STRATEGIES FOR INFORMATION SERVICE PROVISION AND USERS' SATISFACTION AMONG POLYTECHNIC STUDENTS IN KEBBI STATE, NIGERIA.

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Abstract: The study was designed to ascertain the strategies for provision of improved library services and users' satisfaction among polytechnic students in Kebbi State, Nigeria. In order to achieve the general objective of this research work, five specific objectives and five corresponding research questions were formulated to guide the study. The researchers employed survey research design in carrying out the study. The population of the study comprised of all registered students for 2022/2023 academic sessions in Waziri Umaru Federal Polytechnic Birnin Kebbi and Kebbi State Polytechnic, Dakingari. The instrument used for data collection was a Questionnaire. The result of the study was analyzed using mean and simple percentage using SPSS version 2.1. Result of the study showed that all respondents were in agreement with the services provided by the Polytechnic Libraries and believed that the services were provided to a very large extent. On reference services, only the extent of personal contact with mean score of 2.23 is rated negative. Other variables fall above the bench mark score of 2.50 mean criterion implying accepted or valid response. On circulation services, users expressed satisfaction with all the services with the exception of Shelf arrangement of books and loan period granted the users. Out of the eight constraints identified by the researchers, respondents gave positive response a with feedback rate above 50% on the majority of the variable. Inadequate photocopying machine, Inadequate opening period, Irregular internet services outdated materials were considered militating factors. Finding lasting solution as suggested by the researchers will address the identified challenges. The study therefore recommends among others that sustainability of the existing efforts and innovative services will go a long way in improving user's satisfaction. Libraries should improve shelf arrangement of books and enhanced internet services be provided to the users among others.

Index Terms – **Strategies, Information Services, Users, User's Satisfaction, Services Provision.**

1.1 INTRODUCTION

The need for provision of adequate information resources and improved services in the academic libraries in Nigeria cannot be overemphasized. That underpins its relevance in provision of quality services to the teaming clientele in order to meet its set goals. Academic libraries are statutory mandated to provide library and information services to the institutions of higher learning that establishes them. [19] defined academic libraries as libraries of academic institutions such as universities, Polytechnics and Colleges of education. The purpose of establishing these libraries is to meet the information needs of staff and students in the institutions they belong. The library is the heart of these institutions since all they do revolve round books. Basically, these libraries support all academic programmes offered in the institutions. [16] refers academic libraries as libraries or information centres-established to cater for the information, education and research needs of its targeted

users or an institution set aside for the use of students, lecturers, researchers and practitioners in academics or related areas. The emphasis of the academic libraries is the dissemination of information sources across all the subjects taught in that academic institution. It offers specialized services to its clientele majority of who are academic staff and students with quest for research-oriented information need. Thus, academic libraries are expected to acquire, organize, preserve and disseminate research findings to a larger audience and also set in motion for interaction in academic research work.

Essentially, library services are library processes and activities with the aim of disseminating desirable information to library users. Services to users in the broadest sense include all library functions since the ultimate aim of any library activity is the satisfaction of user's information needs [15]. Library and information community has provided a range of services which facilitate the inter-change of library data, promote the inter-operability of library system, and support the operation of national and international networking of libraries. [7] notes that these services include, reference services, circulation service, current awareness service, selective dissemination of information, Internet service, inter-library loan service, etc. [44] maintained that academic libraries in Nigeria provide reference, selective dissemination of information, current awareness services, referral services whereby enquiries are directed to other channels of information especially expert on the subject matter of investigation, interlibrary loan whereby recourse is made to external sources for specific information which the institute cannot provide and execution of literature search for users' etc. These services play important roles in improving users' access to the information resources which are held in the library collection, in collections of other libraries or which are accessible in the World Wide Web. Reference service provides the user of library and information service an interface with the larger body of knowledge to satisfy his information needs. Depending on the type of library or information centre, reference service may range from the provision of the desired information to the training and educating the user to identify and locate what he needs [12]. [39] reports that reference service satisfies the information needs of patrons (in person, by telephone, or electronic means) by answering substantive questions, instructing users' in the selection and use of appropriate tools and techniques and directing users to the location of the library resources. He adds that reference service assists in the evaluation of information and referring patrons to resources outside the library when necessary, in order to satisfy their information needs. The term circulation service applies to the process of lending books and other library information resources to users' and then accurately reshelving them after they have been returned to the library so that they could be retrieved by the next users. [8] maintains that this process involves a cycle where an item moves from shelf to user and back to shelf, in addition to the adjunct record keeping system. The entire process is based on the policies that the libraries have adopted concerning who may borrow what, for how long and what happens if the item is not returned.

[2] state that current awareness service is designed to maximize satisfaction through alerting users to current information services that might be of interest to them. They assert further that the services are usually rendered through weekly or bi-weekly bulletins of new publications added to the library stock, usually arranged in broad subject grouping, which are sent to academic departments or individual researchers, distributing photocopies of content pages of current journals among departments or individual likely to be interested in them. [31] maintains that the purpose of CAS in the academic research libraries is to supplement individual faculty member methods and habits of keeping current by providing a systematic and selective review of recently published literature. The service is intended to save time, offer extensive coverage of literature and incorporate the searching enterprise of the professional library staff in order to satisfy user information needs [29].

