A Survey of Users Satisfaction with Public Library Services in Mubi, Adamawa State

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Abstract: *The study surveyed the users' satisfaction with public library services in Mubi Adamawa State. The study examines the types of services rendered and the resources available. The study would help to improve information on users' needs and services using a survey design and random sampling method, with a well structured questionnaire data were collected from 100 respondents comprising 20 civil servants, 15 businessmen/women and 40 students. The study reveal that most of the materials are outdated though relevant imbalanced collection which means their needs are not adequate the library is faced with the problem of information retrieval tools, the services provided by the library is not adequate. It was recommended at least 10-15% of the annual educational grant in the state should allocated to the public library development, the library should adopt a defined classification scheme on which materials can be classified and organized systematically on the shelves,*

I.   Introduction

Development as well as advancement in science is consequently dependent on meticulous accumulation of past findings. researchers and other learners spend a great deal of their time unearthing facts, deciphering riddles of life and discovering knowledge and wisdom that are hidden in books achieves and other means of storing information in the library. The library therefore stands as a viable channel through which this vital information can be relayed to diverse seekers of knowledge and other users. Citing Jacques Loeh, Adegbola (1997) averred that real discoveries are actually made in the library when researchers brood over the thoughts of other men and rethinks them thus; library remains the greatest essential to discovery.

A public library is defined in many ways, some scholars defines it as an agency for continuing education others regarded it a people University often to everybody on an equal basis, regardless of religion, political, ideological, ethic, age or educational differences. It is expected to serve all kind of people including old and young people with disabilities or even people who for one reason or the other that are incapacitated, patients in the hospital and prisoners. Public libraries are financed and supported by government, local communities and occasionally non-government organizations. According to Edoka (2000:17) a public library is the avenue through which the overall information resources are made freely available to all. The UNESCO public library manifests issued in 1953 revised in 1972 and 1994 declared that public library is the local center of information making all kind of knowledge readily available to its users. The services of the public library are provided on the basis of equality of access for all, regardless of age, race, sex, religion, nationality, languages or social status.

The development of public library is encouraged by the colonialist in Africa. The British council also pioneered the development of public libraries in Africa including Nigeria. A public library therefore is an organized collection of books and non-books materials established from public funds, it could also viewed as a library that is established by government which could be state, Federal or local for the benefit of every individual in the community.

AINA (2004) summed up the characteristics of public library are as follows:
1.   They serve the general public, they are financed with public funds and they offer free services.
2.   They support for the civil and cultural activities of community.
3.   They meet the informational needs of all the individuals in the community.
4.   Provision of information sources for continuing education there by facilitating informal education of all these interested.
5.   Encouragement of users to be involved in recreation activities.

decades after Ogunsheye (1969) highlighted some peculiar problems of public libraries in West Africa and Nigeria which are not unconnected with the population and its distribution, the varied structure of the library clients, low literature rate, funding (finance), personnel and law priority accorded to public library development by government and other stakeholders; these and many similar problems like the dwindling

reading culture which is typified in the increasing disappearance of readers clubs across the country, abysmal performance in examinations, the myth of accessibility of materials and other services by users and the stockpile of obsolete and outdated materials which are not in tandem with contemporary realities have not help in providing satisfactory services to users are still with us today. This paper will attempt to appraise these issues and make possible recommendation on how public libraries can satisfy their users in Nigeria.

II. Literature Review

User satisfaction in any library depends upon the service provided by the library. This study attempts to determine the users' satisfaction with the services and collection of public library few studies have been conducted in this field which has direct relevance to the Nigerian public library services.

Lester (1984) discussed the possibility of an appropriate way to satisfy users' needs. In the survey, he sought to find out whether librarians should aim a little further at answering precise information, needs of users or just play the role of instructing users to the appropriate information sources in the library leaving it as a subject of discussion.

Shaw (1976) discussed that users are more satisfied when books are made available to them via much more long time than just two weeks or so allowed.

Mathew (1981) conducted a survey of users services he sought to determine needs of lower state university library focusing on the services provided facilities available are also resources. The study helped in creating awareness to use of card catalogue and computerized searching with the view of getting needed information.

Ervin (1978) asserted that anything that a library does is directed towards effective and satisfactory services to its clientele and this run the entire gamut of library activities. These ranges from selection of materials available to its users in order to give effective reference services, it is not enough to know how best to organize the library for such services, the types of information requested for and the techniques of handling various patrons with their needs must be explored. The philosophy of librarian is based on the concept of services and these librarians continue to struggle to collect and organize printed and other forms of recorded knowledge in order to satisfy both present and future users.

Library users are very important in the contact of library services. And hence they are raison for the benefit from the services. UNESCO (1954) define a library as an organized collection of published books and periodicals, other reading materials and audio visual materials and services of a staff able to provide and interpret such materials as are required to meet the informational, research, educational or recreational needs of the users" Effectiveness and efficiency of library services have been viewed by other related literature to be based on support of authorities concern.

