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## Influence of Professional Competence on Users Satisfaction of Colleges of Education Libraries in Lagos State, Nigeria

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### Abstract

Satisfaction is a driving force that makes a library user determines to use the library repeatedly. Satisfaction cannot be achieved in the library without a competent professional in the field of information management to manage the library resources and respond to users professionally although library employ graduate but there still exist the issue of users' dissatisfaction with some library workers. The study investigated the influence of professional competence on users' satisfaction with college library. The study adopted survey research design. The study population comprised 12,450 users of libraries in colleges of education in Lagos State, Nigeria. the sample size of 378 was derived from Krejcie and Morgan table of 1970. A validated questionnaire was used for data collection. The Cronbach alpha reliability coefficient of the construct ranged from 0.909 to 0.934. The response rate of 62% achieved. Data was analysed using descriptive and inferential statistics. Findings showed that professional competence has significant influence on users satisfaction if colleges of education libraries in Lagos State, Nigeria ( $R^2= 0.268$ ,  $\beta= 0.518$ ,  $t = 9.207$ ,  $p<0.05$ ). Participants were satisfied with the level of library services in colleges of education in Lagos State, Nigeria was ( $\bar{x}=3.21$ ). Library resources ( $\bar{x} = 3.15$ ) and staff attitude ( $\bar{x}=3.26$ ). The study findings reveal that the colleges of education employ library staff with of B.Sc. ( $\bar{x}= 3.36$ ) with high level of communication skills ( $\bar{x} = 3.19$ ). In conclusion the study found that library environment and staff attitude contribute to users' satisfaction therefore professional with good working attitude and a good environment including complete infrastructure enhances satisfaction.

### Keywords

Professional Competence, Satisfaction, Users Satisfaction, College of Education Libraries

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## Introduction

Library is generally known as a repository of knowledge where collections of different formats are organised for easy access by users. Basically, a library is maintained and developed by institution, corporation, private individual or public body. The library plays an important support role in any tertiary institution by providing information resources required to satisfy the information needs of students, staff, researchers and members of the community. There are different types of libraries ranging from academic libraries, special library, national library, digital library and public library. Academic libraries are libraries situated in higher institution of learning like university, polytechnics and colleges of education. Information resources in colleges' education libraries will not be relevant without users accessing it to satisfy their information need thus, satisfaction is regarded as driving force that brings users to the library resources at all time.

Satisfaction is the fulfilment derived by a user from the use of information resources present in the library. Satisfaction is the outcome of fulfilment derived from the use of information resources in college libraries to satisfy users need. The concept of satisfaction can further be explained as the contentment derived by users when information need is met with the help of professionals who discharge their duties as expected. This point is further buttressed by the explanation by Ali and Khan (2019) that satisfaction is the state that results after a library user has favourably or positively experienced from the different services offered by the library. In essence, users' satisfaction is paramount in the service delivery of librarians in colleges of education in order to provide answers to the varied information needs of library users and determine the librarian performance as a whole. Satisfying users' needs in the college libraries have been the primary objective of college librarians.

Users' satisfaction is the contentment of the library users towards the services provided by librarians. The extent to which the library is used reflects the degree of satisfaction which can be measured through the availability of collections in the library. In addition, the new technologies applied in the digitisation of collections in the academic library have made the library services more complicating and challenging for librarians and users alike. Therefore, users could be described as the reason of the existence of any library as such meeting the information needs of users requires the provision of the actual information resources through library services that will satisfy their needs.

Luqman and Etido (2019) asserted that users' satisfaction is the degree to which information need of the library users are fulfilled with the available library resources. Users' satisfaction with the information resources in the library reflects regular use to satisfy information need. Satisfaction can result from the diligence and professionalism of the library personnel to the users in college libraries. Kulkarni and Deshpande (2016) established that the extent to which the library is used reflect the degree of the users' satisfaction. The service of a competent staff is essential in library service quality and performance. How well users perceive library service quality depends on the satisfaction derived from the resources available in the library for general use. In addition, the quality of the library services can be described from the point of library environment, collections in the library, effective and efficient services delivery by the library staff in handling the users' request.

