User Satisfaction with Academic Library Services; An Empirical Review

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Abstract

This study is aimed at reviewing previous literature on student's user satisfaction with academic library services for sustainable educational growth and development in Nigeria. The study has employed the traditional narrative literature review approach to examine the existing literature concerning the user satisfaction with library services in academic environment of universities. Data for the study was gathered from published journal articles. The data analysis process involved a systematic aanalysis of the selected literature to identify key areas associated with user' satisfaction with academic library services. The data collected was analyzed using descriptive statistics such as frequencies and percentages. Among the 30 studies reviewed, two of the universities (Bayero University Kano and Redeemers University Ede) have two studies each while all other universities have one study each. A greater number of the studies were carried out in federal universities. Findings indicate that South-South zone have the highest number of studies while the North-East, North-Central and South-East have the least. Furthermore, more than 90% of the reviewed studies does not include design parameter. The study recommends collaboration among users, students, scholars and institutions be promoted with a view to bridging the gap between user requirement for sustainable educational growth in Nigeria.

Keywords: Library, Satisfaction, Services, Student, University

Introduction

Universities have long valued their libraries due to their importance in the learning process (Kim, 2016). Libraries currently serve as the hub and platform for the development, retention, sharing, and application of knowledge at universities due to their increased connectivity and collaboration. There are many who argued that, libraries are now acting as experimental spaces for new types of multidisciplinary research (Ahmad & Abawajy, 2014; Kennedy, 2018.

Due to widespread technology advancements, conventional libraries are rarely visited by the general public or students. [Abdulsalam]Since technology is developing so quickly, creative approaches are essential. Either one adapts, endures, or maintains outdated and repetitive

behaviors. Academic libraries must continuously adapt their offerings, which can be achieved by conducting self-evaluations and analyzing the needs of their target audiences. Academic libraries, for example, can assume that larger libraries have larger book collections and more demand. But as the Internet has grown, the idea of libraries as actual places has gradually faded. An academic library can assess the performance of its services over time and the relevance of its offerings using the disruptive innovation theory. This can help academic libraries adapt and offer services that are user-focused and on demand rather than just what they may deem to be pertinent. The academic market is diversified right now, with some professors remaining firmly rooted in outdated information retrieval techniques and the younger generation focused on new technologies. Academic libraries must define their markets and ensure that they can serve each and every one of these users efficiently, without excluding any of them. If this isn't done, low-market disruptive innovation may result (Abdulsalami, 2023).

In an era of intense competition, libraries and library professionals are trying to grab opportunities to outperform competitors' commercial vendors and technological experts. The majority of libraries across the globe have started to offer library and information services, and they have kept records of every event in order to be accredited. As a result, libraries are creating marketing and promotion plans to offer services that will meet the demands of the current trends while also acknowledging, addressing, and modifying the needs of more challenging consumers. The way libraries are designed has changed dramatically as a result of the way that contemporary technology are influencing education, and school administrators are collaborating with architects to create libraries that will facilitate this change. According to the World Building Design Guide (WBDG, 2017), Architects and planners define space in reaction to predicted traffic patterns, defining the space's physical attributes and the particular benefit it will bring to the institution's overall educational goal. Libraries are intended to support student socialization, cross-disciplinary learning, and collaborative spaces. Student gatherings in the library are frequently a part of the community at large. While students are deeply involved in exploiting current technologies, they also wish to enjoy the library as a meditative oasis a community that bestows upon one a stronger sense of self and higher purpose (Freeman 2005).

Higher education of learning including colleges, polytechnics, and universities have academic libraries that offer helpful information to support teaching and learning activities. These libraries often provide appropriate resources relevant to the courses that universities and colleges offer in order to assist higher education institutions. The fact that an academic library exists at all emphasizes how important its users are. It has been said that academics are the lifeblood of universities since the library's collection and material storage offer users meaningful means of obtaining the information they require (Brophy, 2005). Stated differently, the academic library is a structure located at a university or other higher education institution that houses all of the knowledge in various formats needed to satisfy the demands of students on campus (Reitz, 2016).

