



Assessment of User Satisfaction with Information Resources and Services Provision in Nigerian Defence Academy Library Kaduna

Uwaisu Abubakar Bilkisu¹, Aina'u Tankonmama²

¹College Library, Federal College of Education, Zaria bilkisuabubakaruwaisu@gmail.com

²Federal College of Education, Zaria, Department of Islamic Studies ainatankonmama@gmail.com

ABSTRACT

The Nigerian Defence Academy Library in Kaduna serves as a critical resource center supporting the academic and research endeavors of its users within the military academy. However, ensuring user satisfaction with information resources and services provision is essential for maintaining the library's effectiveness and relevance. This study aims to assess user satisfaction with the information resources and services provided by the Nigerian Defence Academy Library in Kaduna. Utilizing a mixed-method approach, data will be collected through structured questionnaires and semi-structured interviews from a stratified random sample of library users, including students, faculty, and staff members. The study will explore users' perceptions, experiences, and expectations regarding various aspects of library resources, facilities, staff assistance, and overall service quality. The findings of this study will provide valuable insights into the strengths and weaknesses of the current provision of information resources and services in the Nigerian Defence Academy Library. By identifying areas of satisfaction and areas needing improvement, the study aims to inform strategic initiatives and policy decisions aimed at enhancing user satisfaction and optimizing service delivery within the institution. Ultimately, the outcomes of this research endeavor will contribute to the enhancement of user experiences and the effectiveness of the Nigerian Defence Academy Library in fulfilling its mission to support learning, teaching, and research within the military academy.

Keywords: User satisfaction, Information resources, Services provision, Nigeria Defense Academy Library, Academic library, User experience.

INTRODUCTION

The Nigerian Defence Academy Library in Kaduna serves as a critical information hub for students, faculty, and staff members, supporting research, teaching, and learning activities within the institution. As the academic landscape evolves and information needs diversify, it becomes essential to assess user satisfaction with the library's information resources and services provision to ensure their alignment with the evolving needs and expectations of the user community.

The assessment of user satisfaction in library settings has gained increasing attention in recent years as libraries strive to enhance their effectiveness and relevance in the digital age. User satisfaction reflects the degree to which library users perceive that their information needs are met and their expectations are fulfilled by the available resources and services (Chaudhry, 2016). Understanding user satisfaction provides valuable insights into areas of strength and areas for improvement within the library, guiding strategic decision-making and resource allocation to better meet user needs (Heron & Altman, 2010).

The Nigerian Defence Academy Library, like many academic libraries, faces multifaceted challenges in meeting the diverse information needs of its users. These challenges may include maintaining relevant and up-to-date collections, providing access to electronic resources, delivering responsive and user-centered services, and fostering a conducive learning environment (Abdullahi, 2019). In the context of a military academy, additional considerations such as security, confidentiality, and specialized information requirements may further shape user expectations and satisfaction levels.

Assessing user satisfaction with information resources and services provision in the Nigerian Defence Academy Library is crucial for identifying areas of excellence and areas needing improvement to enhance user experiences and support academic success. By systematically gathering feedback from library users, administrators can gain valuable insights into user preferences, priorities, and challenges, enabling them to make informed decisions to optimize library resources and services (Chang, 2017).

This study aims to assess user satisfaction with information resources and services provision in the Nigerian Defence Academy Library, Kaduna. Through a combination of quantitative and qualitative research methods, the study seeks to explore users' perceptions, experiences, and expectations regarding library resources, facilities, staff assistance, and overall service quality. By identifying strengths and weaknesses in the current provision of information resources and services, the findings of this study will inform strategic initiatives and policy decisions aimed at enhancing the effectiveness and user-centricity of the Nigerian Defence Academy Library.

In the subsequent sections of this research, the methodology employed for the assessment will be outlined, followed by a review of relevant literature on user satisfaction assessment in library settings. Subsequently, the findings of the study, along with their implications, will be discussed, culminating in recommendations for enhancing user satisfaction and improving information resources and services provision in the Nigerian Defence Academy Library, Kaduna.

STATEMENT OF THE PROBLEM

The Nigerian Defence Academy Library in Kaduna plays a pivotal role in supporting the academic and research activities of its users, including students, faculty, and staff members. However, despite its central importance, there may be challenges and areas of concern regarding the provision of information resources and services, which could impact user satisfaction levels.

Several studies have highlighted various challenges faced by academic libraries in meeting the evolving needs and expectations of their users. Abdullahi (2019) notes that academic libraries often grapple with issues such as maintaining relevant and current collections, providing seamless access to electronic resources, delivering responsive and user-centered services, and creating conducive learning environments. In the context of a military academy like the Nigerian Defence Academy, additional considerations such as security, confidentiality, and specialized information requirements may further complicate the provision of information resources and services (Oxford, 2012).