Library user satisfaction implies how users feel after using the information resources and services and their willingness to return to the library when next they need information (Ikenwe & Adegbilero-Iwari, 2014). The demand for certain professional competence has become a popular way to assess the strengths, needs and potential contributions of users in a library. The success libraries experience is determined by the actions of the individuals who work in those libraries. Gama (2013) explained that in order to satisfy the information needs of its users, the university library has to ensure adequate provision of actual information, service, and facilities. The availability of information resources with the required professional competence of the staff to deliver the services in the various sections of the library is expected to improve the service quality.

Professional competence is defined as the application of high sets of performing skills required by library personnel in discharging their duties and to achieve the goals of establishing the colleges of education libraries. Professional competence relates to the skills an information professional should possess especially having the knowledge of information resources, access, technology, management and the ability to use this knowledge as a basis for providing the highest quality information service. In personal competence the library staff must be able to communicate effectively by presenting ideas clearly, negotiate confidently and persuasively. Ajeemsha and Madhusudhen (2012) described competencies to relate to the minimum level of performance expected of staff members to carry out their work role or designated tasks effectively and efficiently. In their explanation, these competencies maybe acquired through programs of education, training and other vocational learning or through experiential activities.

Boyatzis (2008) as cited in Lazarus (2020) established that professional competence is a set of related but different sets of behaviour organized around an underlying construct, which is called intent. The behaviours are alternate manifestations of the intent, as appropriate in various situations or times. Abotalebi and Biglu (2017) emphasised that professional competence are directly associated to the performance, helpfulness of performance, and the importance of the accomplished work. The construct of professional competence is taken as training, education and experience. Every user of the library long to get their information need achieved with the assistance of well-trained librarian that will provide quality library service to users in order to meet their expectation, but when these qualities that make up a professional is missing in the library personnel it creates a lacuna in the service delivery. The lacuna created will possibly decrease library patronage defeating the purpose of establishing the college libraries therefore, this study seek to investigate the influence of professional competence on users satisfaction of libraries in colleges of education in Lagos State.

### **Statement of the Problem**

Satisfying users' needs in the college libraries has been the primary objective of the libraries administration. Every year, new students are admitted into the college with different needs and expectations thus, requiring professionals with adequate skills to work in the library in order to provide quality service to its users. Despite the effort of the college administrators to employ competent personnel there seem to be lacuna in employing sufficient hands resulting in employing library personnel who are not well trained in the profession end up providing services to users in sometimes non-professional way that results in users dissatisfaction. Sometimes the unfriendly treatment from library staff towards users, inadequate information resources in college libraries and sometimes the poor organisation of information resources makes it difficult to provide quality services that can result in dissatisfaction among college library users. The purpose of a library is defeated if its users are not satisfied, hence, professional competence of the librarian is questioned when services provided is not commensurate to meet its users need. Therefore, this study is set out to investigate the influence of professional competence of library staff on users' satisfaction of the service delivery.

### **Objective of the study**

The main objective of this study is to investigate the influence of professional competence on users' satisfaction in Colleges of education libraries in Lagos State, Nigeria. The specific objectives are to:

- i. determine the level of users' satisfaction of libraries in Colleges of education, in Lagos State, Nigeria;
- ii. find out the level of professional competence of librarians in colleges of educations in Lagos State, Nigeria;
- iii. determine the influence of professional competence on users' satisfaction in library services in colleges of education;

## Research Question

- i. What is the level of users' satisfaction libraries in college of education in Lagos state, Nigeria?
- ii. What is the level of professional competence of librarians in college of education in Lagos State, Nigeria?

## Hypotheses

The following null hypotheses was tested at 0.05 level of significance

**H<sub>01</sub>** professional competence does not significantly influence users' satisfaction of libraries in colleges of education, in Lagos State, Nigeria.

