



Impact of Academic Library Services on User Satisfaction in Covid-19 Era: Case Study of Fatiu Akesode Library, Lagos State University, Ojo, Lagos State

Abstract

This study focused on the Impact of Academic Library Services on User Satisfaction in Covid -19 Era in FatiuAkesode Library, Lagos State University. It is users' satisfaction that will ultimately determine if the library is fulfilling its mission. A total of 200structured questionnaires were prepared and administered among the respondent which included Bachelor students and Postgraduate students of Lagos state University who used the library between October 2020 and March 2021. Statistical methods were used to analyze the data collected. It was discovered that among the services provided, Newspaper/magazine round table has the mean of 3.90, sample standard deviation of 0.99, Regression equation $0.81x3+0.60$, r^2 is 0.594, p -value $7.23E-26$ and Rank 1. It has the highest impact on the users satisfaction while lending of books with mean 3.43, sample standard deviation 1.21, Regression equation $0.31x2+2.73$, r^2 is 12.6%, p -value $4.97E-05$ and Rank 5, it had the least impact on users satisfaction in the library. The model equation reveals that users are not satisfied with lending of books largely because of Covid-19 protocols. It is recommended that the government need to improve on the funding of E-library because it has potentials of increasing user satisfactory in the Covid-19 era.

Keywords: *user satisfaction, E-library, Newspaper /magazine, Lending of books, Covid-19*

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1.1 Introduction

An Academic library is a library that is attached to a higher education institution and serves two complementary purposes: To support the curriculum and to support the research of the university faculty and students. (Curzon et al, 2009). Librarian is to identify the needs of the faculty and student body, the mission and academic programs of the college

or university. Academic libraries vary based on their size, resources, collections and services. A strong focus is required by an academic library in the area of user satisfaction.

The academic library has been profoundly affected since the World Health Organization (2000) declared the Covid-19 or coronavirus

outbreak as a pandemic on 11th March 2020. The academic libraries need to provide various services and facilities to the users to motivate user to use library in the Covid-19 era. The library plays a unique role in a student's experience, as a library needs to connect with students in meaningful ways at a student's point of need (Snavely, 2012). Access to services conventionally, under normal circumstances, would typically occur at a physical library location and service desk, available for students to visit though. But physical activities are discouraged because of Covid-19.

Okike (2020) describes Librarians and information professionals as disseminators of information as often as they have access to authoritative information and resources. Librarians and information dissemination are redefined and various strategies are adopted to fulfill users requirements. The proper utilisation of library resources can be at optimal only by attracting the users to the library.

This attraction is possible only by providing some good services some of which could be challenging due to Covid-19 experiences. Some examples of such activities are:

- i. consult with individuals in analyzing, identifying, and fulfilling their information needs
- ii. create campus-wide information literacy programs and deliver classroom instruction to strengthen information literacy skills
- iii. select, organize, and facilitate access to information in a variety of formats
- iv. keep abreast of technological advancements and develop strategies to take advantage of them
- v. plan, implement, and administer computer-based systems, electronic databases design and manage Web sites
- vi. collaborate with classroom faculty,

computer specialists, and instructional developers

- vii. contribute to effective teamwork among colleagues
- viii. participate in and lead public relations efforts to promote and raise funds for academic libraries.

1.2 Statement of problem

Fatiu Akesode Library is the main university library in Lagos State University. It is a library attached to the university; it plays a vital role in meeting the multi-dimensional demands for information and knowledge of students, teachers and research scholars. University library invests huge amount of money every year on the purchase, process and storage of information resources to serve its user. In the Covid-19 era a study need to be carried out to know the use of library resources and users' satisfaction in library resources and services. It is the duty of the library professional to conduct periodic study of library users to know the users' needs, satisfaction with library available resources and services. We need to know the Impact of Academic Library Services on User Satisfaction in a Covid-19 era. This will help to revise our collection, develop policy and design new library services in this era.

