

A SURVEY OF USERS' SATISFACTION WITH CIRCULATION AND CURRENT AWARENESS SERVICES IN UNIVERSITY LIBRARIES IN SOUTH-SOUTH NIGERIA

BY

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Abstract

This study investigated users' satisfaction with circulation and current awareness services in university libraries in south-south, Nigeria. A survey research design was used. The population for the study 21.12 registered library users. Using accidental sampling techniques, a sample of 1, 58 registered library users were selected from six university libraries in the south-south zone for the study. The instrument used for data collection was the questionnaire method. The instrument was duly validated and the reliability estimates of its sub-variables using the Cronbach Alpha method ranged from 77 to 85. Two null hypotheses were tested using population t-test analysis at the 05 alpha level. The results of the analysis revealed that users' satisfaction with circulation and current awareness services in university libraries in south-south, Nigeria is significantly high. The study concluded that library users have high satisfaction with circulation and current awareness services in university libraries in south-south, Nigeria. The study recommends, among others, that for the university libraries in the south-south to maintain high-quality service delivery, authorities of university libraries should continue to advocate the procurement of current and relevant that would stimulate users' satisfaction in all programmes offered by the universities.

Keywords: Circulation current awareness, users' satisfaction, university libraries, south-south,

INTRODUCTION

University libraries are attached to institutions of learning to serve the teaching and research needs of students and staff. These libraries serve two complementary purposes; to support the university curriculum and to support the research of the university, faculty and students. In, the process the library plays a key role in the nation-building process. Adeniran (2011) noted that academic libraries are facing their greatest challenge since the explosion in tertiary education and academic publishing the world over A university library satisfying the requests of users implies providing the actual information or services that will meet the needs of users: Service provision is one of the major functions of any library irrespective of its type and size. Library services are regarded as social services which are bound to stimulate the reading habit of the society including people in the university environment. Library services play important role in teaching, learning, and research and they cut across the economic cultural, and recreational life of the entire society. Traditionally, libraries are known to be service-oriented institutions that

provide service to their user community. To be most functional, the services it provides should correspond with the needs of its users, for the user is the very reason for their existence. Within the context of its establishment, a library is supposed to focus on user's needs, It is the responsibility of the library to strive and satisfy those needs promptly (Alokun, 2004) cited in Name and Iyishi (2013).

Lamenting users satisfaction and the need for university libraries to be well equipped to satisfy their users, Bun and Yave (2014) observed that the use of the library includes how to locate Information including the technicalities of using a catalogue, the classification system in use, getting assistance from the library staff and having knowledge of library approach to borrowing pattern, knowledge of opening and closing time in the library and others. There is no doubt that satisfaction with library services influences the degree to which the services are used and it has been found to be an important factor that affects the use or non-use of library services, Satisfaction of users' needs and attention to their complaints should be the guiding principle, for university libraries

Although there has been a steady growth in information services provision in university libraries, the persistent puzzle is why is the growth not impressive in spite of all the effort and funds expended on it. The extent to which library services actually satisfy users and contribute to educational development is a slice of controversy and debate (Uganneya, 2012) Evidence from research indicates users' frustration, low patronage of library services. Dearth of trained librarians, lack of modern tools for service delivery, etc, as some of the factors affecting information services in, university libraries.

The researcher has observed some dissatisfaction among users of the library over time and would want find out the reasons for the At regular intervals, it could be read on their faces that they are not actually satisfied with the services of the library either because of resources and services or to the attitude of library personnel toward them. There are complaints from users about the quality and quantity of materials available, finding numbers of materials in the cabinet and the books may not be found on the shelf. For a library to achieve its set objectives, the services it renders must strive to meet and satisfy the needs of the users. These services include among others: circulation user instruction services, computer/reprographic services, a compilation of bibliographies references, indexing abstracting services, and current awareness services. The significance of this survey rests on the fact that then is only through a survey that the library would know whether it is meeting users' needs and also what decisions to take and those to be revised as far as the services and resources of the library are concerned. The state of users' satisfaction with circulation and current awareness services in university libraries in south-south Nigeria is the concern of this study.