In the academic library setting, the need for individualized library service cannot be overemphasized. Selective dissemination of information offers such individualized library service delivery. According [10] special libraries have developed a wide range of activities to keep the clientele abreast of new and current development. Such services they continued may be directed to the organization as a whole or tailored to individual client and even to the secondary client. This sophisticated service is Selective Dissemination of Information (SDI). Christianson maintains that SDI matches the individual users' interest against incoming information resulting in a personalized service to each user. He stresses further that the major advantage of SDI is that it can find answers for inquirer more rapidly than he could himself and to this might be added that it could also provide answers which the enquirers need but have not thought to request. [27] states that at its best, SDI brings forward on a regular basis new information item within the patron's scope of interest. He further identifies at least four ways by which SDI satisfies users' information needs as follows: update on fields of interest, time saving control of information overload, immediate awareness of new field of interest by profile adjustment and identification and support of information gatekeepers.

Internet – the product of a combination of desktop computing and high-speed communications is more than just a different way of delivering library services. It constitutes a new paradigm for delivering library and

information services. The excitement surrounding it is fully justified [40]. Studies on the use of internet in satisfying library user information needs have been stressed. For instance, [17] provides numerous benefits and advantages of internet on sports administration which can also be applied to academic research libraries. Some of these benefits include: Speedy and easy access to information, remote access to information sources, access to unlimited information from different sources, more up-to-date information, facilitate the reformatting and combining of data from different sources etc. The driving force behind internet services is its convenience, efficiency and cost saving in satisfying users' information needs.

The needed users' satisfaction seems to be far from realization in the academic research libraries in Nigeria. [6] reports that visit to the library by students and lecturers for study and research have been stagnated and user frustration is progressively increasing due to inadequate and ineffective information service provision by the research libraries. [23] are of the view that library and information services have the capacity to make positive impact on both the students and lecturers' productivity, but in most cases, the needed impact is lacking. Part of the problem is due to the inadequate and ineffective library and information service provision. The total amount of effort duplicated in the daily library routines utilized a tremendous amount of time that are taken away from services to users, and the academic libraries lack professional tools such as bibliographies, manuals, and union lists among others. [9] were of the view that relevant and effective library and information service delivery is a prerequisite to user satisfaction in the academic research libraries. Available evidence also lends strong support to the close relationship between adequate and effective library and information service provision and user satisfaction and overall users' productivity.

The need to improved library and information services in the academic libraries in Nigeria is more urgent. It is also more challenging with respect to resource–poor students and lecturers whose resources to satisfy their information needs are weak or limited. Students and lecturers limited resource base, narrows the range of gateways that are feasible for them to satisfy their information needs; it also constrains their ability to access information themselves. It was observed that the resources provided for use in the library are rarely sufficient, more so, services provided are observed not to meet up with the expectation of the library patrons and the users do not have the power to influence the library policies more to meet their needs favourably. At the same time, libraries often have limited knowledge of the diverse and complex users' needs. To deliver relevant and effective services, librarians must have adequate knowledge of their users and their respective information needs to be able to ascertain which of the library services is suitable to meet a particular need. It is against this background that this study attempts to investigate strategies for provision of improved library services and users' satisfaction for polytechnic students in Kebbi State, Nigeria.

1.2   STATEMENT OF THE PROBLEM

Academic libraries are believed to be nerve center of any institution of higher learning. This is in recognition of its leading roles in information services provision, teaching, learning and research. The policy makers and the researchers are also of the opinion that information provision and utilization library resources and services are key components national development effort, thus the need for effective library and information service provision. It is glaring that we have witnessed a steady growth in the provision of information materials and services in academic libraries in Nigeria, a number of fundamental questions remained unanswered. The people of this country questioned the relevance and appropriateness of the services provision, in spite of all the efforts and funds expended on it. The extent to which information services actually satisfy users and its contributing to teaching, learning and research development are still subject of controversy and debate. Logic dictates that information service provision is essential for academic libraries and research development in Nigeria, but how can this be demonstrated? How tangible is the linkage between information service provision and the satisfaction and empowerment of library users'? The limited status accorded to library and information service provision in Nigeria suggests that its potential values are not self-evident.

[33], raised an alarm about the high rate of poor-quality information service delivery in academic libraries in Nigeria. An evidence of this includes user frustration, low patronage of library resources / services, dearth of trained librarians, lack of modern reference service tools etc. Similarly, an assessment of development efforts in information infrastructure and the services revealed lack of modern equipment and inadequate tools for service delivery in academic research libraries in Nigeria. Although the librarians and the information specialists may claim that various service and record database provision are now available and operational, policy makers and stakeholders understandingly look for a clear indication of its overall socio - economic benefits, and ask "so what?". The answer so far has been self-evident. It is expressed in sentences such as "information provision is the most critical resource and plays a fundamental rule in academic research and development. Yet there is no systematic body of empirical evidence to support this assertion, especially quantitative evidence. This was the challenge that prompted this current study. In essence, this study is seeking

an answer to the specific question. To what extent are users satisfied with information services provided by polytechnic libraries in Kebbi State? Clearly, as stated earlier others have investigated different aspects of library user studies. But there are limits to the relevance of these studies to the central issues being explored here. Majority of related researches focuses on information needs and seeking behaviour of library user. Amazingly, none of them to the best knowledge of the researchers focused on the issue of the extent to which users' are satisfied with services provided by academic libraries, despite its management importance. It on that background that this study was conducted to examine Strategies for Information Service Provision and Users' Satisfaction among Polytechnic Students in Kebbi State, Nigeria.