1.3 Objectives

The basic aim of this research is to identify the academic library services and their corresponding impact on users' satisfaction in a Covid-19 era.

The following research questions were formulated to conduct this study.

- (1) What impact do services provided by Fatiu Akesode Library have on the users' satisfaction in Covid era?
- (2) To determine the level of satisfaction of users towards library resources and services in Covid era.

- (3) To find out the type of information resources used by the students.

2.1 Literature Review

Satisfaction can be defined as the customers' evaluation of a product or service in terms of whether that product or service has met their needs and expectations. Failure to meet needs and expectations is assumed to result in dissatisfaction with the product or service. The library experienced a "sharp drop in the use of library resources and services," during Covid largely because of Covid protocol. It has been observed that in McNeese State University in Louisiana experienced a 22% decrease in interlibrary loan requests (borrowing and lending), a 51% decrease in the use of e-books, and a 62% decline in reference transactions.

It was found that the longer students and faculty are not allowed access to the library building, the more usage statistics such as circulation, interlibrary loan (ILL), and instruction decrease" (Walter 2016). This was the case during Covid-19 where people were restricted and half of the populations are allowed into the library. 7% of academic libraries reported that they had stopped circulating physical materials. In addition, building and face-to-face reference desk staffing began to be scaled back, with 28% of reporting libraries doing no face-to-face reference (Christine and Lisa, 2020). Nearly all authors that worked on academic library resources lamented on the precipitous decline precipitated by Covid and a sharp decline in user satisfaction. From the statistic we derive the notion that for satisfaction to result there has to be a need from the user and that need has to be met.

When such needs are met the user becomes satisfied and the library as a provider achieves its mission if it succeeds in doing this regularly for most users. Satisfaction may lead to users using the services of the library over

and over again and even recommending it to others. Humans always communicate experiences, whether good or bad, meaning that if they also receive a bad service they might also tell others about it.

"User satisfaction is considered as a reliable criterion for determining library effectiveness" (Thong and Yap, 1996:176). It is therefore very important for the library to keep their users satisfied. It is not only a reliable criterion; it is also perhaps the most vital one. Thakuria (2007:414) describes different factors which contribute to user satisfaction: Availability of up-to-date information brings about satisfaction in the users, accessing the facility and assistance. The library should organise its facilities to be visible to the users. The library services and resources should be easily accessible. The library staff should be very courteous and friendly in their engagements with the users. The appearance of a library, its facilities, collection, staff and services should be attractive and pleasant. This explains the importance of the library's appearance and its contribution towards user satisfaction. The users should find the environment user friendly and comfortable.

The Covid era pose a challenge to the librarian and patron as the protocol required that less people be accommodated within the library and physical distance be maintained. Meanwhile the required spaces for such protocol are not adequately provided for. The academic libraries need to provide various services and facilities to the users to motivate them to use library. The developing nations are nowadays concentrating more in providing various facilities and services, in turn, which will help the countries in scientific and research development. The ultimate aim of providing such facilities will enable the users towards utilising the library services at greater potentials.

Based on the user requirements different

types of services are provided in the academic libraries. These facilities and services have greater impact on the users' satisfaction. The academic library users, in general, expect some cost benefit services so as to use the library regularly. The library users' satisfaction plays a vital role in the development and provisions of the library. The potential users' feedback regarding the library resources, services and facilities should be considered for providing necessary resources and amenities in the library.

Poll & Payne conducted the study and revealed that the diverse projects all over the world are trying to establish that the usage of library services can optimistically persuade competences and skills, attitude and actions of users. (Poll and Payne 2006). They suggested that the advantages that academic library users practice by using library services can be evaluated in terms of information gained, information literacy, educational and professional achievement, social addition, and amplify in entity well-being. Ranganathan and Babu (2012) studied the awareness and use of library resources and services at

Osmania University, Hyderabad. They studied the adequacy of library resources, opinion on e-resources or print sources, reasons for using e-resources and satisfaction in sources of information provision.