Purpose of the study

The purpose of this study is to determine the extent of users' satisfaction with circulation services and current awareness services in university libraries in south-south, Nigeria.

Hypotheses

The following hypotheses were formulated to guide the study.

1. Users satisfaction with circulation services in university libraries in south-south. Nigeria is significantly low.
2. Users satisfaction with current services in university libraries in south- south. Nigeria is significantly low.

Literature Review

2.1 Users satisfaction with circulation services

There is a popular saying that, an institution that owns one book, and allows people to use it is a library, and another that may have a million books and does not allow anyone to use them may simply be a museum. The circulation department circulates materials to users. It is in the circulation department that library materials change hands. One person makes use of a library book, drops it and the other picks it up for use.

Bua and Yawe (2014) conducted a study in user satisfaction with the management of library services in three academic libraries in Benue State The purpose of the study was to compare user satisfaction with services in three academic libraries in Benue State, A descriptive survey design was med for the study. A sample of 50ti registered library users was randomly selected for the study. The instrument for data collection was a 25-item questionnaire. A research and hypotheses were tested using a one-way analysis of variance and Fisher's protected test analysis at 0.5 alpha levels. The findings of the study revealed that, the Federal University of Agriculture, Markundi was notably satisfied with their library services than the users of Benue State University and College of Education Katrina-Ala libraries, which goes in show than the type of institutions was a function of user satisfaction with library services. The study also revealed that libraries that are well stocked with the materials properly arranged, in conducive environment manned by well qualified experienced, and cultured staff have recorded a high rate of user satisfaction than libraries that had a minimal stock of information materials, haphazard arrangement of materials, -mannered and impolite staff. The study recommended that academies libraries should store information materials in the right quantity and quality and they should be properly organized is meet the needs of clientele. The study is related to the present study because it provides useful information in the area of users' satisfaction with library services, method of data and design of the study. The population of the study, area of the study, and dais analysis differ. The researcher intends to adopt the method of data collection and design of the study.

Ezwala (2009) sullied the effectiveness of library resources in Agricultural Institutes In Nigeria, and the study revealed that more than three-quarters of the respondents found the libraries ineffective, as they indicated dissatisfaction with electronic resources and their library's collection. Equally, Martin (2003) cited in Omuola, Omokeje and Bamidele (2013) investigated the quality t service in health libraries, the study found out that user were generally satisfied with library services but had specific concerns in areas such as access to electronic

library resources, comprehensive library catalogue and sufficient space for working. Also according Emerole and Ogugus (2007), the use of the library by users and indeed their satisfaction with library services on the availability of suitable learning materials, accommodation, and competent staff in the library. The main objective of any library is to support the community, an objective which is achieved through systematic acquisition and organization of all forms of recorded and undocumented information in all fields pertinent to the goals of the institution and making information available for use

Sowole (1995) cited in Nham and lyshi (2017) posits that users are described as the "raison-dere" (reason for existence) of the library. It is entirely on their behalf that the organization and administration exist. Sowole also suggested that libraries should make maximum efforts to ensure that their library users derive the best possible benefits from the services they render. Libraries should provide materials in support of the learning process, research, and advanced study, assist the users in self-development" Sowole was so particular about assisting users in borrowing books loan periods, and reduction of overdue charges in academic libraries.

Omekwu and Ugwuanyl (2010) in their study titled towards effective library services in the Nigerian judiciary. They adopted the library research method. The critical findings were that the planning implementation, and operation of Information systems in the judiciary depend largely on careful Identifications, analysis, and classification the real information needs of the users. Legal professionals need facts, figures and citations of materials of law and materials about the law. The library they said becomes an ideal place to resort to for such information. They equally outlined some of the court library patrons information needs as follows Better services, extended opening hours, open and unfiltered access to information, capable, competent and well-cultured library personnel, law books, Journals and other related materials, availability of ICT materials, improved and comfortable library designs.