1.3   OBJECTIVES OF THE STUDY

The primary objective of this study is to investigate strategies for provision of improved library services and users' satisfaction in the polytechnic libraries in Kebbi State, Nigeria. The specific objectives of the study are:

1. Find out the types of library services provided for polytechnic students in Kebbi State.
2. To determine the extent to which library services are provided for polytechnic students in Kebbi State.
3. To examine the extent to which users are satisfied with the services provided for polytechnic in Kebbi State
4. To ascertain the constraints to user's satisfaction with services provided for polytechnic students in Kebbi State
5. To suggest strategies for provision of improved Library services for polytechnic students in Kebbi State.

1.4   RESEARCH QUESTION

The study was guided by the following research questions:

1. What are the types of library services provided for polytechnic students in Kebbi State?
2. What is the extent to which library services are provided for polytechnic students in Kebbi State?
3. What is the extent to which users are satisfied with the services provided for polytechnic in Kebbi State?
4. What are the constraints to user's satisfaction with services provided for polytechnic students in Kebbi State?
5. What are strategies for provision of improved Library services for polytechnic students in Kebbi State?

1.5   SIGNIFICANCE OF THE STUDY

This study which is concerned with examining the level of satisfaction enjoyed by library users with services provided by Polytechnic Libraries in Kebbi State has some importance to the lecturers, students, the Polytechnic Community, State and the nation at large from the following reasons. The data generated from this study reveal the weak aspects of the library and information service provided by the polytechnic Libraries in Kebbi State. Improvement on such weak aspect of the service will help to provide quality services for library users. The provision of quality library and information services will subsequently help to satisfy library users' information needs. This is because the quality of library and information service provision by the academic libraries will to a large extent determine the level of satisfaction users enjoyed with the services. A review of service may help in identifying which library service will best satisfy lecturers information needs, who are subject master specialists, and students who may need general information service provision. This may require a decision whether to expunge, expand, modify or discontinue with the existing services or reformulate the services.

The study further reveals differences and/or similarities existing between users' satisfaction with different type of services provided in the polytechnic libraries in Kebbi State. The findings of the study will, therefore, provide a basis for the librarian and other information officers to understand the types of information services that are required to meet information needs of users in Polytechnics. This will seem necessary in view of the fact that these institutions have been established to complement each other in Nigeria effort to transform her academic sector. Furthermore, apart from the polytechnic libraries in Kebbi State, other academic libraries can benefit from the findings of this study by utilizing the recommendations made in this study to improve their services. This may go a long way to improve library and information service provision in academic libraries as a whole for users' high productivity.

2.0 REVIEW OF RELATED LITERATURE
2.1 THE CONCEPTS OF LIBRARY AND INFORMATION SERVICES.

Essentially, library and information services are library processes and activities with the aim of disseminating desirable information to the library users, which will contribute to better practices and productivity of the users.

For administration purposes, library services are divided into two major areas: public or readers services and technical services. Public services include periodicals, documents, audiovisual materials, reference, interlibrary loan and circulation. Technical services include acquisitions, continuation, cataloguing and processing, [4].

[41] pines that readers service is a part of library establishment devoted to the provision of assistance, advices, and other services to the library users. Thus, it is a first rate of library service that facilitates the exploitation of the collection and it also provides library administration with information relevant to management of the collection. It is perhaps one of the most important services performed by the professional staff of the library. [14] are of the position that modern academic efforts must be supported by good library and documentation services, which will give researchers answers to a daily-questions, keep them informed of the advances in their fields of specialization and provide exhaustive coverage of publications which may be significant to their needs. [34] noted that the function of an academic library is to give support in the form of document-based information or knowledge to users. He explains further that in practice, library support means actively and selectively collecting, preserving and organizing library materials relevant to users' need and disseminating them to the users. [10] assert that one element of high-quality service and subsequent user satisfaction is the incorporation of users' personal needs and expectations into the development and service programmes. According to them, the continued success of a service organization such as academic library depends on the organization's ability to adjust its products and services to correspond to users' needs.

Library services to users in all kinds of libraries must be based on knowledge about the needs of the public served and about access to materials. Needs of the library users are determined by such things as community survey news release, and cooperative planning with faculties and departments. Access to materials involving order and linkages to resources could be based on only a library collection, but more likely it will also include access to other libraries and institutions collection and human and electronic database resources. While the above definitions seem to be quite similar, there are some differences in the meaning, emphasis, and use of the concept as a simple aggregation of activities, while others point to the synergies that originate from their operation. This study point of departure would be the view that the library service is not a simple aggregation of activities but a group of activities that operate like an invisible orchestra. The members of the orchestra play different parts of the score with an underlying harmony linking them. This orchestra can be characterized by coherence, harmony and synergy. Coherence brings different pieces together with same melody, harmony creates a tune that keeps the members playing with the same spirit and synergy ties the members more strongly around the common goal – users satisfaction.

