



USERS' SATISFACTION WITH LIBRARY RESOURCES AND SERVICES IN THE STATE UNIVERSITY OF MEDICAL AND APPLIED SCIENCES (SUMAS), IGBO ANO, ENUGU STATE

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Abstract

This study investigates users' satisfaction with library resources and services at the State University of Medical and Applied Sciences (SUMAS), Igbo Ano, Enugu State. A descriptive survey research design was adopted. The population of the study comprised 200 registered third-year medical students. A simple random sampling technique was used to select a sample size of 80 students, representing 40% of the total population. The questionnaire served as the instrument for data collection. Data were analyzed using frequency counts, simple percentages, and mean scores generated with the Statistical Package for the Social Sciences (SPSS) version 23. Findings of the study revealed that users expressed satisfaction with resources such as the library bulletin, newsletters, and reference materials in applied sciences, while dissatisfaction was noted with digital gadgets, project/thesis collections, and electronic resources like CD-ROMs. In terms of services, users appreciated staff assistance and organization of resources but reported dissatisfaction with reprographics and borrowing services. Recommendations include expanding the collection of medical and applied sciences materials, increasing access to specialized digital databases, and providing more training on the use of digital resources. The study concludes that addressing the identified gaps can enhance user satisfaction and better align library services with the academic and research needs of the university community. The findings offer valuable insight to inform policy and practice, ultimately contributing to the improvement of library service delivery at SUMAS.

Introduction

In today's academic landscape, university libraries are essential in facilitating teaching, learning, and research by offering access to valuable information resources and services tailored to users' needs. As universities adapt to the growing demands of a knowledge-based society, user satisfaction has become a crucial measure of how well libraries fulfill their roles and maintain service quality. User satisfaction refers to the degree to which

library users' expectations and needs are met with regard to the availability, accessibility, and usability of library resources and services. It encompasses various aspects of the user experience, including the quality of materials, ease of access, staff responsiveness, digital support, and the overall environment (Alam&Mezbah-UI-Islam, 2022).

Notably, high levels of user satisfaction are typically linked to users' perception of the library as an effective support system for academic success. One of the primary factors influencing user satisfaction is the availability of adequate and up-to-date library resources. These include textbooks, academic journals, reference materials, electronic databases, and other educational tools that are vital for learning and research. When resources are relevant, current, and aligned with the curriculum, users are more likely to have a fulfilling library experience (Husna, Hazlin, Norhuda&Mastura, 2023).

Closely related to library resources are the library services, which play a key role in enhancing access and promoting the effective use of available materials. Lubega, Richard and Norman (2024) opined that services such as reference assistance, circulation, digital access, information literacy programs, and user support significantly shape the overall experience. These services help users navigate the increasingly complex information landscape and ensure they can derive maximum value from the library's offerings. The quality and accessibility of both resources and services are crucial to determining user satisfaction. Xu and Du (2018) emphasized that libraries that provide seamless access to digital and physical collections, responsive assistance, and user-centered programs tend to record higher levels of satisfaction. In contrast, when users encounter barriers such as outdated materials, limited digital access, or insufficient guidance they are likely to feel under-served.

In light of these considerations, evaluating user satisfaction becomes particularly important in relatively new and developing institutions such as the State University of Medical and Applied Sciences (SUMAS), located along Orba-Obollo Road in Igbo-Eno, Udenu Local Government Area, Enugu State. SUMAS was established by the Enugu State Government as the second state university on April 21, 2022. It was subsequently recognized by the National Universities Commission (NUC) as the 60th state-owned university and the 219th university in Nigeria (Ogbonna, 2024). The university is a specialized institution dedicated to advancing education in Medicine, Allied Health Sciences, Pharmacy, Engineering, and Natural Sciences, and currently serves a student population of approximately 6,000 across its various faculties.

The university's library, Rt. Hon. IfeanyiUgwuanyi Library, plays a vital role in supporting academic activities by providing comprehensive resources such as textbooks, academic journals, and electronic databases, among others (Asogwa, 2024). Beyond resource provision, the library offers essential services including reference assistance, circulation, digital access, and information literacy training. However, given the rapid evolution of information technology and the changing expectations of users, it is imperative to assess whether the library's current resources and services effectively satisfy the needs of its users. This study, therefore, seeks to examine users' satisfaction with library resources and services in SUMAS, with the aim of identifying strengths, gaps, and areas for improvement.