## Literature Review

### Users Satisfaction

Satisfaction can be defined as a pleasant feeling of library users derived when needed information resources are accessible to satisfy users need. Satisfaction may lead to users using the services of the library over and over again and even recommending it to others (Fegan, 2014). Users always communicate experiences, whether good or bad, meaning that if they also receive a bad service they might also tell others about it. Users' satisfaction can be regarded as the contentment of library users towards the services provided by librarian. User satisfaction is an important measure of libraries service which provides an important feedback for libraries to assess and improve its services to the users. The core users of the college libraries are grouped into faculty, students, staff and member of the host community. User satisfaction is considered as a reliable criterion for determining library effectiveness (Malcolm & Anis, 2014). Gama (2013) explained that in order to satisfy the informational needs of its users, the university library has to ensure adequate provision of actual information, service, and facilities.

Adam (2017) conducted a study on the assessment of library service quality and user satisfaction among undergraduates of Yusuf Maitama Sule University found that the use of facilities, resources and services of the library, was highly satisfactory to users. Kiran (2010) carried out a study on Service quality and customer satisfaction in academic libraries perspectives from a Malaysian University reported that library users perceived the quality of library services to be above average; the library staff were considered helpful and able to instils confidence in library services and on the overall, users were satisfied with the library services. Jerome and Ugwunwa (2013) in a study on students satisfaction with academic library resources and services: the Covenant university library experience found that students uses the library very often, they are satisfied with the library resources and services.

Simmonds and Andeleeb in Adam (2017) stated several factors that can influence users' satisfaction; these include (1) responsiveness (2) competence and assurances (3) tangibles and resources. According to Luqman and Etido (2019), what constitutes user satisfaction or dissatisfaction among academic library users can be a combination of many things, from one encounter or experiences in the library to a series of many encounters or experiences producing positive or negative results. The first expectation of the library user at all times is to locate needed materials with ease and not the case, the library user expects to find the necessary succour from a relevant library staff that is familiar with the library resources. If the service performance falls below users' expectations, they become dissatisfied. However, if service performance matches expectations, users become satisfied (Bua & Yawe, 2014). Library staff helps users' develop attitudes habits and skills that will enable them to become lifelong readers and learners (American Library Association, 2017). Library staff is the most vital resources in any college of education libraries. Library staff are the greatest assets of any library, most of the libraries put a lot of efforts into defining the competencies that is skill, knowledge, attitudes and behaviour to their users and provide best services to all people in their surroundings. (National Society of Leadership and Success, 2018). Apart from the skills and experience of library workers, attitude plays a key role in the relationship between them and the library customers. Positive attitude can be expressed in: Respectfulness (have a respectful attitude when interacting with library customers), Commitment (being committed to the goal of satisfying

users' needs) and Innovation (being willing to try something new or finding a different way to meet customer's needs) and Helpfulness (willingness to assist customers with their needs) (Oghenekaro, 2018). According to Alasandi and Bankapur (2014), it is the positive feeling created after receiving a service that makes users desire to use the service again. In view of this, all libraries strive to satisfy the information needs and expectations of users (Warraich & Ameen, 2011). According to Bua and Yawe (2014), the extent to which an academic library services satisfy its users defines how effective or efficient that library resources are.

Evelyn and Lydia (2019) carried out an investigative survey of library users' satisfaction of library services, resources, staff conduct and impact of the library on the academic achievements of users. Qualitative data was collected from College students, faculty and library staff of two academic libraries in Ghana using questionnaires and interview instruments. Finding of the study revealed that library services, information resources and the physical library environment have value because users have shown high satisfaction of them. Material lending, photocopying, library space and staff conduct recorded higher level of satisfaction. It is however recommended that academic libraries in Ghana should be equipped with online resources, adequate and knowledgeable staff, employed with sufficient computer systems with high broadband. Umar, Shaffe and Rosnaini (2017) examined the relationship between students' satisfaction with the availability of e-resources and infrastructure, staff commitment and students involvement in using the e-resources in colleges of education in North-Eastern Nigeria. The study covers 5 colleges of education, and only NCE level 3 students were involved in North-eastern Nigeria, which gives the total population (N) of 439. The findings of the study revealed that a significant relationship exist between students' satisfaction with the availability of e-resources and infrastructure in colleges of education; there is a medium and significant relationship between students satisfaction with the availability of e-resources and staff' commitment in colleges of education; and there is a medium and significant relationship between students' satisfaction with the availability of e-resources and students' involvement in Colleges of Education.