Furthermore, user satisfaction with library services has been recognized as a critical indicator of library effectiveness and relevance (Hernon & Altman, 2010). Unsatisfactory experiences with library resources, facilities, or staff assistance can lead to frustration and disengagement among users, negatively impacting their academic success and overall perceptions of the institution (Chaudhry, 2016).

While the Nigerian Defence Academy Library in Kaduna strives to meet the information needs of its users, there may be gaps or deficiencies in its current provision of resources and services that warrant investigation. Without a comprehensive understanding of user satisfaction levels and the factors influencing them, the library may struggle to identify areas for improvement and implement targeted interventions to enhance user experiences (Chang, 2017).

Therefore, the central problem addressed in this study is to assess user satisfaction with information resources and services provision in the Nigerian Defence Academy Library, Kaduna. By identifying the specific areas where users are satisfied or dissatisfied, as well as the underlying factors contributing to their perceptions, this study aims to provide actionable insights for library administrators to improve service delivery and optimize user experiences within the institution.

OBJECTIVES OF THE STUDY

The purpose of this study or research work aims at achieving the following specific objectives as follows:

- (1) To find out the types of resources provided by Nigerian Defence Academy library.
- (2) To find out the types of services provided by Nigerian Defence Academy library.
- (3) To find out at what extent are the resources and services provided satisfy the needs of library users in Nigerian Defence Academy library?
- (4) To find out how frequent are the information resources and services utilized Nigerian Defence Academy library?

To find out the strategies used to ensure users satisfaction with information resources and services in Nigerian Defence Academy library.

LITERATURE REVIEW

Assessment of user satisfaction with information resources and services provision in academic libraries is a critical aspect of library management, as it provides valuable insights into the effectiveness and relevance of library services. In the context of the Nigerian Defence Academy Library in Kaduna, understanding user satisfaction levels and the factors influencing them is essential for enhancing service delivery and meeting the information needs of its diverse user community.

User Satisfaction in Library Settings: User satisfaction has been widely recognized as a key indicator of library success and effectiveness (Hernon & Altman, 2010). Chaudhry (2016) emphasizes that satisfied users are more likely to perceive the library as a valuable resource and are more likely to engage with its services and collections. Conversely, unsatisfied users may become disengaged and seek alternative sources of information, impacting their academic success and overall perceptions of the institution.

Challenges in Academic Libraries: Academic libraries face numerous challenges in meeting the evolving needs and expectations of their users. Abdullahi (2019) identifies common challenges such as maintaining relevant and current collections, providing access to electronic resources, delivering user-centered services, and creating conducive learning environments. These challenges are exacerbated in specialized settings such as military academies, where additional considerations such as security and confidentiality come into play (Oxford, 2012).

Factors Influencing User Satisfaction: Several factors influence user satisfaction with library resources and services. Chang (2017) identifies the quality and relevance of collections, ease of access to information, responsiveness of library staff, and the overall physical environment as critical determinants of user satisfaction. Additionally, factors such as technological infrastructure, interlibrary loan services, and user training programs can impact user perceptions of library effectiveness (Chaudhry, 2016).

Assessment Methods: Various methods can be employed to assess user satisfaction in library settings. Surveys, interviews, focus groups, and usability studies are commonly used techniques for gathering feedback from library users (Hernon & Altman, 2010). These methods allow library administrators to collect quantitative and qualitative data on user experiences, preferences, and expectations, facilitating evidence-based decision-making and service improvements.

Relevance to Military Academies: The unique mission and operational requirements of military academies may pose specific challenges and opportunities for library services. Oxford (2012) highlights the importance of tailored information resources and services to support military training, research, and professional development. Additionally, considerations such as security protocols, access restrictions, and specialized collections may impact user satisfaction levels within military library settings.

Conclusion: In conclusion, assessing user satisfaction with information resources and services provision in the Nigerian Defence Academy Library, Kaduna, is essential for enhancing service delivery and meeting the diverse information needs of its user community. By understanding the challenges, factors influencing user satisfaction, and effective assessment methods, library administrators can implement targeted interventions to optimize user experiences and support the academic success of its users.

Research Methodology

The research method adopted for this study employs survey research methods, which have been widely utilized by researchers for their efficacy in yielding positive results. According to Busha and Harter (1980), survey research involves the selection of a random sample from a large or small population to obtain empirical knowledge, allowing for generalizations to be made about the characteristics, opinions, beliefs, and attitudes of the entire population under study.