Sowole (1995) revealed that by providing the required information resources and services the library users' satisfaction shall be attained. The higher education providers need to measure the users' satisfaction to maintain the quality in all the activities. Thus, the study was undertaken to identify the major impact factors of the services and facilities provided in the academic library.

3.1 Methodology

A structured questionnaire was designed and distributed to collect the necessary primary data among the users who visited the library. The survey was conducted during October 2020 to march 2021. The population for this study consists of Bachelors degree students and Postgraduates students of the Lagos state university who visited the Fatiu Akesode library. Statistical methods were used to analyze the data collected.

4.1 Findings and Analysis

Table 1: Respondents

S/No.	Respondents	Questionnaire response	Percentage
1	Bachelor degree Student	66	33.2
2	Post graduate students	133	66.4
	Total	199	99.6

To collect relevant data, a total of 200 questionnaires were prepared and served among the respondent, Bachelor students and Postgraduate students of Lagos state University. While distributing the questionnaires, it was ensured that bachelor degree student, and postgraduate students of

various programs were represented adequately in the population. Out of the 200 questionnaires, 99.6%(199) respondents of targeted population responded. Out of these, 33.2%(66) responses were received from bachelor degree and 66.4 %(133) responses from postgraduate students. 5 points Likert

scale as 5–Highly Satisfied to 1–Highly Dissatisfied to measure Impact of Academic Library Services on User Satisfaction in a Covid-19 era in Fatiu Akesode library.

Table 2: Students level of satisfaction in library resources

S/N	Items	Strongly Agree	Agree	Disagree/ Strongly disagree	No opinion	Not answered
L	Reading space	40%	30%	19%	-	10%
2	Lending of books	33%	22%	7%	-	18%
3	Newspaper/magazine round table	43%	30%	9%	-	18%
4	E-library services	30%	37%	11%	-	22%
5	Catalogue shelf	35%	28%	6%	21%	10%

In table 2 40% of correspondents strongly agreed that reading space was satisfactory. For lending of books, 33% strongly agreed. For newspaper/magazine availability 43% of respondents strongly agreed. Then 30% strongly agreed that there were satisfied with E-library services. Whereas 35% of them strongly agreed on their satisfaction of catalogue shelf.

A reading space of the library is provided area for library user to independently examine books and literacy materials. In this space, children are fostering a love for learning, expanding their vocabulary, learning book handling skills, navigating social awareness, developing language skills, and learning so much about the world.