Statement of the Problem

Studies have shown that user satisfaction with library resources and services is a critical indicator of a library's effectiveness in supporting teaching, learning, and research. High levels of user satisfaction are often associated with increased academic productivity, enhanced learning outcomes, and greater utilization of library facilities. In specialized



academic institutions such as those focused on medical and applied sciences, access to up-to-date, relevant, and easily accessible resources is essential for academic success. However, at the State University of Medical and Applied Sciences (SUMAS), Igbo Ano, Enugu State, user satisfaction with library services appears to be influenced by several factors, including limited access to specialized medical and applied sciences materials, inadequate digital resources, insufficient user support services, and poor responsiveness to users' feedback. Additionally, existing research tends to focus on general or larger universities, with little attention paid to newer or specialized institutions like SUMAS.

This situation has consequently led to growing concerns among students and faculty about the adequacy and effectiveness of the library in meeting their academic and research needs. The lack of specialized databases, inadequate study spaces, and limited training in the use of digital resources are undermining the potential of the library to serve as a vital academic support center. Hence, this study seeks to assess users' satisfaction with the current library resources and services at SUMAS, identify the specific needs of its academic community, and determine areas requiring improvement. The findings will provide evidence-based insights that can guide the development of more effective, user-centered library services tailored to support teaching, learning, and research in medical and applied sciences.

Research Objectives

The following research objectives were formulated to guide this study:

1. Ascertain the level of satisfaction among SUMAS library users with the library resources?
2. Ascertain the level of satisfaction among SUMAS library users with the library services?
3. Ascertain the key factors affecting the satisfaction of library users in SUMAS?
4. Ascertain the library resources and services at SUMAS to be improved to better support the academic needs of students and faculty in medical and applied sciences?

Significance of the Study

The study on Users' Satisfaction with Library Resources and Services *in the State University of Medical and Applied Sciences (SUMAS), Igbo Ano, Enugu State* carries several significant implications that can have a long-lasting impact on the library services, policies, and academic experience at SUMAS. The following are the key contributions and significance of this study under various subheadings:

This research will provide a comprehensive understanding of the strengths and weaknesses of the current library resources and services available at SUMAS. By investigating users' satisfaction levels, the study will highlight areas where the library excels and, more importantly, where it falls short. The feedback gathered will serve as a valuable tool for library administrators to identify and prioritize improvements, ensuring that library services align more closely with the needs of students, faculty, and staff. This could include expanding the collection, upgrading technological facilities, improving access to digital resources, and providing better user support services. Ultimately, the findings of this study will contribute to enhancing the overall user experience within the library.

The results of the study will be instrumental in shaping policies and management decisions concerning library resources and services. By understanding user preferences and satisfaction levels, the study will provide evidence-based data that can inform library

management about areas that require immediate attention or investment. Additionally, the study can guide the development of future strategies aimed at improving the library's services, ensuring that policies are tailored to meet the evolving needs of the academic community. This will help the administration in making informed decisions about budgeting, staffing, and resource allocation to improve the overall functioning of the library.

The satisfaction of users, particularly students and faculty, is central to the success of any academic institution. This study will highlight how well the library resources and services are supporting the academic needs of the university community. By identifying gaps in the library's services and resources, the study will help make the library a more integral part of the learning environment. Improved library services directly contribute to the enhancement of research, study, and learning outcomes. This will positively influence students' and faculty's academic achievements, providing them with the necessary tools to engage in scholarly work effectively and efficiently. Ultimately, the study will encourage the development of a more robust academic culture at SUMAS, built on the foundation of accessible, efficient, and relevant library services.

Literature Review

University libraries play an essential role in supporting academic institutions by providing critical resources to students, faculty, and the wider university community. Nyakweba, Muwangu, and Sendikadiwa (2020) define university libraries as institutions designed to offer information resources that support teaching, learning, and research efforts. Similarly, Omeluzor, et al (2017) emphasize that university libraries are organized entities within universities with the purpose of meeting the information needs of their users by offering relevant and up-to-date resources. University librarians play a key role in supporting academic writing and publishing. They provide valuable services that help researchers throughout the writing and publishing journey, which is essential for academic growth and visibility (Mubofu& Mambo, 2022). However, it is important to raise greater awareness among researchers regarding the availability of these services (Chiparausha&Topodzi, 2020).