2.2 THE CONCEPT OF USER SATISFACTION

[32] reviewed user satisfaction literature in MIS and concludes that it has been a central focus in information system research, generally serving as a surrogate for effective service delivery. [32] points out the lack of comprehensive theoretical assessment of the construct and also notes that confusion in the use of the term to refer goal, confusing the user and management view of the system. There are many varied criteria for user satisfaction and much research has tried to find the most parsimonious list of the criteria. The most criteria are product and service attributes such as accuracy, relevance, appropriateness, quality, timeliness, presentation, format, ease of understanding, readability and value.

User satisfaction may be the best 'omnibus' measure of library and information service delivery success. [38] argue that user satisfaction is the most important criterion in measuring library and information service delivery success and failure. [30] defines user satisfaction as the extent to which users' believe the services available to them meet their information requirement. The user satisfaction construct has been referred to as 'feltneed', 'system acceptance', 'perceived usefulness' and system appreciation. The concept of user satisfaction is based on Cyent and March suggestion cited in [21], that if the library and information services meet the information requirements of the user, the user satisfaction with the system will increase. Conversely, if the service do not provide the needed information the users will become dissatisfied. [11] also believes that there is a level of satisfaction below which the users' will discontinue use of the information system.

2.3 REFERENCE SERVICES AND USER SATISFACTION

Reference service provides the mechanism by which the user of library and information service can interface with the larger body of knowledge to secure what is desired. Depending on the type of library or information centre, that service may range from the provision of the desired information to the training and educating of the user to identify and locate what he/she needs.

[37] highlighted various reference services available at the Harbin Engineering University (HEU), to include: introducing of information resources available in the library; an alerting service to keep staff up-to-date with new resources; inter-library-loan; a subject navigation facility – that is a guide to resources in specific subjects; seminars on specialized topics and specific databases; and an information retrieval service for research project. He further recommended steps to effective reference service as follows: Collection of data about users' information literacy and information needs, informing the service model – focuses on face-to-face enquiries while modern network makes possible a one-to-multi or multi-to-one reference service, developing interaction with users' especially academic staff. The resulting should enable the librarian to find more effective ways to serve the users', delivering more effective training to focusing on the needs of lecturers. Training is an integral part of reference service, improving the reference service team subject knowledge. The reference librarian does not work alone but is part of a team, which should be evaluated according to its pool of shared knowledge. They must keep abreast of new techniques and trends in service delivery and share their knowledge and expertise. Because of the centrality of personal contact in information transfer, an important role of librarian surely is to design systems and services that can facilitate and enhance the relationship of users with each other. [13] believes that this is not a new idea but one that fully warrant repetition and reinforcement. A number of electronic systems have shown that using personal contacts is an important benefit to users'. Both the ARS, electronic publishing experiment and the development of the Nebraka databank AGNET (Academic Computing Network), a network which contains 200 computers programmes and gateways to other information sources, resulted in facilitating contacts between people. Contacts between users can be enhanced in more informal ways as well. Librarians can and should play a valuable part in enhancing contact between formal and informal channels of information as a way of providing adequate information services to satisfy users' information needs.

2.4   CIRCULATION SERVICES AND USER SATISFACTION

As society's need for information increase, the demand upon libraries to share their resources with the community increases also. The [5] states that library materials are required in order to be used. ALA further asserts that circulation is a major factor in the exploitation of many materials and can be difficult to measure. [18] (2010) states that all academic libraries circulate materials to their affiliated patrons, the most common being the faculty, staffs and students of the parent institution. He asserts further that the purpose of circulation function and circulation policies is to provide maximum availability of information to satisfy the clientele information needs. [4] maintains that in order to accomplish the objectives of library and information services (LIS), libraries provide circulation services to their users'

Webster's Ninth New Collegiate Dictionary defines circulation as "orderly movement through a circuit". In a library circulation, the orderly movement through a circuit, applies to the process of lending books and other library materials to users' and then accurately reshelving them after they have been returned so that they will be retrievable by the next user. [8] notes that the primary function of circulation department, its reason for being is to facilitate, the process of circulating books from the regular collection. He maintains that this process involves the cycle an item moves from self to user and back to shelf, plus the adjunct record-keeping systems. The entire process is based on the policies that the library has adopted concerning who may borrow what, for how long, and what happens if the item is not returned.

Regular, full time students are also an easy-to-define category. In addition to the regular full-time students, there are always some categories of near-students for whom policies need to be established. These include, part time students, students taking a semester off; and high school students taking one course or the other. [5] states further that student loan policy is the most important loan policy to be established since students do most of the borrowing in any academic library. The goal for student loan policies is to find a policy that provides timely access for the most students at a reasonable cost to the library. In many institutions, administrators are given faculty-borrowing privileges, presumably their institutional IDs will identify their status. Although they may borrow many books, this is not usually a problem category.