Also, in the view of Leckie, Pettigrew, and Sylvam (1906) cited in Omniha, Ontokeje, and Bamidele (2013), well-stocked and efficient libraries act as eyes or pathfinders for researchers and provide them Use inspiration to venture into new areas of research. An ineffective library, on the other hand, may lead to low quality of duplication of research thus resulting in waste of financial, material, and human resources. Echezote and Asogves (2011) post that the major role of academic libraries is to provide quickly the resources users need for teaching, learning, recreation, and research. For that mission the readers' services division in libraries in Nigerian Universities in the move and the public relations outfit of the library, it is a place where staff and patrons have direct or face-to-face interactions. As the hallmark of library services, readers register, search, borrow, return and renew books, photocopy, consult, obtain clearance, etc.

According to Nwalo (2003) cited in Shan and Jyishu (2013) lending books to the clientele in one of the major functions in university Libraries. Every library he says has a system of giving out books on loan to users (charging) and receiving the back from users at expiration of the loan period (discharging). He went further to say that, any system adopted by a library to lend books to users and receive them back is known. It is to as a system because the charging and discharging transactions involve routines, which must rigidly followed, if any lo process is skipped, the library may suffer a serious disadvantage. Similarly, School field. Copper, and

Waters (1987) cited in Echezona und Asogwa (2011) in their survey reported a failure rate of 44 percent in the main collection of an academic library al had a circulation loan period of two weeks. The same library when it introduced a 4-day loam period had a failure rate of only 31 percent.

In the same vein, and lyishu (2002) cited in Nkanu and lyishu (2015) said that charging cut materials the library is one of the most Important functions of public services operation They said it is essential that library personnel at this services point be of the value good public relations because all library operations or services border information services. They further say that the library operates as securing, classifying, up keeping, archiving, and lending urgent of printed and non-printed materials to library users.

Seff-Okafor and Mbagwa (2012) noted that attention to availability rates and through measures taken subsequently libraries were able to raise satisfaction rates among patrons from 60 percent to 86 percent Buckland was particularly interested in changes that could be affected through modified loan and duplication policies. He further says more effective a library recall policy for the timely return of materials from all borrowers, the more frequently the library will be used still support of circulation services Lyle (1984) quoted by Omona (2010) says, once the academic library has acquired and catalogued its books and other materials, its subsequent obligations are twofold: to lend these materials to legitimate users of the library and to render full assistance to readers, An ideal information system should be convenient for both users and the library, it must have fast charging and discharging handle renewals, provide statistical information and routinize daily work. One of the me important factors in discharging materials is accuracy, both on the part of the staff member and of the process itself: Inaccuracy inn discharge with create animosity on the part of a borrower for a variety of reasons, the most common being receipt of mistaken over-due and fine notices.

Simmonds and Andateeh (2001) cited Bolanrinwa and Olayinka (2013) argued that providing quality services in academic libraries is now a major issue among academic librarians: they saw the library more in tens of the provision of and access to service quality than as just a physical place. Each year new students enter the learning environment with different needs, expectations, and information gathering skills. Furthermore, they added, the inability to easily identify the specific use of a library's services because of the new technologies and the difficulty to access information sources can all contribute to user's dissatisfaction among academic library users

In the same way. ALA (2007) quoted by Bolarinwa and Olayinka (2013) stated that quality service competitive necessity for businesses and service organizations. In its core values nod ethics statement, the American Library Association states that they provide the highest level of service to all library users through appropriate and usefully organized resources, equitable service policies equitable access, and accurate unbiased und response to all requests, Mundi (2000) cited in Lin and Yes (2010) reviewed literature and surveyed focus groups indicating that key determinants for library service quality were: electronic resources, collections of printed publications, other library services, technical facilities, library environment, and human side, of users" service.