### **Professional Competence**

Competencies refer to inputs which help to achieve successful performance at work which is the ability to control and operate the things in the environment and the environment itself. Ajeemsha and Madhusudhen (2012) described competencies to relate to the minimum level of performance expected of staff members to carry out their work role or designated tasks effectively and efficiently. In their explanation, these competencies maybe acquired through programs of education, training and other vocational learning or through experiential activities. Formal education are acquired in the school system and results in the graduation as a framework for a particular vocation. Non-formal education is acquired by organized learning outside the regular school system through seminars, courses and it may or may not result in a degree or certificate (IFLA, 2012). According to Abotalebi and Biglu (2017), professional competence is directly associated to the performance, helpfulness of performance, and the importance of the accomplished work. The capacity to the progressed competencies is taken from training, education and experience. Professional competent staff will be approachable, have good appearance, possess good communication skills and have a positive mind set.

Appearance of library staff has approximately 55 percent of first impressions on users based on the overall appearance, and people often decide whether or not to do business with you, within 10 seconds of a first encounter (Pundsack, 2015). Approachable behaviour such as the initial verbal and non-verbal responses of the librarian, will set the tone for the entire communication process, and will influence the depth and level of interaction between the staff and the patrons (Kay & Uma, 2013). According to Emojorho (2010), communication is a transfer of information from a source to a receiver. Communication is crucial to all phases of management by every individual within the system and is particularly important in directing and leading any system. Library workers interact with library customers and interview them to articulate their needs clearly. Positive attitude can be reflected in being respectful when interacting with library users, commitment to satisfying users' information



needs and innovation which is being willing to do something new or finding a different way to meet users need and being helpful to customers (Oghenekaro, 2018).

Abubakar, Geogina and Isa (2016) examined the influence of continuing professional competence and skills acquisition on librarians' performance in Niger and Jigawa States in Northern Nigeria. The study sought to find out the methods by which librarians acquired skills and types of skills attained for personal development and career advancement. The study also investigated the influence of the methods of skills acquisition and the type of skills acquired on librarians' performance in Minna and Dutse metropolitan cities in Northern Nigeria. Results of the study showed that males and holders of Bachelor degree in librarianship were the highest; while publication and mentoring were the popular methods by which librarians acquire skills, though conferences, on-going postgraduate programme, workshops and seminars were also considered as the appropriate methods used to acquire skills by the respondents.

### Methodology

The study adopted survey research design, the study population comprised twelve thousand, four hundred and fifty (12,450) users in libraries in colleges of education in Lagos State Nigeria. The study population include libraries in five Colleges of Education in Lagos State. Sample size of 378 library users at 0.05 Margin of error at 95.0% confidence level was derived from Krejcie and Morgan sampling table of 1970. The main instrument was questionnaire that was analysed using descriptive and inferential statistics. The constructs had Cronbach's alpha values greater than 0.7 which suggests that the questionnaire items had good internal consistency. The computed Cronbach's alpha values for the constructs are as follows:  $\alpha = 0.909$  (User Satisfaction),  $\alpha = 0.934$  (Professional Competence).