Similarly, university libraries play a central role in advancing academic success by providing essential resources and services. Libraries enhance student research by providing access to scholarly database, interlibrary loans and research assistance, as well as offering instructional programs and workshops (Hafsyah, Ridwan&Heri 2023). The transition to digital access further improves research efficiency, offering users access to a vast range of academic materials that go beyond traditional physical library collections. In addition to these resources, librarians incorporate critical information literacy into their teaching to help library users think critically about information's production and use (Tewell 2018).

The diverse needs of university library users require that libraries adapt and regularly assess their offerings. New students with different academic and informational needs enter universities each year, meaning that libraries must frequently evaluate how well their services and resources are being received. Iwhiwhu and Okorodudu (2015) define user satisfaction as how well library resources and services meet the needs of users. To maintain high user satisfaction, it is essential to understand user expectations and continuously evaluate library performance. The satisfaction of university library users can be influenced by various factors such as the availability of resources, the quality of services, and the performance of library staff. Afolabi (2018) points out that students tend to be satisfied with libraries that offer a variety of resources, particularly digital databases, which complement their academic needs. Similarly, Eze (2019) emphasizes that student satisfaction increases when librarians provide



personalized support, assisting with research and academic tasks.

Various studies have explored the factors that affect user satisfaction in university libraries. For example, a study by Veeramallu et al. (2021) on user satisfaction with library resources in engineering college libraries showed that faculty members preferred electronic resources and were satisfied with the convenience of library working hours. They also recommended improvements in infrastructure and digitalization of rare collections. Similarly, Amarasekara and Marasinghe (2020) conducted a survey at the Open University of Sri Lanka, revealing that while users were generally satisfied with library resources, they were dissatisfied with areas such as user awareness programs, information search training, and access to Wi-Fi and audiovisual materials. Soltani-Nejad et al. (2020) argue that users are more satisfied with libraries that provide easy access to high-quality digital materials. A study by Sadueste and Masalinto (2023) found that library users in Albay province were highly satisfied with hybrid resources, which combine physical and digital collections.

Despite the positive outcomes of user satisfaction, there are areas where university libraries can improve. Aliero and Sa'idu (2024) found that 77.22% of users were dissatisfied with the resources and services of Kebbi State Public Library, mainly because collections were deemed inadequate and outdated. Regular updates to resources, especially electronic databases, are necessary to ensure libraries meet the evolving needs of their users. This need for improvement is further emphasized by the shift to online services during the COVID-19 pandemic, which highlighted the importance of maintaining high user satisfaction through innovative online resources and services. By focusing on quality service delivery, digital resources, and user training, university libraries can enhance user satisfaction and maintain their relevance in the academic environment.

Methodology

This study adopted a descriptive research design, which allowed for the systematic collection and analysis of data to identify and describe the needs and experiences of the target population. The population consisted of 200 final-year medical students at SUMAS. These students represent the primary users of the library services, making them an ideal group for this research. This study used a simple random sampling technique to select a sample of 80 final-year medical students from the total population of 200. A total of 80 copies of questionnaires were distributed to sampled respondents, out of which 64 copies were returned and completely filled, hence used for the data analysis. The data collected for this study were analyzed using mean (). The data were presented in tables for clarity purposes. Each item was considered acceptable if the score is ≥ 2.5 while it was rejected if is < 2.5 .

Scope of the Study

This study focused on assessing the satisfaction of users with the resources and services provided by the library at the State University of Medical and Applied Sciences (SUMAS) located in Igbo Ano, Enugu State. The scope will cover various aspects of library usage, including but not limited to, physical resources (books, journals, etc.), digital resources (databases, e-books, etc.), library facilities, user support services, and the overall library environment. Additionally, the study will consider the institutional context of SUMAS, focusing on how its specific academic disciplines (medical and applied sciences) shape the library's resources and services. The study will be limited to the academic year 2024-2025, ensuring the results are relevant and timely for decision-making processes.