Saliu and Abdussalam (2014) conducted a study on circulation procedures and the functions of circulation units in Nigerian university libraries: A case study of the University of Ilorin Library. The paper examined circulation procedures and the functions of the circulation unit of the University of Ilorin Library. The strategic position of the circulation Librarian as the image-maker of the library in fulfilling the objectives of the library and the university was also discussed. The result showed that the majority of the users were not satisfied with the activities of the unit, because of poor storage facilities in the circulation unit, overdue cases, loss of books, inadequacy of resources, paucity of staff, and manual instead of automated procedures. They said, that books and equipment, no matter how adequately provided, do not make a library, they have to be properly organized and coordinated by a team of competent professional librarians who have to help users for effective and optimal utilization.

Afolake, Oluwafemi, and Olitunil (2014), conducted an analytical study of internet resources and services utilization among students Humanities in some selected Universities in Nigeria. A descriptive survey method was used. A sample of 5,250 (87.596) was used for the study. A structural questionnaire was used to collect data from universities (Federal and State) in Humanities in Nigeria. The data collected were analyzed for the study. The study revealed that the major purpose of using the internet resources and services by students Humanities in Universities in Nigeria is for academic work and for receiving e-mail. The study recommended that students should still be encouraged to make more use of internet resources and services in order to improve their research work.

Saikia and Golain (2013), investigated the use of library resources, users' satisfaction with library resources and services, and information seeking behaviors of the students and research scholars of Tezpur University. The study revealed that most of the users (82.39%) used textbooks to meet their information needs while (19.62%) of students and research scholars were highly satisfied with the collection of online Journals, ICI application in library services is also proving to be a good tool in access and utilize both library online resources and services effectively. Users of the library very much satisfied with the performance of circulation, online reservation, and online renewal of book services offered by the library.

Madhoondham (2010) conducted a study on theme of e-resources by research scholars of Kurukshetra University, Kurukshetra (India) to determine the use of e-resources, users' skills in handling e-resources, and the purpose of their use. The study also highlighted the problems faced by research scholars in accessing e-resources, their opinions and views on the features and usefulness of e-resources compared to conventional sources. The study revealed that his of users felt that e-resources are time-saving while 62 of users faced problems in using the e-resources like slow access, speed, and locating the relevant information, 70% of the users admitted that e-resources can be good substitutes for conventional resources and more electronic infrastructure should be installed to provide fast access to e-resources 64% of users use Google for locating information electronically. The study concluded that electronic resources have become an Integral part of the information needs of research scholars at Kurukshetra University.

Nina-Okposong and Anynobi (2011) in their study on users' observance of and attitude in the borrowing of library materials used a descriptive survey for their study 300 registered library users were sampled. The responses were sought to know users attitudes to library borrowing regulations and their satisfaction with the services. The results obtained showed that users were satisfied with the borrowing regulations. The researchers still advised that library management should ensure that fact of multiple copies of relevant books and unsatisfactory opening hours on weekdays and weekends should be put under control.

Also, Mahawat, Verma, and Narsyan (2009) examined services vis-a-vis satisfaction among students of Tungore Library University of Lucknow, a study. The paper studied the frequency of library use, satisfaction with opening hours of the library: library collection, and user's satisfaction with library services. The study revealed that most of the users were partially satisfied with the present library services specially library opening hours and shelving.

Users satisfaction with current awareness services

The challenges of Identifying dome documents are of critical importance for researchers and for those in the information professions. The continuing proliferation of published literature increases the amount of time and difficulty for those who must locate sort, and read scholarly publications, to order to meet this challenge, a current awareness service was instituted. This kind of service is based primarily, on its relevancy and immediacy.

As the term denotes the current awareness service aims at, alerting the user about the current literature in their subject specialization. It is an announcement mechanism usually in documentary form. It satisfies the current approach of the users to information because the aim of the service is to answer any specific query as the current approach to information and get a panoramic view of current developments. Current awareness service is also defined as the service, which endeavours to keep the clientele informed promptly of all the nascent thoughts created in the specific fields and also in fields Kannappanvar and Swamy (2013)

Shinde and Karande (1991) cited in Kannappanavar and Swamy (2013) stressed that the current awareness service is a useful device through which users can be informed promptly about Information generated on a subject of an in which a group of scientists is involved in search pursuits. They further say that; current awareness services aim at bridging the time lag between the publication of documents and their coverage in secondary information services.