Public libraries includes Leisure rooms are made to offer users with appealing and comfortable setting for reading and other leisure pursuits. Leisure rooms are designed to help users unwind and enjoy reading while also fostering a sense of community and relaxation within the library. A library with materials and equipment for multimedia presentations, screenings, and audiovisual learning is created with an audiovisual room. Audiovisual equipment like projectors, screens, sound systems, and occasionally video playback equipment are usually found there. Multimedia instructional events, film screenings, workshops, and presentations were all held in these halls. During particular occasions or activities, users might need to reserve an audiovisual space. Depending on the size, funding, and demands of the community, public libraries may differ in the layout and accessibility of these rooms. They are crucial for

offering a wide variety of areas that serve the different needs that users of libraries may have, such as quiet study on their own, group work, leisure reading, and multimedia activities. As per Handa (2021), a producer of inventive merchandise that enhances the well-being of learning environments, "Collaborative learning projects require individual study areas where students can research specific topics individually, as well as group spaces where students can meet, exchange ideas, and brainstorm.

Literature Review

Studies relevant to user satisfaction with academic library as reviewed, Ahmad, Saleh, & Abdulrazaq. (2022) explored on the indicators of library service quality and satisfaction among students of Nigerian Higher education Institutions. A principal component analysis approach, the study uses systematic review methodology and principal component analysis (PCA) technique, from the results, 21 library resources and service factors relevant to student satisfaction in Nigerian higher education institutions were identified, among the top factors includes; arrangement of resources, user education, expert systems, standby generators and easily accessible resources were top predictors of student satisfaction.

Peng, Wei, Fan, Jin, & Liu. (2022) looked at the student experience and satisfaction in academic libraries: comparative study among three universities in Wuhan, the study uses multiple linear regression analysis of special satisfaction using SPSS software, theory and practice based conceptual analysis framework to measure users' satisfaction, from the results, about 5 spacial demensions have a significant effect on students' satisfaction with library space. Services facility is considered as the most critical factor affecting special distribution. Oqlu and Qurbanov (2021) explored on factors influencing reader satisfaction and quality of service in modern library, the study used the SERVQUAL model to examine factors influencing reader satisfaction and quality of service provided in the library, the study also conducted the reader satisfaction survey using a questionnaire based on a 7 point likert scale, results indicates that factors such as ergonomic environment, provision of new information, staff professionalism and openness to managerial innovations are considered as the factors influencing readers satisfaction and quality of service in libraries. Yusof, Misiran , Sapiri and Mahmuddin (2021) studied on the structural equation model on factors affecting students satisfaction towards university library: a case study.

Ikolo (2018) also investigated on factors influencing job satisfaction among library and information science educators in south south Nigeria. Alam, and Mezbah-ul-Islam (2022) explored on the impact of service quality on user satisfaction in public university libraries of Bangladesh using structural equation modelling, the study used structural equaltion modelling (SEM), Path analysis, confirmatory and exploratory factor analysis to analyze the data. Aragaw (2015) assesses the satisfaction of library users in case of science library, Addis Ababa university, the study utilizes primary source of data through structured questionnaire, the data was analysed using descriptive and inferential statistics.

Factors influencing academic library satisfaction include library services, resources, staff, arrangement of resources, user education/orientation exercises, application of expert systems in reference service, standby generators, easily accessible resources, service facility availability, quality of interior design, physical environment elements, spatial diversity, and learning space controllability. These factors contribute to students' satisfaction with library facilities, such as services, resources, staff, and the overall library experience. Improving library facilities, including services, resources, staff, and the physical environment, can enhance students' satisfaction with the library. Additionally, the provision of new information,

professionalism of the staff, openness to managerial innovations, and online services and collections also play a role in influencing academic library satisfaction.

The design of carrel rooms and discussion rooms and other relevant rooms in public libraries is an important consideration for creating spaces that promote social interaction and meet the needs of library users for sustainable growth. Research has shown that open-configured plans with a variety of open and closed spaces can enhance spatial integrity and sociability, while also allowing users to choose the space that suits their preferences and activities (Kozubaev, 2020). Additionally, public librarians have recognized the importance of the library as a meeting place and have explored different perspectives on democracy in relation to the library's role. These perspectives include promoting equality and rational deliberation, which can inform the design of spaces that facilitate democratic interactions (Adabiya, 2023). Furthermore, the transformation of public libraries from passive collections to active spaces for experience and inspiration has led to the need for design spaces that support connection and creation. This includes considering the utilization of spatial design, lighting, and color to create an environment that is inviting and conducive to learning.

