

Original Research

A Survey of Users' Satisfaction with Legal Information Resources in Adeleke University Law Library

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Abstract

The mission and vision of any library is the provision of information resources and services to satisfy users of the library, Libraries are the heart of any institution supporting teaching, learning, and research. The law library is not an exception to this. This study focused on users' satisfaction with legal information resources in Adeleke University Faculty of law library Ede, Nigeria. The study employed a descriptive survey research design and purposive sampling technique to select a sample size of 100 respondents using the library regularly through the library register opened to monitor users on daily basis. Questionnaire as an instrument for data collection. 95 of the questionnaire was returned meaning 95% response. The study was carried out to know why respondents visit the law library, and their level of satisfaction with available resources, services, and facilities. The findings of the study showed that respondents were satisfied with available resources and facilities, and insecurity of items kept in the library cloakroom was a major challenge. The study recommended more security services for users' belongings while using the library and improvement of the internet facility.

Keywords: User Satisfaction, Information Resources, Law Library Services, Law Library Staff, Adeleke University, Nigeria.

Introduction

Background to the study

The mission of any library is the provision of resources and services to be enjoyed by users of that library in form of utility or satisfaction. Satisfaction has been defined by the Longman dictionary to be expectations or pleasure derived from goods or services. Understanding users' expectations and feeling about a library's performance requires a user satisfaction study that provides feedback on the activities of the library. According to Verma (2018) Libraries serve the users to satisfy their information needs and to strengthen the collection and services of the

library and the level of using the library depends on users' satisfaction with the available information resources and services rendered to them. Idiegbeyan - Ose and Esse (2013) opine that libraries provide needed resources to users and meet users' expectations with knowledgeable and competent staff to achieve higher levels of user satisfaction. User feedback is a more reliable yardstick to measure user satisfaction and expectation in the library.

User satisfaction is an important parameter to measure library performance. The library exists to cater to the needs of its users. According to Collins English dictionary, a user is a person or thing that uses something such as a place, facility, product, or machine. Therefore, a user of the library has been defined as someone who visits the library to use the available resources. Satisfaction on the other hand is the pleasure that you feel when you do something or get something that you wanted. It is the utility derived from using a particular thing. Moustapha (2021) defined satisfaction as an evaluation of library resources and services in meeting the information needs and expectations of library users. User satisfaction is the degree to which the library can meet the demand of the users. Verma (2018). Libraries are service-oriented and satisfying users' needs cannot be compromised as user feedback and user satisfaction are considered reliable criteria for measuring the utility and effectiveness of any library.

In libraries, factors that can lead to user satisfaction are up-to-date resources, and facilities, access to facilities and equipment, prompt attention to users by library staff, and organizing the resources for easy retrieval. Abukari (2019) described factors influencing user satisfaction in the library to be the quality of staff, conducive environment, physical facilities, and equipment.

This study focused on users' satisfaction with legal information resources in Adeleke University Faculty of law library Ede, Nigeria

History of Adeleke University

Adeleke University is a faith-based institution of higher learning in the historic town of Ede, Osun State in the South-Western part of Nigeria. The University was founded in 2011 by Dr. Adedeji Adeleke through the Springtime Development Foundation (SDF), a philanthropic, non-profit organization established to assist indigent students to benefit from quality higher education, based on the Seventh-day Adventist philosophy of education. The university has six faculties, Faculty of Arts, Faculty of Business and Social sciences, Faculty of Basic Medical Sciences, Faculty of Sciences, Faculty of Engineering, and Faculty of law, the university also runs postgraduate courses in all faculties except the faculty of law which was established in

2014 to train and prepare students to become legal practitioners, the faculty has a modern Law library supporting training and research activities of the faculty.

The objective of the study

1. To identify the purpose of the visit to the library.
2. To identify the time spent using library resources.
3. To understand the opinion regarding the arrangement of books.
4. To assess the opinion about library resources, facilities, and services.