Kumar and Biradne (2010) examined the use of Information and Communication Technology in College Libraries (ICT) in Karnataks. They investigated the ICT infrastructure, the current status library automation, barriers to implementation of library automation, and also librarians attitudes towards the use of ICT. The study showed that the application of ICT in Indian Colleges has not reached a very high level and lack of budget, lack of manpower, lack skilled staff, and lack of training are the main hurdles for not automating library services. That, out of 31 Colleges only 17(54.83%) had computer facilities and of these, only 12 had access to the internet. They further noted that if these 12 libraries, the internet was used for searching for information (0-50%), e-mail (E2-100%), accessing database (5-42%), downloading software (6-30%) providing current awareness service (5-12%) and accessing e-journals (5-42%). They

also found that library professionals have shown a positive attitude towards, the implementation of ICT in library.

According to Barr. (2006) cited in Naqui (2017). It is important to keep up with the ever-changing information world. Libraries are serving patrons from diverse groups with different needs. Librarians need to help patron find the services that best meet their needs. Although Current Awareness (CA) services have come a long way in just a few years, information overload is still a major concern. He says “alerting services are very appealing but can easily end up inundating users with far too much information”.

Sharm, Das, and Kumar (2008) investigated the present status of CA services in academic in Science and Engineering Libraries in Southern Nigeria. The findings showed that they do frequently use CA services, consult with librarians or visit exhibitions to gain information in the library.

Mekmunie (1994) cited in Afcende and Iyishu (2007) conducted a study on the evolution of current awareness services SDI in an academic library in New Mexico State University. The purpose of the evaluation was to determine the level of satisfaction and to develop a method for deciding which profiles needed updating. There were 71 responses out of 98 profiles, for a response rate of 72%. It was concluded from the findings that the users were satisfied with the services that majority of citations received were considered relevant: 35% of the users needed revision of their profiles, and few faculty members took advantage of the document delivery service.

Kannappanavar and Swamy (2013) conducted an evaluative study on users' perception and opinions towards CAS and SDI services Agricultural Science University libraries in South India. The aim of the study was to evaluate the extent of CAS and SDI services in the Agricultural University Libraries in South India. The study adopted a survey method. A sample size of 1000 users was drawn from a total population of 4396 users. Data were collected through a questionnaire method, and the data were analyzed using percentages. The result of the findings showed that 17% of postgraduates ((PG) students, 100% of research scholars, and 28% of faculty members were satisfied with the existing CAS services provided by the libraries under the study. On the other hand, 3296 of PG students, 30% of research scholars, and 28% of faculty members expressed that they need Selective Dissemination of Information (SDI) services. But overall 19% of PG students, 48% of research scholars, and of faculty members happy with the existing SDI services provided by the libraries. The remaining users were not satisfied with SDI services. This study is relevant to the present study in the area of users' satisfaction with current awareness SDI services provided in University libraries. The researcher intends to adopt the design of the study, data collection method, and method of data analysis, but the scope of the study, area, population, and sample size of the study will differ.

According to Afcende and Iyishu (2007), the role of the library as an information dissemination center is of immense value in the acquisition of information search characteristics Selective Dissemination of information (SDI) another aggressive service that can be provided by the library to aid users in their quest for information. Here, academic

librarians assume the function of screening the literature in order to inform their clientele of recent publications so as to keep them abreast of new trends and developments in their different fields. Owairu (2010) investigated the use newspapers in a given academic library in Nigeria. A survey research design was adopted for the study a total of 40 respondents were used for the study. The study population comprised users of the serial section of the library, where newspapers are used. The data were analyzed using descriptive statistics. The findings revealed that newspapers are predominantly used by members of staff of the Institution for current awareness and research purposes. The recommendation was made for improved access to newspaper information.