Services provided in the public library, its aim and objectives towards users' satisfaction.

Aguolu (1986) stated that for any reasonable library services there should be full support of the permission of the library to render expected services. He said the establishment of any library is predicated upon two fundamental assumptions, namely: That the authorities setting it up are prepared to ensure its continued existence by adequate financial support and that the people who the library serves appreciate its informational and educational value. If the parent institutions can support it financially to carry its budget and also when the users value the informational value of collection

Gaines (1976) also pointed out that the objective of the library, the level of education of clientele and requirement and the size of the books find, will determine the services to be offered to users". He made it clear that consideration of these variable – user requirements and books find determine the services of a library that is by strengthening it or otherwise.

Observing the Numerous Requirements of Users

Adimorah (1983) stated that in the process to satisfying the various requirements of users in libraries, the library services have to abide by users requirements for meaningful services and can only achieve this by participating in library cooperation so as to make most needed resources available. He supported this by library services have to come to terms with the requirement of readers engaged in developing opportunities offered by industrials, commercial and professional advances as well as those that comes with educational needs and use of more leisure time. He further explained that only through cooperation's that books and periodicals are sources of information could be made available if not would have been severally limited.

In feasibility study on library needs of northern Nigeria Shaw (1976) recommended that the whole region needed public library services to eradicate illiteracy, poverty and disease. He also recommended that the libraries should acquire materials in English and vernacular.

Substantiating this fact, Ogunrombi (1985) maintains that the important of public services especially at the state and national level cannot over emphasize. As a social service, it is bound to stimulate the reading habits

of the society. Moreover, all well structured economic development plans needs a reasonably articulated library system to nurture it to success.

According to him, Library services still have little impact on the developing countries because of prevalent widespread illiteracy. He however, suggested that a very well organized library system deliberately planned with efficient choice of materials to meet the needs of the youths the society in general can go alone way to bring about such realizations.

Roth (1974) in her study of needs of library users, emphasized that information needs should be studies with a view of improving the library roles as an information transfer. On her efficient services in our libraries, she discussed at length the various types of services has a number of different component that may vary widely mix of these services characteristics is preferred by patrons would help library administrator re-organized and emphasis the combination that is most appealing to users.

Objective of the study

The main objective of this study is to analyze the patterns of how public library provides information to satisfy users' needs. Thus, might in one way or the other be hampered with multiplicity of problems, this is because public libraries have various types of client ranging from students, teachers, civil servants and even non-literate. This is more reason why a study on the users satisfaction constitutes a problem the problem is that after making the information available, how then you ascertain the satisfaction of the readers. This study examined the extent to which the Mubi public library offers satisfactory services to its users. The study is therefore meant to find out the users satisfaction of Mubi public library:

The objectives of the study are to:
- To find out the types of services that are provided in the library
- To assess the types of resources that are available in the library
- To ascertain the users satisfaction with the services rendered
- To find out the relationship between users and the staff.

III. Methodology

Using a simple randomization method, all the facilities in public library in Mubi were visited personally by the researcher to collect data from the respondents. The questionnaire for public library users were filled by them. A total of (100) one hundred copies of questionnaire were distributed and seventy five (75) were filled and returned representing hundred (100%) which 100 respondents comprising of all users that constituted the sample for the study. The sample was randomly selected from the users of public library services in Mubi Adamawa State.

Result
Table 1 Demographic information of respondents working status

Working status	Frequency	Percentage
Civil servant	20	26.7%
Farmers	-	-
Businessmen/women	15	20%
Students	40	53.33%
Others specify below	-	-
Total	**75**	**100%**

The table above shows that majority 40 (53.33%) were students representing more than half of the total respondents 20 (26.7%) respondents were civil servant while 15 (20%) respondents were businessmen/women

Table 2 educational qualification of the respondents:

Educational qualification	Frequency	Percentage
Primary school	-	-
Junior secondary school	5	6.7%
Senior secondary school/grade teachers training	11	14.7%
Ordinary diploma	19	25.3%
Higher National diploma	21	28%
Bachelor degree	10	13.3%
Master degree	9	12%
Total	**75**	**100%**

Table above shows that 5 (6.7%) of the respondents were junior secondary school certificates, 11 (14.7%) of the respondents were senior secondary/grade 11 teacher training certificate holders 19 (25.3%) of the respondents were ordinary diploma holders, 21 (28.0%) of the respondents were holders of higher National diploma certificate. While 10 (13.3%) of the respondents were holders of bachelor degree, 9 (12.0%) of the respondents were holders of master degree.

Table 3: Gender

Gender	Frequency	Percentage
Male	45	60%
Female	30	40%
Total	**75**	**100%**

The table above shows that majority 45 (60%) of the respondents were male while 30 (40%) of the respondents were female. This study shows that majority of the respondents who uses the library were male.