2.5   CURRENT AWARENESS SERVICES AND USER SATISFACTION

Current awareness service is a type of library service for notifying library users' of current documents and information sources. [41] stated that a current awareness service is a service designed to alert library and information service users' to new information in a specific field which they have previously decided is of interest to them. He further identifies a number of formats in which current awareness service can be encountered. The two basic forms according to Rowley are, bulletin and selective dissemination of information (SDI). Bulletin is a printed list or set of list for consultation on a VDU (Visual Display Unit) which is published and distributed to a number of users' on a specific subject areas. Most of such bulletin Rowley further asserts list articles or abstracts together with citation of relevant new document in a subject area. Some bulletin offer a digest of the information and others actually include extracts from the documents announced. [22] stress that the objectives of current awareness service are to: (1) Provide faculty with access

to comprehensive sources of current, relevant, specialized information (2) facilitates ways in which faculty and students save time, effort and fund in retrieving and obtaining publication in their fields, and (3) provide on a regular basis information that is more current than that routinely found in faculty. Relatedly, [20] states that the objective of CAS is to inform scientist and other library users' of new bibliographic materials in their fields.

2.6   SELECTIVE DISSEMINATION OF INFORMATION AND USER SATISFACTION

According to Christianson cited in [45] special libraries e.g. academic libraries have developed a wide range of activities to keep the clientele abreast of new and current development. Such services may be directed to the organization as a whole or tailored to the individual client and even to the secondary client. The sophisticated current awareness service which has been developed is the SDI. Christianson maintains that SDI matches the individual users interest against incoming information, resulting in a personalized service to each users. He stresses further that the major advantage of SDI is that it can find answers for inquirer more rapidly than he could himself and to this might be added that it can also provide answers which the inquirers need but has not thought to request. Similarly, [30] defines SDI as that service within an organization that concerns with channeling new items of information from whatever source, to those points in the organization where the probability of usefulness in connection with current interest is high. Lull uses the term SDI in the specific connotation of the term, namely computer selection of documents of interest to a specific individual according to a uniquely structured profile. At its best, SDI brings forward, on a regular basis, new information items within the patron's scope of interest, nothing more and nothing less, it could therefore be defined as the quintessential library service. Designated by various names at different points in time – profile of interest, CAS, scouting and routing - it is a custom, ad - hominem feature which is alive and well in the special library environment. [27] states that SDI is particularly developed in the academic institution libraries were the time of highly skilled, scarce and well remunerated technologist is readily translated into money, with a clear impact on the balance sheet and related blessings by the stakeholders. He maintains that the global objectives of SDI remain: Culling the new materials selectively to a large user community made up of perhaps, thousands of individuals, searching for documents commonly close in order of magnitude to the number of queries received and handling feedback information that might require information repackaging and evaluation of citation etc.

[2] posit that through SDI services individual library users are informed of the materials current or retrospective of value to their specific needs. They maintain that in providing this service, the library keeps an interest profile of every user, and information is brought to users on the availability of certain publications in accordance with their subject interest. They conclude that computer searching for relevant bibliographic information such as citation to journal articles is usually based upon the principles of SDI.

2.7   INTERNET SERVICES AND USER SATISFACTION

Until the end of the 20th century, in each academic library, there was a traditional library for each department, affiliated colleges, and central library containing books, reference sources, technical reports, progress reports and journals etc. of general interest. The universe of knowledge was mainly available in the form of print. According to [43] the electronic collection and related services have affected the services, activities and form of university of academic library systems in the beginning of 21st century. According to [15], there is a considerable body of research on user behaviour in respect to information retrieval (IR) systems although research on retrieval from the World Wide Web (WWW) is not as advanced. However, surveys on web usage give some sense of what the average web searcher is doing and point to differences between web searches and queries with traditional IR systems. Observations of the average web searcher point out that lack of satisfaction with internet services may be due to lack of understanding of how a search engine interprets a query. For instance, [43] noted that few library users are aware of when a search services defaults to AND or OR and expect a search engine to automatically discriminate between single terms and phrases. [25] found that users' provide few clues as to what they want, approaching a search with an attitude of "I will know it when I see it", which creates difficulties in formulation of a query statement in a library system.

[28] is of the opinion that internet search system will evolve to meet the behaviour of the average library user. Thus, it can be seen that there has been shift towards the introduction of search features that appear to respond to the ways in which users' actually search these systems e.g. search assistance, query formulation, query modification and navigation. Larson further asserted that the notion that improved interaction may be key in improving results of information retrieval is attractive in principle, but not necessarily true in reality. [26] states that users' don't want to interact with a search engine much beyond keying in a few words and letting it set out results. This can also be seen from the Devise results [24], where the interaction dimension had the weakest correlation with users'' overall rating of satisfaction (where efficiency had the strongest correlation, followed by effectiveness utility and then interaction). It can thus be assumed that most library users' do not

use advanced search features or either complex queries, or want to interact with search systems that do not respond easily to the information needs. As a result, systems such as search engines are now trying to automate query formulation, shifting the burden of formulating precise or extensive terminology from the user to the library system.