Literature Review

Many study have been conducted on library users' satisfaction, but few on law library users' satisfaction with legal resources. Academic Law library is the heart of any faculty of law, it provides the necessary legal information resources for the training of would be lawyers in Nigeria. (Ali, Tuyo & Mohammed, 2018). Muthuraja, Surendra and Shivaraj (2018) investigated users' satisfaction with library resources, services and facilities at Bembalgi Arts College, Palaresha Science College and Rathi Commerce College in India, questionnaire was distributed to 200 respondents with 170 responses. The findings showed that majority of the respondents were satisfied with the library resources with much emphasis on circulation services as excellent, the study suggested users' awareness of library resources and services.

Mwanza and Mukuvi (2015) investigating determinants of users satisfaction among visually impaired users in Thika and St. Lucy Schools, Kenyan visually impaired institutes, the population was 384 consisted of students, teacher librarians and library staff with a sample size of 91 respondents from both schools. The findings of the study showed that majority of the respondents 60.9% were satisfied with the library services and that lack of assistance from the library staff, lack of talking books and radio navigator contributed to dissatisfaction from the respondents. Umoh and Nwakaego (2020) studied users' satisfaction with physical facilities of university libraries in South – South Nigeria. The study adopted descriptive research design with sample size of 1056 respondents from six universities using questionnaire for data collection, the findings of the study showed that users were highly satisfied with reprographic services, lightning, shelving ,air conditioning system, seating arrangement, the study concluded that something else contributed to dissatisfaction with library services besides the above facilities and resources, the study recommended that library building should be strategically sited to ease research and learning. Salauddin (2018) investigated Perceived user satisfaction with library

resource and service performance at the Tagore Library, University of Luck now, in his findings users of library patronized the library for the purpose of using computers, printers, photocopiers, scanners, to check in and checkout library materials and to research.

Hemavathi & Chandrashekara (2018) in their study, user satisfaction on library resources and services in law College Libraries, the study showed that respondents visited law college libraries for borrowing library books and to read materials in their specific subjects and they opined that arrangement of text books were impressive, newspaper clippings service, majority of respondents were satisfied with the library resources and services. The study suggested that law college libraries should carry out user studies at regular intervals in their colleges in order to identify and search the required information. Abubakari, Dawudu & Abubakari (2019) investigated assessment of users' satisfaction with library resources and services at Bagabaga College of education library in Tamale, Ghana using a population of 1043 students and a sample size of 105 respondents randomly selected, the finding of the study showed that users were satisfied with the library resources and services but dissatisfied with the library reprographic service. Idiegbeyan - Ose and Esse (2013) investigated students' satisfaction with academic library resources using questionnaire as data collection and a population of 500 questionnaire students out which 473 were used. The finding revealed that students were satisfied with library resources and services at Covenant University Library and concluded that management of the library should be pay more attention to quality services to protect the image of the university library.

Materials and Methods

A survey research design was adopted using a quantitative research, design with a population of 350 law students and a sample size of 100 law students was purposively selected, 95 questionnaires was returned making 95% response, questionnaire was the instrument for data collection and descriptive statistics was used for interpretation of data. Primary data was used for literature review.

Results

In analyzing the findings of the study, 100 questionnaire was administered with 95% responses, out of this 95 respondents 45 (47.36%) were male while the remaining 54 (52.63%) were female (Table 1).

Table 1

Respondent by gender

N=95	No	%
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Male	45	47.36
Female	50	52.63

Table 2 indicates the ages of the respondents, below 20 years of age are 84.21%, with 10.52% ages within the bracket of 21-30 years; ages within 31-40years are 4.21% and above 41years is 1.05%.

Table 2

Respondent by Age group

N=95	No	%
Below 20	80	84.21
21-30	10	10.52
31-40	4	4.21
41 and above	1	1.05

Table 3 indicated frequency of visit to the law library with 52.63% visit daily, 41.05% visit weekly, 5.26% visit monthly and 1.05% visit the library quarterly. The table shows that many of the respondents visit the law library daily.