Also, Oji, (2010) investigated gender distribution or respondents in availability, adequacy, use of library resources and services in tertiary institutions in Bauchi Metropolis. A survey research method was used for the study A response rate of 75:67% was obtained. A questionnaire, interview, and documentary sources were used to generate data and descriptive statistics were used to analyze the data. The results revealed that more than half of the respondents 01 100.1%) were males and 11 (16.29% were females who made use of library resources and 41(603) males claimed that photocopying, current awareness, inter-library loan, and On-line internet services were inadequate as against 11 (16 2%) females who claimed that those services were adequate. The result showed that the majority of the users were not satisfied with the services of those libraries. That means users satisfaction in those libraries was rated very low.

Naqui (2013) conducted a study on Current Awareness Services: A case study of the College of Bovine Hospitality and Tourism Studies (CBHTS) Nasinu Library at Fiji National University. The survey was conducted to seek users' input concerning the awareness and use of current awareness (CA) services in the (CBHTS) library. A survey method used for the study. A sample size of 100 respondents was used from a total population of 150 users. The questionnaire method was used to collect data for the study. The data were analyzed using a simple method of calculation. The findings of the study revealed that the majority of the students and staff came to know about Current Awareness (CA) services through the library website, e-mail, and library tout. Notifications of new books and periodicals through e-mail are most popular. The display of the latest books and periodicals through the mail was the most popular CA service among the staff and students. The study recommended that CA services need more publicity and awareness. That bulletin board services should be introduced distribute to library users news of interest, calendar events, a summary of recent events, annotated lists of new books, a table of contents, and abstracts of newly acquired library materials Also, user education programme must be conducted regularly to train users on how to use different types of CA service so as to put the valid library resources to optimal use.

Comparatively, the above study is related the current study in the design of the study and method of data collection. But the area of the study sample, population, and data analysis differ. The current study intends to adopt the design and the method of data collection.

Strauss, Shreve and Brown (1972) cited in Naqui (2013) defined Current Awareness (CAS) as "The establishment of a system for reviewing publications immediately upon receipt, selecting

Information pertinent to the programme of the organization served, and recording individual items to be brought to the attention of those persons whose work they are related to. It involves a combination of processes including that selection at pertinent information from periodicals, books, pamphlets patents, and reports, in fact, anything of serious content that is received.

According to Johnson, Osmond and Holz (2009) Current Awareness Services (CAS) alert scholars, researchers, and health care practitioners of recently published literature in their fly specialization. Librarians who provide these services use various methods to keep current with academic and professional literature. It can be provided in many ways such by telephone, Routing of periodicals, list of latest periodicals received. tropical bibliographical on demand, content page service, News clipping service, electronic mail and bulletin board services, library bulletins and newsletters, abstract bulletins, list of microform documents and commercial current content service

Shafique (2009) in his study on study on selective dissemination of information services (SDI) to enhance access in library resources, found that the new services that can enhance the access to library resources were: SDI in relevant research areas, current awareness service, document delivery, blog development, and e-mail alerts. He opined that more dynamic, challenging, practical user-friendly services such as CA services and SDI should be given priority.

Nwaler (2003) cited in Nkanu (2007) says Current awareness services include the publication of current contents, the publication of current contents, the publication of a list of “new arrivals” and library display. He says that current awareness services are provided to ensure maxi exposure and utilization of the library's information resources. The library's objectives are held achieved when its documents are exposed and utilized. He further says that selective dissemination or formation (SDI) which is also a form of current awareness services, matches the prospective user with useful information in his subject urea at interest. The initiative for information discovery and dissemination is taken by the reference librarian in the following ways captures the research/academic profile of the user through a purposefully designed questionnaire, keeps a file for each important user (for example, a research scientist and others researchers), scan the contents of the most recent publications acquired by the library, match the information contents with specific user profiles, no relevant information, maser's file and sends the file to the user de contact user to check the file.