Research Question 1: What is your level of satisfaction with the library resources in SUMAS Library?

Table 1: Mean Response on level of satisfaction with the library resources in SUMAS Library

S/N	Library Resources	H	S	DS	HDS	$\bar{x}$	Decision
1	Library bulletin and newsletters	16	20	12	16	2.6	Accepted
2	Reference materials in the field of applied sciences	15	33	14	12	3.1	Accepted
3	Digital gadgets	4	17	7	36	1.3	Rejected
4	Regular subscription of online databases	23	21	15	5	2.9	Accepted
5	Electronic resources such as CD ROMs	4	16	28	16	2.1	Rejected
6	Books on the shelves	19	25	12	8	2.9	Accepted
7	Journals	20	24	8	12	2.8	Accepted
8	Project and thesis collection	12	12	20	20	2.3	Rejected
9	Online databases	8	12	12	32	1.9	Rejected
	Grand mean					2.2	

Key: Highly Satisfied (HS), Satisfied (S), Highly Dissatisfied (DS), and Highly Dissatisfied (HDS).

Table 1 displays the mean response of the respondents on level of satisfaction with the library resources in SUMAS Library. Out of the nine items listed the respondents are only satisfied with reference materials in the field of applied sciences with a mean score of ($\bar{x} = 3.1$) and regular subscription of online databases with mean score of ($\bar{x} = 2.9$) and the rest of the items shows a mean score lower than 2.5. In summary, the grand mean of 2.2 indicates that the level of user satisfaction with the library resources is low and there is need for improvement.

Question 2: What is your level of satisfaction with the library services in SUMAS Library?

Table 2: Mean response on level of satisfaction with the library services in SUMAS Library

S/N	Library Services	H	S	DS	HDS	$\bar{x}$	Decision
1	Operate an enquiry/reference service	19	26	11	8	2.9	Accepted
2	Full access to subscribe database resources.	28	24	8	4	3.2	Accepted
3	Reprographic services of the library	8	4	20	32	1.8	Rejected
4	I receive assistance from library staff when needed	36	24	4	0	3.6	Accepted
5	Organized resources for easy retrieval of information from the staff	24	40	0	0	3.4	Accepted
6	Notification of new arrival of library resources	4	12	34	16	2.1	Rejected
7	Lending and discharging services of the library	0	4	40	20	1.7	Rejected
8	Regular acquisition of resources	32	20	8	4	3.3	Accepted
9	Library staff are always available to answer questions,	36	28	0	0	3.6	Accepted
10	Weekend library services	4	8	24	28	1.9	Rejected
11	Orientation to the Use of library	24	32	4	4	3.2	Accepted
12	Opening and closing hours of the library	16	32	12	4	2.9	Accepted
13	Library promotion and advocacy	16	32	0	4	2.6	Accepted
	Grand mean						

Key: Highly Satisfied (HS), Satisfied (S), Dissatisfied (DS), and Highly Dissatisfied (HDS).



Table 2 displays the mean response of the respondents on level of satisfaction with the library services in SUMAS Library. Out of the thirteen items listed the respondents are satisfied with most of the items listed and showed dissatisfaction to few of them. Services such as "assistance from library staff when needed" (3.6), "library staff availability to answer questions" (3.6), and "organized resources for easy retrieval" (3.4) received relatively high satisfaction ratings, indicating that users appreciate the library's responsiveness and organization. In summary, the grand mean of 2.7 indicates that the level of user satisfaction with the library services is high but certain services, particularly those related to reprographics services, resource notification, and lending, need to be improved.

Research Question 3: What are the key factors affecting the satisfaction of library users in SUMAS?