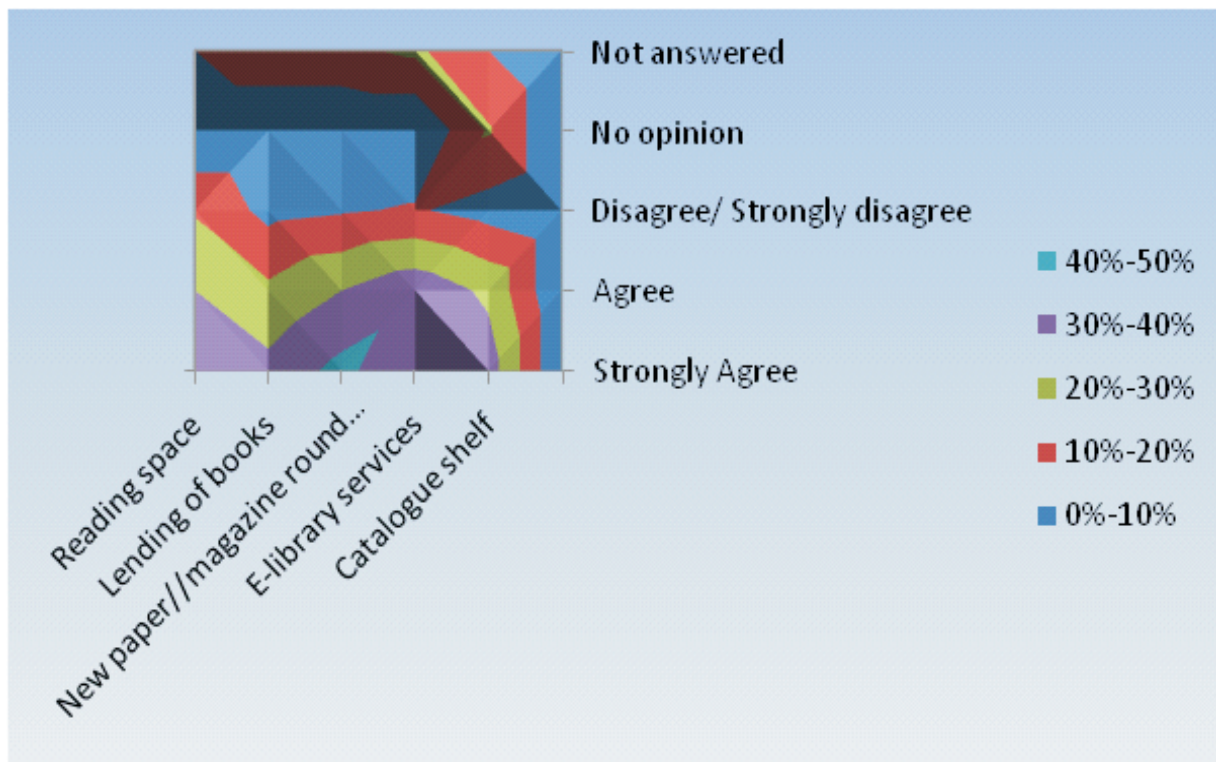


Table 3: Library Services and User Satisfaction

S/No	Library Services	satisfied	Not satisfied	No Response	Total
1	Reading space /table	170(85%)	10(5%)	19(10%)	199
2	Lending of books	50(25%)	129(65%)	20(10%)	199
3	Newspaper/magazine round table	100 (50%)	49 (25%)	50(25%)	199
4	E-library services	79 (40%)	50(25%)	70(35%)	199
5	Catalogue shelf	60 (32%)	90(47%)	39(21%)	199

Reading space/ table: 170 (85%) of the respondent are satisfied with the reading table, 10(5%) are not satisfied and 19(10%) has no response. The reading table only accommodated half of its capacity as such users are satisfied as it is relatively free for use age.

Lending of books: 50(25%) of the respondent are satisfied with the Lending of books, 129(65%) are not satisfied and 20(10%)has no response. A lot of users are not satisfies with lending of books as physical contact are drastically reduced.

Newspaper/magazine round table: 100 (50%)of the respondent are satisfied with the News paper/magazine round table, 49 (25%) are not satisfied and 50(25%) has no response.

E-library services: 79 (40%) of the respondent are satisfied with the E-library services,50(25%) are not satisfied and 70(35%) has no response.

Catalogue shelf: 60 (32%) of the respondent are satisfied with the Catalogue shelf, 90(47%) are not satisfied and 39(21%) has no response.

Services like Reading space / table **and** News paper/magazine round table had 50% and above in satisfaction while users are not satisfied with E-library services and Catalogue shelf the percentage of dissatisfaction being 65% and 47% respectively. The E-library has the highest percentage of no response it pulls 35% while reading space/ table has the lowest 19%.

Table 4: Impact of Covid-19 on services rendered

From table 4 above we look at the mean, standard deviation and simple linear regression analysis.