Internet technology according to [17] provides numerous benefits and advantages to sports managements which can be applied to the academic research libraries users. The benefits and advantages include: Speedy and easy access to information, remote access to users', round the clock access to academic researchers, access to unlimited information from different sources, more up-to-date information, flexibility of information used by individuals according to requirement and facilitate the reformatting and combining of data from different sources. For information to be delivered with the précision and relevance, which sustainable academic development requires, [34] states that it must be properly organized, stored and retrieved with ease to achieve this objective, he concluded, text – digitizing techniques is now one of the latest optical technologies through which sustainable academic information is disseminated. [43] writing on AGRIS and the internet asserted that AGRIS has been in operation for 20 years and in this 20 years, increased computing power, better price performance ratio and two major developments in the field of data processing have had a strong impact on how users' access databases for required information, one of such developments they noted is the introduction and the evolution of personal computer, which in most places has evolved to a workstation on a local area network (LAN), and secondly the upsurge in computer networking.

2.8   PHOTOCOPYING SERVICES AND USER SATISFACTION

Photocopying services provide opportunity for library users' to have access to part of book which they require for research and study activities. These services have become common features in modern academic research libraries and they assumed importance in dissemination of information in resource sharing and in keeping record for future use and reference. Photocopying of journal articles, chapter in books, reports, and other documentary sources are done to satisfy user information needs.

[46] defines photocopy service as the provision of surrogates for stock held on open or closed access, the delivery of non-book materials, the loan of items to close and remote users' to satisfy their information needs.

[35] posits that photocopying service is perhaps one of the most appropriate method of satisfying information needs of library users' in East Africa. He maintains that some professionals in Kenya consider this service as an extension of inter-lending process. He identified some factors that make photocopying service an ideal method of information provision to include; cost of buying new books, some books are out of print, and distance between the user and the location of the library.

2.9   CONSTRAINTS TO USER SATISFACTION WITH LIBRARY AND INFORMATION SERVICE PROVISION

Effective and appropriate information service provision is not important to academic research alone but also in the utilization and application of academic research findings. In spite of the fact that there has been some recognition of the importance of academic information service provision, there are still many obstacles facing service provision for user satisfaction.

[28] identified a range of problems facing academic library service in developing countries among which are: Limited academic services for quality education research and extension, lack of modern reference and documentation services, inadequate inter-library loan efforts among developing countries academic libraries.

[1] stated that communication problems adversely affect user satisfaction. He maintains that lack of reliable telephone, telegram, and transport systems, within less developed countries including Nigeria not only cut off the desired link between academic research libraries for exchange of materials but also cut off new information professionals from their peers.

3.0 RESEARCH METHODOLOGY

3.1 RESEARCH DESIGN

This study employed the use of survey research design method. In a survey design, a group of people or items are studied by collecting and analyzing data collected from a few people or items considered to be representative of the entire population. This study fits into survey design in the sense that it aims at collecting data from a representative sample of library users for the purpose of describing in a systematic manner the character and facts about the satisfaction users' derive from library services in the Polytechnic Libraries in Kebbi State, Nigeria.

3.2 AREA OF THE STUDY

The study centered on Polytechnic Libraries in Kebbi State located in North West geopolitical zone of Nigeria. There are two Polytechnics in Kebbi State. The Waziri Umaru Federal Polytechnic located at Birnin Kebbi, the capital city of Kebbi State, and Kebbi State Polytechnic Dakingari Located at Dakingari, Suru Local Government Area of Kebbi State.

3.3 POPULATION OF THE STUDY

The population of the study was made up of all registered Polytechnic Students in the 2022/2023 academic session of the Polytechnics under study. The total population for the study was as follows:

S/N	NAME OF INSTITUTION	POPULATION OF THE STUDENT
1	Waziri Umaru Federal Polytechnic, Birnin Kebbi	8,674
2	Kebbi State Polytechnic, Dakin-Gari	328
	Total	9,002
Total Sampled size 368 (Krejcie & Morgan, 1970)		

3.4 SAMPLE AND SAMPLING TECHNIQUE

To determine the actual number of the students, list of all registered students was obtained from the respective heads of departments. Using the Krejcie & Morgan's table of sample determination, a sample size of 368 students was arrived at and was used for the study, Total Sampled size 368 (Krejcie & Morgan, 1970).

3.5 INSTRUMENT FOR DATA COLLECTION

Questionnaires was used as instrument for data collection for this study. The questionnaire was captioned Library Services and User Satisfaction Questionnaire (LSUSQ) meant for the students who were the targeted population for the study.

3.6 VALIDATION OF THE INSTRUMENT

The questionnaire was subjected to face and content validation by research expert in the Department of Library and Information Science. These experts were requested to examine the clarity of expression used as well as the appropriateness of the language. Their comments and observation were used to refine the instrument for distribution to the sampled population.

3.7   METHOD FOR DATA COLLECTION

Copies of the questionnaire was administered to the registered students targeted population with the aid of two trained research assistants. The copies of the questionnaire were administered on and retrieved from the respondents in the institutions under study. This was to reduce the delays associated with the mailing system and equally to enhance return rate of questionnaire.