Table 3: Mean Response on key factors affecting the satisfaction of library users in SUMAS

S/N	ITEM	SA	A	D	SD	$\bar{x}$	Decision
1	Availability of relevant resources	21	33	5	5	3.1	Accepted
2	Responsiveness of the library in addressing feedback and suggestions from users	8	48	4	0	2.9	Accepted
3	Quality of the library's physical and digital resources	21	23	17	7	3.0	Accepted
4	Availability of study spaces (e.g., group study rooms, individual study areas)	12	20	16	8	2.3	Rejected
5	Ease of using library services (e.g., borrowing, returning materials, online catalog system)	24	24	12	0	3	Accepted
6	Library's operating hours and accessibility during critical academic periods	20	28	3	5	2.7	Accepted
7	Library's physical environment	8	44	8	8	2.9	Accepted
8	Level of assistance and support provided by library staff	4	36	16	4	2.5	Accepted
	Grand mean					2.8	

Keys: SA =Strongly Agree; A =Agree; D =Disagree; SD =Strongly Disagree

Table 3 displays the mean response of the respondents on the factors affecting the satisfaction the library users in SUMAS Library. Out of the eight items listed, the respondents accepted seven of the items listed and disagreed to one of them which is "availability of Study space for group with a mean score of (=2.3)". factors such as "availability of relevant resources" (3.1), "library staff availability to answer questions" (3.6), and "organized resources for easy retrieval" (3.4) received relatively high satisfaction ratings, indicating that users appreciate the library's responsiveness and organization. In summary, the grand mean of 2.8 suggests that there are positive perceptions, while there are significant areas where user satisfaction could be enhanced, particularly in terms of study spaces and staff support.

Research Question 4: How can the library resources and services in SUMAS be improved to better support the academic needs of students and faculty in medical and applied sciences?

Table 4: Mean Response on how library resources and services in SUMAS can be improved to better support the academic needs of students and faculty in medical and applied sciences

S/N	ITEM	SA	A	D	SD		Decision
1	Expanding the collection of medical and applied sciences resources	49	15	0	0	3.8	Accepted
2	Increasing access to specialized online databases and digital resources	48	16	0	0	3.8	Accepted
3	Extending library hours, particularly during exam periods and weekends	41	17	7	0	3.6	Accepted
4	Providing more training and workshops on how to access and utilize the library's digital resources	40	20	4	0	4.2	Accepted
5	Improving the physical library space	50	13	1	0	3.8	Accepted
6	Increasing academic support services, such as reference and research assistance	47	13	3	1	3.7	Accepted
7	Introducing a better system for borrowing resources,	40	12	12	0	3.4	Accepted
8	Improving the library's responsiveness to feedback and suggestions from users	44	18	2	0	3.7	Accepted
	Grand mean					30	

Keys: SA =Strongly Agree; A =Agree; D =Disagree; SD =Strongly Disagree

Table 4 displays the mean score of how library resources and services at SUMAS library can be improved. The respondents accepted all the eight items listed as it all has a mean score above 2.5. Key suggestions include expanding the collection of medical and applied sciences resources with mean score (= 3.8) Providing more training and workshops on how to access and utilize the library's digital resources has the mean score (= 4.2), increasing access to specialized online databases and digital resources (mean of 3.8), and extending library hours during critical academic periods (mean of 3.6) respectively. These areas were highlighted by the users for improvements.

Discussion of Major Findings

The findings suggest that while users at SUMAS have positive views on certain aspects of library resources and services, there are significant gaps that need to be addressed to enhance overall satisfaction. Users appreciate the availability of medical and applied sciences resources and the responsiveness of library staff, but they are dissatisfied with aspects such as digital gadgets, the project/thesis collection, and study spaces. This indicates that although the library meets some academic needs, it falls short in supporting digital access and providing adequate physical spaces for students and faculty. The mixed satisfaction with library services, particularly regarding reprographic services and the lack of notifications about new resources, implies that improvements in communication, accessibility, and the organization of services are crucial.

Recommendations

1. There is a need to invest in more up-to-date digital gadgets and electronic resources, such as CD-ROMs and specialized online databases, to cater to the growing demand



for digital learning tools, especially for medical and applied sciences disciplines.

2. The library should prioritize the creation of additional study spaces, including group study rooms and quiet individual study areas, to accommodate the growing number of students and faculty who require conducive environments for academic work.
3. Critical services such as reprographics, notifications of new resources, and the borrowing system should be revamped to ensure they meet users' expectations. Regular updates about new acquisitions and a streamlined lending/discharging process would improve user satisfaction.
4. Extending library hours, particularly during peak academic periods like exams, would provide greater flexibility for users, allowing them to access library resources when needed most.

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