Onyenachi (2012) says through current awareness services, researchers get to know the latest developments in their fields. This is done by constant circulation of current journals to research. Information seekers who need current information equally give the librarian detail of what they need. The librarian sources for them, quickly they got the serves the user with the information. Also Afebende and Iyishu (2007) argued in their paper that libraries are means or channels communication of information in the diverse disciplines of arts, humanities, social science clones, and technology. That library information services have definite and positive contributions to the national development effort since dissemination and diffusion of knowledge take place through them. Library documentation and selective dissemination of Information (SDD) we two techniques explored in their study to show the relevance of libraries

in the provision of information as a step toward attaining national development goals. Those libraries and the services they provide will become useless unless they are effectively explored and utilized. They further say libraries are very effective and economic medium for the spread of education and dissemination of information. They educate, inform and are capable of transforming individuals into better citizens, and provide great sets for national development.

Shule and DeGroote (2005) cited in Adetomiwa and Olorunsola (2012) define selective dissemination of information (SDI) as a service provided by a library or other information agency whereby its users are periodically notified of new publication, report literature, or other sources of information in subjects in which they have specified an interest. They further say, historically, the Indian School of thought designed and developed SDI which was tested at IBM for personalized information by Scientists and Engineers. According to the report the service fascinated the engineers and in the information center and the service was developed as subsystem of the total information services provided by the information center.

Research Methodology

A survey research design was used for the study because it was that which is directed towards determining the nature of a situation, as it exists at the time of the investigation. The variables which are operative in the study; are the level of users satisfaction with circulation services and current awareness services in university libraries in south- south Nigeria, measured from responses from users to the questionnaire items. The research area is south-south zone Nigeria. The population of the study comprised 21,162 users, in the University of Calabar (5,315 users), Cross River Technology (2,240 users) University of Port Harcourt (15,115 users). River State University of Science and Technology (2,800 users), University of Uyo (5,020 users) and Akwa Ibom State University of Science and Technology (2,592 users) The accidental sampling technique was used in selecting 1,058 users for the study, (175 Users from LINICAL, 121 users from CRUTECH, 250 user from UNIPORT, 140 users from RSUST 251 were from UNIUYO; and 110 users from AKSUSTI

The instrument was 48 item Likert-type scale users evaluation questionnaire (UEQ), it has six parts, each with eight items on each of the chosen library services, circulation services and current awareness services. To determine the reliability of the study instrument, a trial test was conducted using Cronbach Coefficient Alpha Method in the trial test, fifty users from CRUTECH who were not part of the real study were selected for the exercise. The questionnaires were administered by the researcher. The instrument was administered one to the respondents to complete. Data collected were analyzed using the Pearson Product Moment.

Correlation Technique to determine the result of the reliability test as shown in table 1.

Table 1: Cronbach Alpha reliability coefficient of the research instrument (N=50)

S/N	Variables	No. of items	$\bar{X}$	S.D	α
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1.	Users' satisfaction with circulation services	8	22.22	5.28	.77
2.	Users' satisfaction current awareness services	8	22.82	5.75	.85

Data Results

The data used for testing null hypothesis 1 were generated by coding the users' responses on items measuring their satisfaction with circulation services in university libraries. The mean and standard deviation scores of the users were subjected to population t-test using a population of expected mean (X_o) of 15:00 obtained by multiplying the mean code (2.50) (calculated as $4-342+1-10-4-2.501$ of the response options by the number of items measuring the variables. The results are shown in table 2

Table 2: Population t-test analysis of the extent of users satisfaction with circulation services in university libraries in south-south (N=1058)

Variable	N	$\bar{X}$	S.D	df	μ	t-cal	Sig.
Library users satisfaction with circulation services	1058	9.86	2.84	1057	20.0	- 112.644	.000

The result as presented in this Table shows that t-value=112.644*, $P < 0.05$. Since $P(.000)$ then the significant value is 1.081, the null hypothesis is absolutely rejected. Thus, users' satisfaction with circulation services in university Libraries in South-South, Nigeria is significantly high. This implies that users are satisfied with circulation service provided in university libraries in south-south, Nigeria.