Research Methodology

The study employed the traditional narrative literature review approach to examine the existing literature concerning the university student's satisfaction with traditional library spaces, services and design in academic environment of universities. Data for the study was gathered from a variety of sources, including academic articles, books, conference proceedings, and relevant reports focus on students' satisfaction with traditional library design. The data was collected through an extensive search across electronic databases such as Google Scholar, semantic scholar, Journal Storage (JSTOR), Science Direct and other search engines. The search utilized keywords like "academic library design" and "user's satisfaction". Also, references from previously written articles were used to search for literature relevant to the study under consideration. Previous studies on library user satisfaction with services and design were lifted for the purpose of analysis. The search terms were kept broad to cover library satisfaction and design. This search process resulted in bodies of literature relating to the satisfaction of library services and design. The data analysis process involved a systematic analysis of the selected literature to identify key areas associated with students' satisfaction with academic library. Data collected was analyzed using descriptive statistics such as frequencies and percentages. The characteristics of these articles such as university, geographical location, target respondents, university ownership and design component were analysed with the aid of descriptive statistical tools.

A total number of twelve (12) studies were found to have written on user satisfaction with library services in Nigerian universities. The scope of most of the studies have more than one university considered (combination of more than one university for a single study). Therefore, each university where a study is carried out is considered as an independent study, this expanded the number of studies from 12 to 30 respectively. Therefore, 30 studies were used for the purpose of the analysis. The inclusion criteria for data to be used in this study is that, firstly the study must have been conducted in the university, secondly, the tittle must contain library design but unfortunately, only one study was found on library design in Nigeria. Therefore, the only study was not adequate for the analysis. As such other studies on student's satisfaction with library services or facilities were formed part of the data collected. Any study that meets the criteria but was not conducted in Nigeria was excluded.

Results and Discussion

Data for this study have been online as shown in the reference page.
Table 1 highlights the universities where studies on students' satisfaction with library spaces, services and design in Nigeria is shownin the table 1 below, thirty-one studies were found to have written about the subject matter. Bayero university kano and Redeemers university are the only two universities where two studies each were carried out representing 6.67%. All other universities have a single study on student satisfaction with spaces, services and design with a corresponding value of 3.33% each.
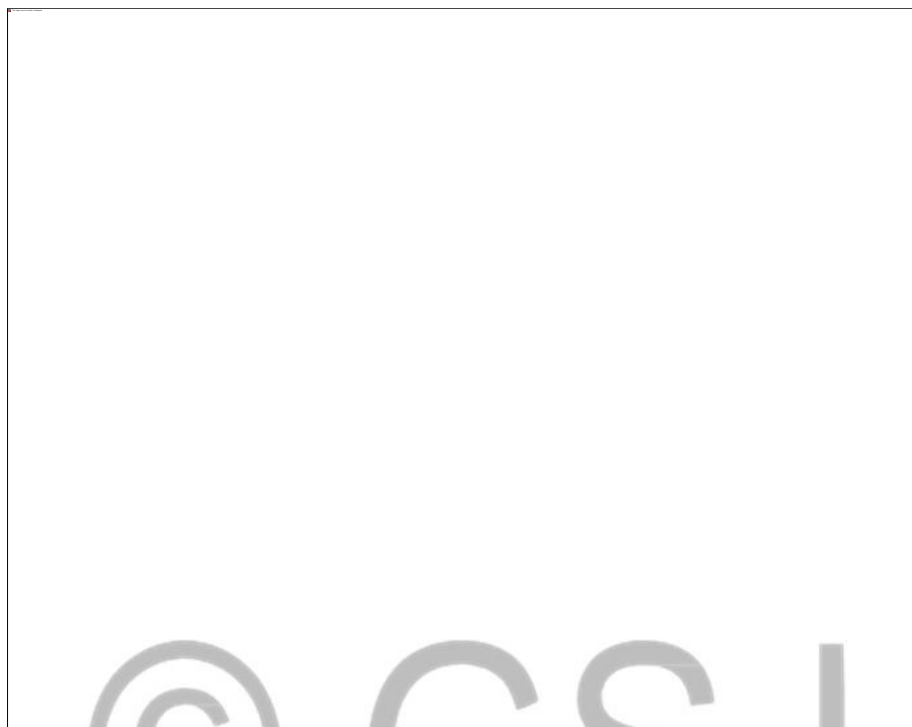
Table 1; Universities Where Studies were Carried Out on Library Satisfaction & Design