3.8   METHOD OF DATA ANALYSIS

The data generated from the use of instrument will be analyzed using Mean and Simple Percentage. SPSS version 2.1 was used to analyized the data collected from the activities of the field work. Out of the 368 copies of questionnaires distributed, 314 copies representing 85.33% was correctly filled and returned. The data analysis was therefore done based on the correctly filled and retuned instruments. The study employed the use of 4-point Likert scale rating. The mean score 2.5 and above was considered valid and accepted while the percentage rating of 50% and above was considered valid and accepted.

4.0   RESULT: DATA PRESENTATION AND DATA ANALYSIS
4.1   RESULT OF DATA ANALYSIS

Section A 1: Demographic Information of Respondents
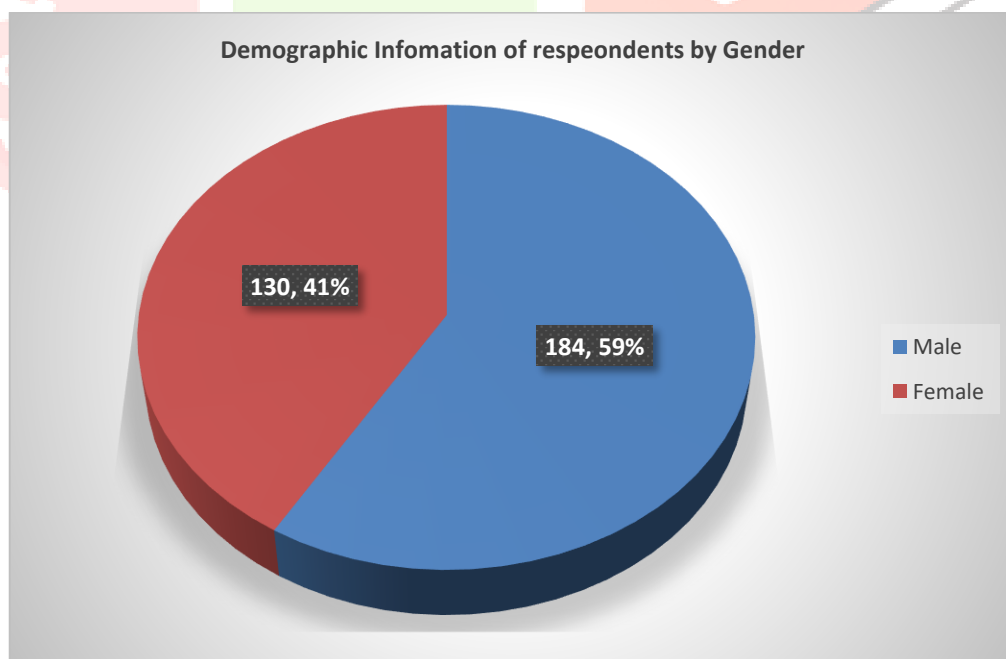
Figure 4.1: Demographic Information of Respondents

The data of the chart presented above shows that out of the 314 respondents drawn from the population of this study in the two polytechnics under review, 184 representing 59% of the respondents are male while 130 representing 41% of the respondents were female. This indicates that majority of the respondents were Male students from both polytechnics.

Section A 2: Types of Programme of the Respondents
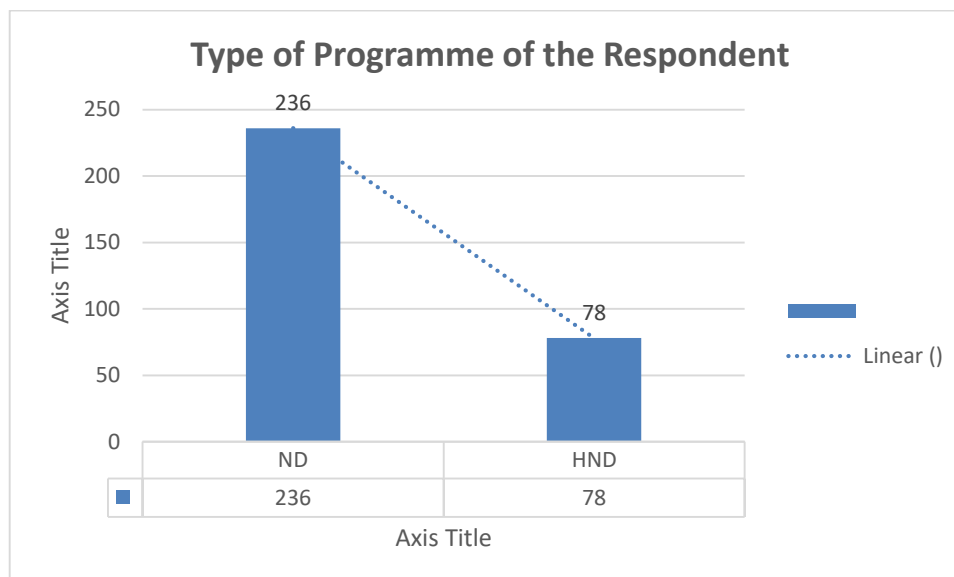
Chart 4.1: Types of Programme of the Respondents

On the type of Programme ran by polytechnic students in the institutions under review, the study revealed that majority of the respondent that took part in providing response for this study are National Diploma Students with 236 respondents representing 83.76% whereas 78 respondents representing 24.84% were HND Students. This is expected considering fact that Kebbi State Polytechnic Dakingari is yet commence HND Programme, hence, the low population of the HND Students.