### Presentation of the Findings

1. What is the level of users' satisfaction of libraries in colleges of education in Lagos State, Nigeria?

**Table 1** Level of User Satisfaction of libraries in Colleges of Education in Lagos State

	HS Freq. (%)	S Freq. (%)	DS Freq. (%)	HD Freq. (%)	Mean ( $\bar{x}$ )	Standard Deviation (SD)
<b>Staff Attitude (Mean = 3.26, SD = 0.71) I am ___ with the way...</b>						
Library staff relate well with users whenever they visit the library	111 (47.6)	101 (43.3)	13 (5.6)	8 (3.4)	3.35	0.74
Library staff are committed in discharging their duties to users.	85 (36.5)	128 (54.9)	18 (7.7)	2 (0.9)	3.27	0.64
Approach of library staff in attending to users information need in a polite manner	89 (38.2)	113 (48.5)	26 (11.2)	5 (2.1)	3.23	0.73
Passion of the library staff in providing new approach to solving problem of users in the library	84 (36.1)	113 (48.5)	32 (13.7)	4 (1.7)	3.19	0.73
<b>Library Resources (Mean = 3.15, SD = 0.77) I am ___ with the...</b>						
Updatedness of the collections in the library	102 (43.8)	102 (43.8)	24 (10.3)	5 (2.1)	3.29	0.74
Organisation of library collection	94 (40.3)	108 (46.4)	25 (10.7)	6 (2.6)	3.24	0.75

Volume of books in the library	82 (35.2)	114 (48.9)	30 (12.9)	7 (3.0)	3.16	0.76
Electronic information resources present in the library	77 (33)	119 (51.1)	27 (11.6)	10 (4.3)	3.13	0.78
Sufficient collections relevant to my discipline in the library	77 (33)	110 (47.2)	41 (17.6)	5 (2.1)	3.11	0.76
Online journal in the library	67 (28.8)	106 (45.5)	46 (19.7)	14 (6.0)	2.97	0.85
<b>Average Overall Mean</b>					<b>3.21</b>	<b>0.74</b>

**Source:** Field Survey 2021; **Note:** Freq.= Frequency **KEY:** HS= Highly Satisfied, S= Satisfied, DS=Dissatisfied, HD=Highly Dissatisfied \*\*\***Decision Rule if mean is 1 to 1.74= Highly Dissatisfied; 1.75 to 2.49 = Dissatisfied; 2.5 to 3.49 =Satisfied; 3.5 to 4= Highly Satisfied**

Table1 shows that participants were satisfied with the level of library services in colleges of education in Lagos State, Nigeria was ( $\bar{x}$ =3.20). Respondents particularly were satisfied with the staff attitude ( $\bar{x}$ =3.26) and library resources ( $\bar{x}$ =3.15). Further analysis shows that respondents were satisfied with the following in respect of the library staff attitude: Library staff relate well with users whenever they visit the library ( $\bar{x}$ =3.35), library staff are committed in discharging their duties to users (( $\bar{x}$ =3.27), library staff approach users in providing their information need in a polite manner ( $\bar{x}$ =3.23) while passion of the library staff in providing new approach to solving problem of users in the library had the lowest response rate of ( $\bar{x}$ =3.19). Furthermore, the respondents were satisfied with the following regarding library resources: Updated collections in the library ( $\bar{x}$ =3.29), organisation of library collection( $\bar{x}$ =3.24), volume of books in the library( $\bar{x}$ =3.16), while online journal in the library had the lowest response rate of( $\bar{x}$ =2.97). This implies that college library users are satisfied with the library staff attitude especially in the aspect of relating with users that visit the library and the updated collection in the library. Although, user's response rate reflect satisfaction there is need for library personnel to be innovative and passionate about their profession in order to provide quality service with higher satisfaction level.