S/No	University	No of studies	%
1.	Bayero University, Kano	2	6.67
2.	Redeemers University Ede	2	6.67
3.	Federal University Dutse	1	3.33
4.	Usman Danfodio University Sokoto	1	3.33
5.	Ahmadu Bello University Zaria	1	3.33
6.	Federal University Oye-Ekiti	1	3.33
7.	Delta State University	1	3.33
8.	Federal University of Agriculture, Abeokuta	1	3.33
9.	Niger Delta University, Amassoma	1	3.33
10.	University of Calabar	1	3.33
11.	Cross River University of Technology	1	3.33
12.	University of Port-Harcourt	1	3.33
13.	Rivers State University of Science and Technology	1	3.33
14.	University of Uyo	1	3.33
15.	Akwa Ibom State University of Science and Technology	1	3.33
16.	Imo state university	1	3.33
17.	Covenant University	1	3.33
18.	Obafemi Awolowo university	1	3.33
19.	Osun State University	1	3.33
20.	University of Benin	1	3.33
21.	Tayo Akpata University of Education	1	3.33
22.	Benson Idahosa University	1	3.33
23.	Igbinedion University Okada	1	3.33
24.	Edo state University	1	3.33
25.	Ambross Alli University Ekpoma	1	3.33
26.	Samuel Adegboyega University	1	3.33
27.	University of Jos	1	3.33
28.	University of Maiduguri	1	3.33

Table 2; The University Zone Where The studies were Carried Out

S/No	Geographic Zone	Frequency	Percentage (%)
1	North East	1	3.33
2	North West	5	16.67
3	North Central	1	3.33
4	South East	1	3.33
5	South West	7	22.33
6	South South	15	50.00
	Total	30	100

figure 1 highlights the studies conducted on students' satisfaction with academic library services and design in Nigeria based on the researchers search. The studies are grouped according to their geopolitical zones. From the results, South South zone is considered with the highest number of studies with 16 (50%), followed by South West with 7 studies (22.33%), North West with 5 (16.67%) while North East, North Central and South East zones has 1 study each represented by 3.33% respectively.

Figure 1; Nigeria Map Showing the 6 Geopolitical Zones

Table 3 presents the ownership of the universities where studies were carried out, these are federal, state and private universities. Federal universities is considered as the category of ownership with the highest number 14 (46.67%) followed by state universities with 10 numbers and a corresponding 33.33% while private universities represented by 6 (20%) respectively.

Table 3; Ownership of universities where previous studies were carried out

S/No.	University ownership	Frequency	Percentage (%)
1	Federal	14	46.67
2	State	10	33.33
3	Private	6	20.00
	Total	30	100

Table 4 highlights the category of respondents in the previous studies carried out. The category of respondents with the highest frequency is 'all users' 10 (33.33%), followed by library staff 7 (23.33%), postgraduate students 5 (16.13%), undergraduate students 4 (13.33%), all students 2 (6.45%) and finally, academic staff and student, staff and students with each having 1 (3.33%) respectively.

Table 4; Category of Respondents in Previous Studies

S/No	Respondents	Frequency	Percentage (%)
1.	Library Staff	7	23.33

2.	Postgraduate students	5	16.67
3.	Undergraduate students	4	13.33
4.	All students	2	6.67
5.	All users	10	33.33
6.	Academic staff and students	1	3.33
7.	Staff and Students	1	3.33
	Total	30	100

Conclusion and Recommendation

This paper reviewed studies on satisfaction of library services in Nigeria. thirty (30) well-researched studies (published) were retrieved and reviewed. Among the 30 studies reviewed, two of the universities (Bayero University Kano and Redeemers University Ede) have two studies each while all other universities have one study each. The studies were carried out in federal, state and private universities in Nigeria, a greater number of the studies are coming from federal universities followed by state universities and private universities respectively. Findings indicate that South-South zone have the highest number of studies while the North-East, North-Central and South-East have the least.

This study recommended that collaboration among users, students, scholars and institutions be promoted with a view to bridging the gap between user requirement and library services provided for sustainable educational growth in Nigeria. The involvement of all relevant stakeholders is crucial in narrowing the gap between what is required and what is provided. Finally, the study has provided information on satisfaction with library services in drawing evidences from the existing literature on the subject matter. Significantly, this study guides new researchers that may be interested in this field of study, having shown what have been done, geographical focus. It is worth reiterating that the data/information used for this study were primarily retrieved online.

Similarly, similar studies not indexed in the online databases or search engine may have been unintentionally excluded from this study. Satisfaction with library services is quite an area that needs much to be written, hence, recommends that further research is required to investigate on the satisfaction with academic library services in other higher institutions of learning such as polytechnics and colleges of educations in Nigeria.

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