S/N	Items	Strongly Agree	Agree	Disagree/ Strongly disagree	No opinion	Not answered
1	Reading space table	40%	30%	19%	-	10%
2	Lending of books	33%	22%	7%	-	18%
3	New paper/magazine round table	43%	30%	9%	-	18%
4	E-library services	30%	37%	11%	-	22%
5	Catalogue shelf	35%	28%	6%	21%	10%

Reading table: The analysis revealed that the mean was 3.86, sample standard deviation 1.03, Regression equation $0.75x_1+0.87$, r^2 is 0.548, p-value $6.01E-23$ and Rank 2.

Lending of books: The statistical analysis showed that the mean was 3.43, sample standard deviation 1.21, Regression equation $0.31x_2+2.73$, r^2 is 12.6%, p-value $4.97E-05$ and Rank 5. It has the least impact on user satisfaction.

Newspaper/magazine round table: The statistical analysis showed that the mean was 3.90, sample standard deviation 0.99, Regression equation $0.81x_3+0.60$, r^2 is

0.594, p-value $7.23E-26$ and Rank 1. It has the highest impact on the users.

E-library services: The statistical analysis showed that the mean was 3.82, sample standard deviation 1.07, Regression equation $0.65x_4+1.30$, r^2 is 0.443, p-value $2.64E-17$ and Rank 3.

Catalogue shelf: The statistical analysis showed that the mean was 3.70, sample standard deviation 1.16, Regression equation $0.40x_5+2.28$, r^2 is 0.202, p-value $1.46E-17$ and Rank 4.

Table 5: Mean, standard deviation (SD), simple linear regression analysis

Library Services	Mean	SD	Regression equation	r^2	p-value	Rank
Reading table	3.86	1.03	$0.75x_1+0.87$	0.548	$6.01E-23$	2
Lending of books	3.43	1.21	$0.31x_2+2.73$	0.126	$4.97E-05$	5
Newspaper/ magazine round table	3.90	0.99	$0.81x_3+0.60$	0.594	$7.23E-26$	1
E-library services	3.82	1.07	$0.65x_4+1.30$	0.443	$2.64E-17$	3
Catalogue shelf	3.70	1.16	$0.40x_5+2.28$	0.202	$1.46E-07$	4

To check the consistency between the independent variables, multiple regression analysis was conducted and represented in Table 3 below.

Table 6: Multiple linear regression analysis

Regression equation	r^2	p-value
$y_i = -0.27 + 0.32x_1 + 0.43x_2 + 0.07x_3 + 0.17x_4 + 0.07x_5$	0.724	$1.10E-31$
From Table 5, it is obvious the variables are linear with 72.4 % significance ($r^2 = 0.724$, $p < 0.001$).		

It is clear that the News paper//magazine round table services have the highest impact on user satisfaction of Fatiu Akesode Library and Lending Of Books Services have the least impact on the user satisfaction. The library experienced a sharp drop in the use of library resources and services, during Covid largely because of Covid protocol.

From Table 5 and table 6, all the construct variables selected have $p < 0.001$.

Thus, it is clear that the all the factors selected have considerable impact on library users satisfaction. The library has to provide numerous facilities and services that will focus more on the interest and to satisfy the needs of the users. The library has to deal with the problems of social distancing and train the users on how to access digital materials and face mask.

Conclusion and Recommendations

The findings and suggestions in this study provide insights for library to take needed steps to strengthen the existing services and facilities to facilitate optimal utilization. Covid-19 protocol is a must to be obeyed. Adequate water must be provided for washing of hands, hand sanitizer and temperature monitoring. Half of the capacity must be allowed in at a time. The newspaper stand must be decongested by grouping users and the amount of hours a student is allowed in the library must be well stated.

The management should provide sufficiently sized reading tables with other facilities to keep the books and other materials. They should subscribe to more digital library website and create awareness on its usage. Library services should however be digitized to reduce physical contact and users should make use of portal. Marlene (2004), *et al.* made a submission that resources availability in the library make the users partially satisfied with the services provided by the library and as such academic library should improve internet -based services of the library. The management should provide necessary information regarding the availabilities of new resources and probable available dates and updates.

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