2. What is the level of professional competence of librarians in college of education in Lagos State, Nigeria?

**Table 2. Level of Professional Competence of Librarians in Colleges of Education in Lagos State**

	VHL Freq. (%)	HL Freq. (%)	LL Freq. (%)	NL Freq. (%)	Mean ( $\bar{x}$ )	Standard Deviation (SD)
<b>Academic Qualification (Mean = 3.22, SD = 0.76) My Librarian possesses ___at___ level</b>						
B. Sc/BLIS in Library and Information sciences	110 (47.2)	100 (42.9)	19 (8.2)	4 (1.7)	3.36	0.71
P.GD in Library and Information Sciences	92 (39.5)	107 (45.9)	26 (11.2)	8 (3.4)	3.21	0.77
M.Sc in Library and information Sciences	90 (38.6)	111 (47.6)	23 (9.9)	9 (3.9)	3.21	0.77
P.h.D. in Library and Information Science	75 (32.2)	114 (48.9)	35 (15)	9 (3.9)	3.09	0.79
<b>Communication (Mean = 3.19, SD = 0.74) My Librarian possesses ___at___ level</b>						
Knowledge of the library professional makes them provide services with a touch of professionalism	95 (40.8)	114 (48.9)	16 (6.9)	8 (3.4)	3.27	0.74
Communication skills that enable them relate well with users	92 (39.5)	113 (48.5)	26 (11.2)	2 (0.9)	3.27	0.69
Communicate well with users based	94	103	31	5	3.23	0.76

on the librarian experience on the job	(40.3)	(44.2)	(13.3)	(2.1)		
Good work attitude that enables users derive satisfaction in library services	84	121	23	5	3.22	0.71
Politely respond to users query	(36.1)	(51.9)	(9.9)	(2.1)		
Prompt response to users request in a professional manner	91	104	33	5	3.21	0.76
Communication skills that enable library staff update users about current awareness (new arrivals).	(39.1)	(44.6)	(14.2)	(2.1)		
	73	119	35	6	3.11	0.75
	(31.3)	(51.1)	(15)	(2.6)		
	64	123	38	8	3.04	0.76
	(27.5)	(52.8)	(16.3)	(3.4)		
<b>Average Overall Mean</b>					<b>3.21</b>	<b>0.75</b>

Source: Field Survey 2021; Note: Freq. = Frequency

**KEY: VHL=Very High Level, HL= High Level, LL=Low Level, NL=No Level\*\*\*Decision Rule if mean is 1 to 1.74= No Level; 1.75 to 2.49 = Low Level; 2.5 to 3.49 =High Level; 3.5 to 4= Very High Level**

Table 2: indicates that the level of professional competence of librarians in college of education in Lagos State, Nigeria was high ( $\bar{x}$ =3.18). Users were satisfied with the level of professional competence of librarians in colleges of education in Lagos State in terms of academic qualification ( $\bar{x}$ =3.22) and communication skills ( $\bar{x}$ =3.19). Participants rated the academic qualification of librarians highly in respect of: B.Sc/BLIS in Library and Information sciences ( $\bar{x}$ =3.36), P.GD in Library and Information Sciences ( $\bar{x}$ =3.21) and P.hD. in Library and Information Science ( $\bar{x}$ =3.09). Further analysis shows that respondents rated librarians' communication highly in terms of: having the knowledge to provide services with a touch of professionalism ( $\bar{x}$ =3.27), being able to relate well with users ( $\bar{x}$ =3.27) and having prompt response to users' request in professional manner ( $\bar{x}$ =3.11). The lowest response rate in terms of communication skills is the ability of the library staff to update users about current awareness services (new arrivals). This implies that respondents rated library staff professional skills highly especially in the aspect of academic qualifications library's employ more of B.Sc holders while in the aspect of communication, library personnel have the knowledge of providing services with a touch of professionalism.

## Test of Hypothesis

**H<sub>01</sub>:** Professional competence does not significantly influence users' satisfaction in libraries in colleges of education, in Lagos State, Nigeria

**Table 3: Influence of Professional Competence on User Satisfaction in Colleges of Education Libraries in Lagos State**

Variable	B	Std. Error	Beta ( $\beta$ )	T	p	R <sup>2</sup>
(Constant)	30.936	3.153		9.810	0.000	0.371
Professional Competence	.547	.047	.609	11.683	0.000	