Table 3: Population t-test analysis of the extent of users' satisfaction with current awareness services in university libraries in south-south (N=1058)

Variable	N	$\bar{X}$	S.D	df	μ	t-cal	Sig.
Library users satisfaction with current awareness services	1058	13.05	5.05	1057	20.0	84.06	.000

The result in table 3 indicated that $t\text{-value}=84.06^*$, $P<.05$, Since $P(.000)$ is less than $p (05)$ the null hypothesis is absolutely rejected. This implies that users' satisfaction with current awareness service significantly high. In other words, library users have a higher than average satisfaction with current awareness services in university libraries in south-south Nigeria.

Discussion of Findings

The result of the first hypothesis showed that user's satisfaction with circulation services in university libraries in south-south Nigeria is significantly high. The finding of this study is in line with that of Bun and (2014) whose study was on users' satisfaction with the management of library services in three academic libraries in Benue State. Their findings revealed that the Federal University of Agriculture, Markudi was notably more satisfied with their library services than the users of Benue State University and College of Education Katsina-Ala libraries, which goes to show that the type of institutions was a function of users' satisfaction with library services. The study also revealed that libraries that are well stocked with the materials properly arranged, have conducive environment, manned by well qualified, experienced, and cultured staff have recorded a high rate of users satisfaction than libraries which had a minimal stock of information materials, haphazard arrangement of materials, ill-mannered and impolite staff. It was also found that where materials are actually circulated among users, there is high satisfaction than when it is not. This is because the main objective of any library to support the community, an objective which achieved through systematic acquisition and organization of all terms of recorded and undocumented information in all fields pertinent to the goals of the institution and making such information available for use.

The finding also agrees with that of Silkes and Gobain (2013) who investigated the use of library resources, users' satisfaction with library and services, and the information-seeking behavior of the students and research scholars of Tezpur University. The study revealed that users of the library were very much satisfied with the performance of circulation, online reservation, and online renewal of book services offered by the library.

The result of the second hypothesis revealed that library users' satisfaction with current awareness services in university libraries in the south-south is significantly high. The finding is in line with the view of Afebe and Iyishu (2007) that conducted a study on the evaluation of current awareness services (SD) in an academic library in the southeast state university. The purpose of the evaluation was to determine the level of satisfaction and to develop a method for deciding which profiles needed updating. It was concluded from the findings that the users were satisfied with the services, that majority of citations received were considered relevant.

The above findings were in line with the opinion of Naqui (2013) who carried out a study on current awareness services: A case study of the College of Business, Hospitality and Tourism Studies (CBHTS) Nasinu Library at Fiji National University. The finding of the study revealed that the majority of the students and staff came to know about the Current Awareness (CA) service through the library website, e-mail, and library tour. And they were satisfied with the services. The result he said could be due to the fact that the challenges of identifying relevant documents are of critical importance for researchers and for these in the information professions.

Conclusion

Based on the findings of the study, it can be concluded that library users lures high satisfaction with circulation and current awareness services in university libraries in south-south, Nigeria pertinent to state that for the users to derive satisfaction from library services, assistance by the librarians to the users is imperative. If a library user is assisted to gain access to the information source (s) he/she needs at the right time, he/she would be satisfied. If the librarian is ready and willing to lend materials to the users and the materials are not available, the users will be satisfied with the lending circulation services. The finding/conclusion of this study presupposes the adequate and quality library collections in the university libraries investigated.

Also, this seems to go for library personnel (like qualified academic librarians who are involved current awareness). For the finding conclusion in users' satisfaction with awareness services to be high, it implies good quality personnel, somewhat in appropriate number are available to reader satisfactory current awareness services the libraries investigated.

Recommendations

Based on the conclusion of the study, the following recommendations were made,

1. For the university libraries in the South-South to maintain high quality service delivery, authorities of university libraries should continue to advocate the procurement of current and relevant materials that would stimulate users' satisfaction in all programmes offered by the universities. Again, library authorities should encourage loan services in all university libraries, and the loan period for highly used books should be pegged down to two weeks for lecturers and one week for students.
2. To catch up with international best practices, newly acquired materials should continuously be displayed through current awareness services to enable users in know what is available (to print and non-print) in their wear of specialization for accessibility

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