8%
5.	To conduct research	2	1.7%
	Total	120	100%

Table 2 Indicated that 50 (41.7%) of the respondents use FUL Library only to read note book/ text. 40 (33.3%) of the respondents use FUL Library only to do assignment. 15 (12.5%) of the respondents use FUL Library only to use E-Library while 13 (10.8) of the respondents use FUL Library only to borrow information resources. 2 (1.7%) of the respondents use FUL Library only to conduct research.

Table 3. Level of user's satisfaction with FUL Library.

S/N	User's satisfactions	Highly Satisfied	Satisfied	Partly Satisfied	Undecided	Not Satisfied	Total
1.	Available information resources	100 (83.3%)	20 (16.7%)	-	-	-	120%
2.	Infrastructure/ space/place	-	15 (12.5%)	5 (4.5%)	-	100 (83.3%)	120%
3.	Services	20 (16.7%)	40 (33.3%)	50 (41.7%)	-	10 (8.3%)	120%

Table 3 Revealed that the respondents with 100 (83.3%) are highly satisfied with available information resources in FUL Library, this finding inline the finding of Oluwakemi that the respondents were excellently satisfied with online journal followed by textbooks on the selves [9], 20 (16.7%) of the respondent are satisfied with available information resources in FUL Library, while 100 (83.3%) of respondents are not satisfied with infrastructure/space/place in FUL Library, 15 (12.5%) of the respondents are satisfied with infrastructure/space/place in FUL Library, 5 (4.2%) of the respondents are partly dissatisfied with FUL Library while 50 (41.7%) of the respondents are partly satisfied with FUL Library, 40 (33.3%) of the respondents are satisfied with FUL Library, 20 (16.7%) of the respondents are highly satisfied with FUL Library so also 10 (8.3%) of the respondents are not satisfied with FUL Library.

Table 4. Challenges associated with FUL Library.

S/N	Challenges associated with FUL Library	Frequency	Percentage%
1.	Too much noise	120	100%
2.	Inadequate setting fertilities/space/place	120	100%
3.	Out dated information resources	-	-
4.	No WIFI	120	100%
5.	Staff are not friendly	100	83.3%
6.	Library services	70	58.4%
7.	Rules and regulations/overdue charges	110	91.7%
8.	Erratic power supply	50	41.7%
9.	Opening and closing hour	100	83.3%

Table 4 Shows that the 120 (100%) of the respondents indicate too much noise as the challenges associated with FUL Library, 120 (100%) of the respondents indicate inadequate setting fertilities/space/place as the challenges with FUL Library, 120 (100%) also indicate No WIFI as the challenges associated with FUL Library, 100 (83.3%) of the respondents indicate staffs are not friendly as the challenges associated with FUL Library, this finding is in line with the finding of Nura, Abubakar & Mujittafa where 52.6% of the respondent indicate non- chalet attitude of library staff as their challenges [7]. 70 (58.3%) of the respondents indicate library services as the challenges associated with FUL Library, 110 (91.7%) of the respondents indicate rules and regulation/ overdue charges as the challenges associated with FUL Library, 50 (41.7%) of the respondents indicate erratic power supply as the challenges associated with FUL Library, 100 (83.3%) of the respondents indicate opening and closing hour as the challenges associated with FUL Library, this finding is in line with the finding of Abiodun, & Victoria which stated ''that 80% of the respondents want the library opening hours extended or have the library open 24 hours [1]. while None of the respondents indicate outdate information resources as the challenges of FUL Library.

5. Summary of the Findings

1. The study shows that, the majority of Federal University Lokoja students are visiting FUL Library.
2. The Federal University Lokoja students are using the FUL Library more in reading both their notebook/text book, doing their assignment and as well using e-library.
3. The study indicate that, the Federal University Lokoja students are highly satisfied with the available information resources in the FUL Library and are partly satisfied with the services of FUL Library more so the infrastructure/space/place.

4. Too much noise, inadequate setting facilities/space/place, and lack of WIFI are the most challenges associated with FUL Library followed by staffs are not friendly, rules and regulations/ overdue charges, library opening and closing hour, library services and also erratic power supply.

6. Conclusion

The study evaluation of user's satisfaction and obstacles with Federal University Lokoja, library has discovered that, FUL students are patronizing FUL Library. The students are using the FUL Library to read, do assignment and also use e-library even with the following challenges of too much noise, inadequate sitting facilities/space/place and also no WIFI etc.

7. Recommendations

The following recommendations are made base on the major findings of the study.
1. The management of FUL, Library should emphasize much on the library sensitization and awareness of the importance of library by organizing student orientation and library week so as to have more students in attendance.
2. The management of FUL Library should provide more current textbook and also be weeding those that are outdate so as to help the students in doing their assignment.
3. The management of FUL Library should strive to maintain high level of currency of their information resources so as to maintain higher level of patronization.
4. Despite the size of the FUL Library is not big since it's the take up site, both the students sitting area and the students reading area is not far from each other.

Therefore, even with this, the library management should educate those staff that they should not be an obstacle to the student by making much noise. They should maintain the level of their noise. The FUL Library management should also subscribe for the WIFI for the students to able to assess online information resources and services. Library staff should learn to be friendly with students. The library rules and regulations should also be reviewed likewise library opening and closing hour should be reviewed; library services should also be advanced. The FUL Library management should also provide its own source of power supply either by using its own generator.

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