**Dependent Variable: User Satisfaction**

Source: Field Survey 2021, Note: significant at 0.05

Table 3: indicates that professional competence has a significant influence on user satisfaction in libraries in colleges of education, in Lagos State ( $R^2 = 0.371$ ,  $\beta = 0.609$ ,  $t = 11.683$ ,  $p < 0.05$ ). The model shows that professional competence could explain 37.1% variation ( $R^2 = 0.371$ ) in user satisfaction in libraries in colleges of education in Lagos State. Therefore, the null hypothesis which states that professional competence does not significantly influence users' satisfaction in libraries in colleges of education, in Lagos State, Nigeria was rejected. The model further shows that professional competence has a moderate positive ( $r(233) = 0.609$ ,  $p < 0.05$ ) significant influence on user satisfaction. This suggests that improvement in professional competence in libraries in colleges of education in Lagos State would lead to enhanced user satisfaction. The implication of this is that



improvement in professional competence is an avenue through which user satisfaction could be achieved in colleges of education libraries in Lagos State.

### Discussion of the Findings

Library users in colleges of education in Lagos State, Nigeria were found to have high level of satisfaction with the library services. The college library users were specifically satisfied with the library staff attitude and library resources noting that library staff relate well with users whenever users visit the library and are also satisfied with the library staff commitment in discharging their duties. The finding of this study supports the findings by Adam (2017) that the use of facilities, resources and services of the library, was highly satisfactory to users. Kiran (2015) also reported that library users perceived the quality of library services to be above average; the library staff were considered helpful and able to instil confidence in library services and on the overall, users were satisfied with the library services. Jerome and Ugwunwa (2013) revealed that users were satisfied with library resources and services.

This study revealed that library users were generally satisfied with the level of professional competence of librarians in colleges of education in Lagos State. They were in particular satisfied with librarians' academic qualification and communication skills of the library staff. Abubakar, Geogina and Isa (2016) examined the influence of continuing professional competence and skills acquisition on librarians' performance in Niger and Jigawa states in Northern Nigeria, results of the study showed that males and holders of Bachelor degree in librarianship were the highest library staff employed. This present study supports the findings of Abubakar, Geogina and Isa especially in the aspect of academic qualification where the employees are more of B.Sc. degree holders.

Professional competence has a significant influence on user satisfaction in libraries in colleges of education, in Lagos State ( $R^2= 0.371$ ,  $\beta= 0.609$ ,  $t = 11.683$ ,  $p<0.05$ ). The model shows that professional competence could explain 37.1% variation ( $R^2= 0.371$ ) in user satisfaction in libraries in colleges of education in Lagos State. Therefore, the null hypothesis was rejected. In addition, Umar, Shaffe and Rosnaini (2017) examined the relationship between students' satisfaction with the availability of e-resources and infrastructure, staff commitment and students involvement in using the e-resources in colleges of education in North-Eastern Nigeria. The findings of the study revealed that a significant relationship exist between students' satisfaction with the availability of e-resources and infrastructure in colleges of education; there is a medium and significant relationship between students satisfaction with the availability of e-resources and staff' commitment in colleges of education; and there is a medium and significant relationship between students' satisfaction with the availability of e-resources and students' involvement in Colleges of Education.

### Conclusion and Recommendations

This study established that staff competence reflected during library service delivery contribute immensely to user's satisfaction therefore when recruiting new staff consideration should be based on the academic qualification and communication skills. The library administration should employ more professionals like masters and PhD holders who can display innovations and communicate effectively and efficiently to users especially as regards the available resources and services in the college libraries. The college library administrators should ensure that recruitment should only be for Masters Degree holders in the information profession especially in the field of information science to be able to discharge their duties without compromising standards. The employee should have a good communication skill and should be willing to enlighten users on current awareness services especially in the aspect of new arrival. Based on the findings of this study library staff attitude and library resources are key components of user's satisfaction that every users want to see in library staff therefore, library administrators should seek to evaluate their staff based on the assessment of the users in order to improve on the library service delivery that ultimately results in users satisfaction.

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