Table 4: Services provided by the library

Services rendered by library	Frequency	Percentage
Reference, SDI, current awareness services	12	16%
Continuing education/consultancy services	8	10.7%
Collection	35	46.7%
Photocopying services	20	26.0%
Total	**75**	**100%**

The table above shows that majority 35 representing (46.7%) of the users are satisfied with the collection of the library, while 20 (26%) enjoyed photocopying services, while 12 (16.0%) is reference current awareness services, 8 (10.7%) is continuing education/consultancy services.

Table 5: Adequacy of service provided by the library

Services	Frequency	Percentage
Very adequate	10	13.3%
Adequate	8	10.7%
Fairly adequate	37	49.3%
Not adequate	20	26.6%
Total	**75**	**100%**

The table above shows that majority 37 (49.3%) of the respondents states that the services provided by the library is fairly adequate, 20 (26.6%) not adequate,

Table 6: Resources of the library

Resources of the library	Frequency	Percentage
Yes	16	21.33%
No	59	78.67%
Total	**75**	**100%**

The table above shows that majority 59 (78.67%) of the respondents are not satisfied with the library resources, because the collections does not meet their needs.

Table 7: Organization of the library materials

Organization of the library materials	Frequency	Percentage
Yes	29	38.67%
No	46	61.33%
Total	**75**	**100%**

The table shows that majority 46 (61.33%) of the respondents are not satisfied with the organization of the library materials while 29 (38.67%) of the respondents were satisfied with the organization of the library materials.

Table 8: finding resources in the library

Information retrievals	Frequency	Percentage
Yes	20	26.67%
No	55	73.33%
Total	**75**	**100%**

The table shows that majority 55(73.33%) of the respondents are not satisfied with the library finding tools (catalogue, bibliography, classification scheme, etc.) of the library

Table 9: Currency of materials in the library

Currency of materials	Frequency	Percentage
Yes	26	34.7%
No	49	65.3%
Total	**75**	**100%**

The table above shows that majority 49 (65.3%) of the respondents answered that the materials in the library are outdated and relevant, while 26 (34.7%) answered fairly current and relevant of the materials used in the library are outdated.

Table 10: Attitude of library staff towards assisting users

Attitude of staff	Frequency	Percentage
Very encouraging	12	16.0%
encouraging	25	33.3%
Not encouraging	38	50.7%
Total	**75**	**100%**

The table above shows that the 38 (50.7%) responses of the majority of the users are not encouraging with the attitude of the staff towards assisting users, while 25 (33.3%) of the responses of the users are encouraging with the attitude of the library staff, while the 12 (16.0%) of the responses of the users are very encouraging.

Findings of the study
The study reveals that:
- More than half of the numbers of users are students of Higher National Diploma
- The male students are more in number than their female counterparts in this study
- The services provided by the library is not adequate
- The library is in adequately funded
- The library has not any written down acquisition policy and users are not included in the selection of library materials
- The library is faced with the problem of information retrievals tools
- In-balanced collection which means their needs are not adequately met
- The library has not adopted any classification system in organizing its resources
- Most of the materials are outdated though relevant
- Staff attitude towards users are discouraging

IV.   Recommendation
Based on the findings of the study, the following suggestions are proffered to improve on users' satisfaction with public library services in Mubi, Adamawa State Nigeria.
- The library authority should try and improve on the services like continuing education services in order to meet the users' satisfaction in the library
- Adamawa State government should be conscious of the fact that no organization can function effectively without finance. At least 10-15% of the annual educational grant in the state should be allocated to the public library development
- The library authority should try and improve the services provided to the users so that it can meet users' satisfaction in the library
- The library should adopt a defined classification scheme on which materials can be classified and organized systematically on the shelves, so that the users can use the scheme to locate materials easily
- The library should have a library catalogue for easy information retrieval, in doing this; it can meet the users' satisfaction in the use of library materials.
- The library authority should have collection development policy to meet the needs of clients.
- The library staff should improve their attitude towards assisting users in the library, also librarian should be liberal in mind and attitude whenever they users, they should approach him/her and say may I help you, in doing this it can encourage the users and can satisfy their needs whenever they come to the library

V. Conclusion

The objective of the study was to examine users' satisfaction with public library services, the roles of library and their services towards users' satisfaction.

The findings of the study revealed that the non-inclusion of users in the selection process contributed to lack of satisfaction among the library users. The library should aim at satisfying and supporting the needs and aspirations of the community. Therefore it is important for the library to involve the community in its selections process. However, it appears some librarians are against the inclusion of readers in the selection process as they were of the opinion that, this lower standard. But public librarian should not only be publics by their readership but also by the selection of the materials.

The study also revealed that users are not satisfied with the facilities and services provided by the library generally, hence, the need for the library to improve on its facilities, resources and services generally, in order to satisfy the needs of its users.

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