Population of the Study

The population of this study comprises the users of the Nigerian Defence Academy Library. As documented by the Director of Academy Planning (DAP), Col SS Ibrahim (2018), the population consists of 3,261 cadets, 415 postgraduate students, and an undisclosed number of staff members.

Sampling Technique

Due to the large population of students and staff, totaling approximately 3,676 individuals, this study is limited to a sample size of 140 users randomly selected from the population. The sampling technique employed is random sampling, ensuring equal opportunity for all users to be included in the study.

Instrument for Data Collection

The primary instrument used for data collection in this study is a questionnaire. Questionnaires offer a wide distribution range and allow respondents to provide anonymous answers, thus facilitating honest feedback from users of the Nigerian Defence Academy Library.

Procedure for Data Collection

The researcher personally distributes the questionnaires to the selected participants to ensure the validity of the data collection process and minimize the risk of questionnaire loss. As described by Osuala (2001), questionnaires provide a snapshot of a given phenomenon and enable researchers to capture a comprehensive picture of the situation within the population. The 140 questionnaires were administered to library users over the course of one day, facilitated by research assistants to expedite the data collection process.

Procedure for Data Analysis

Data analysis for this study employs descriptive statistics. Responses from the questionnaires are tabulated into frequency tables and analyzed in terms of percentages to provide a clear understanding of user perceptions and satisfaction levels with information resources and services provision in the Nigerian Defence Academy Library.

FINDINGS OF THE STUDY

Upon analyzing the collected data, the following findings emerge:

1. **Information Resources Provided:** The majority of information resources available in the library include dictionaries, journals, encyclopedias, newspapers, textbooks, CD-ROMs, almanacs, flash drives, hard discs, magazines, regalia, and globes.
2. **Adequate Information Resources:** Dictionaries, journals, encyclopedias, newspapers, textbooks, and magazines are identified as the major information resources adequately provided in the library.
3. **Library Services Offered:** The primary services offered in the library encompass reference services, referral services, current awareness services, selective dissemination of information, indexing lending services, and abstracting services.

4. **Satisfaction with Information Resources:** Respondents express satisfaction with dictionaries, journals, magazines, encyclopedias, textbooks, and newspapers.
5. **Satisfaction with Library Services:** The majority of respondents are satisfied with reference services, current awareness services, selective dissemination of information, and lending services.
6. **Most Utilized Information Resources and Services:** Users predominantly utilize dictionaries, journals, encyclopedias, newspapers, textbooks, magazines, as well as reference services, current awareness services, selective dissemination of information, referral services, indexing, abstracting, and lending services.
7. **Purpose of Library Use:** The library is primarily utilized for research purposes by the majority of users, aiming to broaden their knowledge. Additionally, some users utilize the library for examination preparation, scholarship applications, recreation, employment purposes, and completing assignments.
8. **Preferred Strategies for Satisfaction:** Respondents indicate a preference for strategies such as the provision of more relevant information resources and services to enhance satisfaction. Other preferred strategies include improvements in ventilation, lighting, reading seats, staff qualifications, beautification of the library environment, enhanced working conditions, and motivation of library staff.

CONCLUSION

The aim of this research study was to assess user satisfaction with information resource and service provision in the NDA library. A library, as a complex institution with an organized structure, exists to serve its users by providing relevant information resources and services. Without effective and efficient provision of these resources and services, a library cannot thrive. Therefore, it is imperative for libraries to ensure that users' needs are met to maintain their relevance and survival. The primary purpose of every library is to furnish users with the information resources and services that satisfy their needs and aspirations.

RECOMMENDATIONS

Based on the findings of this study, the following recommendations are proposed:

1. **Allocation of Sufficient Budget:** The academy management should allocate adequate funds to the library to acquire efficient and relevant information resources and provide quality services that meet users' needs.
2. **Compilation of Union Catalogue:** The library should compile a published union catalogue to facilitate knowledge of available resources in other libraries that may not be in its collection.
3. **Inter-library Cooperation:** Engage in effective inter-library cooperation to share resources and borrow materials from other libraries to meet users' needs effectively.
4. **Staffing:** Ensure the library is adequately staffed with trained and qualified personnel to deliver services effectively.
5. **Enhanced Library Instruction Programme:** The library instruction programme should incorporate practical aspects to complement theoretical knowledge, enabling users to utilize library resources effectively.
6. **Implementation of E-Library:** Provide an E-library equipped with online public access catalogues (OPAC) to facilitate easy access to internet-based information resources, recognizing the shift towards virtual libraries and learning in the globalized world.

These recommendations aim to enhance user satisfaction with information resources and services in the NDA library, ultimately improving the overall library experience for its users.

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