Table 3

Frequency of library usage

N=95	No	%
Daily	50	52.63
Weekly	39	41.05
Monthly	5	5.26
Quarterly	1	1.05
Others	-	-

the purpose of visiting the library is shown in Table 4. The main reason for visiting the library is to borrow library materials with 51.57% strongly agree that they visit the library for the purpose of borrowing books, 46.31% agree, having 98% of respondent agree to have visited the library for borrowing and consulting law library resources. 64.21% visit the library to make photocopy, 64% visit the library to use the internet and 5.26% use the library for leisure purpose

Table 4

Purpose of visit to the law Library

Purpose	Strongly Agree	Agree	Disagree	Strongly Disagree
To borrow materials	49(51.57%)	44(46.31%)	1(1.05%)	1(1.05%)
To consult library materials	56(58.94%)	32(33.65%)	5(5.26%)	2(2.10%)
To read newspapers	20(21.05%)	38(40%)	23(24.21%)	14(14.73%)
To prepare for examination/test/assignment	54(56.84%)	38(40%)	2(2.10%)	1(1.05%)
To use the internet	36(37.89%)	25(26.31%)	18(18.94%)	16(16.84%)
To use databases	14(14.73%)	31(32.63%)	36(37.89)	14(14.73%)
To consult law librarian	13(13.68%)	43(45.26%)	28(29.47%)	11(11.57%)
To photocopy documents	12(12.63%)	61(64.21%)	17(17.89%)	5(5.26%)
To read for leisure	5(5.26%)	10(10.52%)	40(42.10%)	40(42.10%)

Table 5 indicated users satisfaction with law library facilities and services, majority of the respondents were satisfied with the library lightning/ ventilation, seating arrangement, OPAC, lending services, reading space and furniture, internet facility and toilet facility, the only thing they were not satisfied with is the security provided for their bags and other items.

Table 5

Users' satisfaction with library facilities and services

	Highly satisfactory	Satisfactory	Not satisfactory	Undecided
Lightning/Ventilation	31(32.63%)	52(54.73%)	11(11.57%)	1(1.05%)
Seating arrangement	24(25.26%)	57(60%)	11(11.57%)	3(3.15%)
Reprographic services	22(23.15%)	61(64.21%)	11(11.57%)	1(3.15%)
Printing services	9(9.4%)	57(60%)	25(26.31%)	4(4.21%)
Security of bags and other items	9(9.4%)	36(37.89%)	45(47.36%)	5(5.26%)
Library OPAC / Card Catalogue	14(14.73%)	57(60%)	16(16.84%)	8(8.42%)
Lending services	15(15.7%)	40(42.10%)	38(40%)	2(2.10%)
Reading space and furniture	21(22.10%)	62(65.26%)	7(7.3%)	5(5.26%)
Arrangement of Books/shelves	26(27.36%)	55(57.89)	9(9.47%)	5(5.26%)
Internet facility	24(25.26%)	38(40%)	32(33.63%)	1(1.05%)
Reference services	21(22.10%)	47(49.47%)	18(18.94%)	9(9.47%)
Borrowing/ returning of book policy	22(23.15%)	58(61.05%)	11(11.57%)	4(4.21%)
User guidance/ orientation	21(22.10%)	47(49.47%)	18(18.94%)	9(9.4%)
Library timing	25(26.31%)	21(22.10%)	47(49.47)	2(2.10%)
Toilet facility	18(18.94%)	60(63.15%)	15(15.73%)	2(2.10%)

The satisfaction with library staff is indicated in Table 6. Majority of the respondents agreed that library staff were friendly with 22.10% strongly agree, 48.42% agree and 18.94% and 10.52% strongly disagree and disagree. Respondent agreed that library staff were cooperative and give them adequate attention with 54.73% and 18.94% disagree with the fact that library staff are not cooperative. Respondents agreed that library staff hold good behaviour and were professional in their dealings with users.

Table 6
Satisfaction with library staff

	Strongly Agree	Agree	Disagree	Strongly Disagree
Library staff are friendly	21(22.10%)	46(48.42%)	18(18.94%)	10(10.52%)
Library staff has less knowledge	21(22.10%)	19(20%)	48(50.52%)	7(7.3%)
Library staff give adequate time	24(25.26%)	48(50.52%)	12(12.63%)	11(11.57%)
Library staff are difficult to approach	11(11.57%)	29(30.52%)	37(38.94%)	18(19.94%)
Library staff are professional in their dealings	24(25.26%)	49(51.57%)	14(14.75%)	8(8.42%)
Library staff are not always available	12(12.63%)	11(11.57%)	43(45.26%)	16(16.84%)
Library staff are not cooperative	3(3.15%)	16(16.84%)	52(54.73%)	18(18.94%)

Discussion

The study is on survey of user satisfaction with law library resources in Adeleke University Ede, Nigeria. The study aimed to look at the demographic information of the respondents, their

gender, age, frequency of library usage, purpose of visit to the law library, users' satisfaction with library resources, services, facilities and staff. The respondents were asked about the purpose of visiting the law library, the result showed that majority, about 80% visit the library to read, consult the law library resources, borrowing of library legal resources and for the purpose of accessing internet facilities.

The users of the law library are satisfied with the facilities provided in the library such as seating arrangement, lightning and ventilation, lending services, reading space, OPAC, furniture, toilet facilities, library staff except that they complaint that their personal belongings are not safe in the library locker not provided with keys and locks. The library is able to meet the basic needs of the users. Moustapha (2021) stated in his study that access to up to date resources and facilities, competent, conducive environment and skilled staff are factors leading to user satisfaction.

The study looked at frequency of library usage, the result shows that majority of the respondents use the library daily. Some use weekly. Alabi (2018) stated that law library is the workshop of aspiring lawyers; respondents use the law library often. The study showed that users of the law library in Adeleke University Ede, Nigeria are satisfied with both the available resources, facilities and staff as shown in the study. The outcome of this study is consistent with the findings of Adeniran (2020) that conducive learning environment and well-mannered staff lead to user satisfaction. Also in similar studies adequate facilities, qualified staff and quality services result in user satisfaction, Abukari (2019), Gyau, Liu & Kwakye, (2021), Okwu and Braide (2021). A study with negative outcome is that of Mwanza and Mukuvi (2015) studied the determinant of users' satisfaction among visually impaired library users and the findings of the study showed inadequacy of textbooks, braille materials, facilities and services. This is in support of this study that identified lack of security for users personal materials.

The findings of the study showed that majority of the users visit the library on daily basis to consult the library resources, but were agitating for increase in opening hours. Respondents were satisfied with the library staff and services, but there is room for improvement. The findings showed that respondents were satisfied with the available legal resources both in prints and electronic formats. Majority of the respondents visit the law library regularly, respondents were satisfied with Adeleke University law library resources, services and facilities, with respect to reading space, furniture, lightning and ventilation.

Conclusion

This paper examined user satisfaction with legal information resources at Adeleke university faculty of law library. It was evident that respondents were satisfied with the available resources, facilities and services. The findings showed that a lot need to be done on security of users belonging kept in the cloak of the library, security officer be designated to the law library, to monitor in and out of users, internet facility should be more robust to enable users to access the electronic information resources available in the library. There is room for improvement in the area of more legal resources in prints and electronic format, training for law library staff to be able to serve users better.

Recommendation

The internet facility should be improved upon so that users can enjoy all the electronic resources acquired by the library. The library should provide adequate security for their users personal items, such as bags, laptop and other things. Regular training of law library staff is essential for effective service delivery.

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