Section B: Research Question items

RESECH QUESTION I: WHAT ARE THE TYPES OF LIBRARY SERVICES PROVIDED FOR STUDENTS IN POLYTECHNIC LIBRARIES IN KEBBI STATE.

Table 4.1: Types of Library Services Provided for Students in Polytechnic Libraries in Kebbi State.

S/No	Types of Services	HA	A	NS	NA	Mean
1.	Reference services	192	38	52	32	3.24
2.	Circulation services	181	39	63	31	3.18
3.	Current Awareness Services	162	83	36	33	3.19
4.	Selective dissemination of information services	155	90	42	27	3.19
5.	Internet services	194	63	40	17	3.38
6.	Photocopying services	141	77	42	54	2.97

Key: Highly Available (**HA**) Available (**A**) Not Sure (**NS**) Not Available (**NA**)

The table 4.1 above revealed that all the services enumerated were rated above the bench mark mean score of 2.50 which implies that all the respondents were in agreement on the services provided the Polytechnic Libraries under review.

RESECH QUESTION II: WHAT IS THE EXTENT TO WHICH LIBRARY SERVICES ARE PROVIDED FOR STUDENTS IN THE POLYTECHNIC LIBRARIES IN KEBBI STATE.

Table 4.2: Extent of Services in the Polytechnic Libraries.

S/No	Extent of Services	VRP	PR	OP	NP	Mean
1.	Reference services	189	53	42	30	3.28
2.	Circulation services	151	67	63	33	3.07
3.	Current Awareness Services	172	63	52	27	3.21
4.	Selective dissemination of information services	188	69	35	22	3.35
5.	Internet services	183	70	41	20	3.32
6.	Photocopying services	187	49	44	34	3.24

Key: Very Regularly Provided (**VRP**) Regularly Provided (**RP**) Occasionally Provided (**OP**) Not Provided (**NP**)

On the extent to which library services are provided, table 4.2 above shows that all the services are provided to a very large extent in Waziri Umaru Federal Polytechnic Library and Kebbi State Polytechnic Dakingari Library. The response rate indicated acceptance by the users with the extent to which the services are provided having scored above 2.50 mean. Reference services has a mean score of 3.28, Circulation services 3.07, Current Awareness Services 3.21, Selective dissemination of information services 3.35, Internet services 3.32 and Photocopying services 3.24 respectively.

RESECH QUESTION III: TO WHAT EXTENT ARE USERS SATISFIED WITH THE SERVICES PROVIDED IN THE POLYTECHNIC LIBRARIES IN KEBBI STATE.

Table 4.3: Extent of users are satisfaction in the Polytechnic Libraries.

S/No	Reference Service Provision and Users Satisfaction	HS	S	D	HD	Mean
1.	The adequacy of reference collection	188	63	28	35	3.29
2.	The extent of referral service provided	151	82	45	36	3.11
3.	The assistance of reference librarian	188	55	41	30	3.28
4.	The timeliness of reference service provided	172	29	68	45	3.04
5.	The extent of personal contact with others provided.	95	30	41	148	2.23
S/No	**Circulation Service Provision and Users Satisfaction**	**HS**	**S**	**D**	**HD**	**Mean**
1.	The number of items loanable at a time	177	64	43	30	3.24
2.	The opening period of the library	98	151	40	25	3.03
3.	The loan period granted the users.	73	48	73	120	2.24
4.	The Shelf arrangement of books	71	80	38	125	2.31
5.	The lending processes	166	58	30	60	3.05
6.	Overdue recall fines	162	70	43	39	3.13
S/No	**Internet Service Provision and Users Satisfaction**	**HS**	**S**	**D**	**HD**	**Mean**
1.	Access to e-journal/Book subscriptions required	190	72	30	22	3.37
2.	The convenience of the service	188	55	44	27	3.29
3.	The precision of information from the system.	169	64	48	33	3.18
4.	The number of search engines (e.g. Google, Yahoo etc.) that are accessible	178	60	49	27	3.24
5.	The cost of the services	197	65	38	14	3.42
S/No	**Photocopying Service Provision and Users Satisfaction**	**HS**	**S**	**D**	**HD**	**Mean**
1.	Number of Photocopy machines	159	67	53	35	3.11
2.	Quality of production	199	61	28	26	3.38
3.	Cost per page	187	65	34	28	3.31
4.	Timeliness of the service	183	41	39	51	3.13
5.	Staff responsiveness	179	59	43	33	3.22

Key: Highly Satisfied (**HS**) Satisfied (**S**) Dissatisfied (**D**) Highly Dissatisfied (**HD**)

Table 4.3 above revealed that with the exception of the extent of personal contact with others which has 2.23 and fall below the bench mark of 2.50 mean criterion in implying rejected or invalid response, other variable tested including the adequacy of reference collection, the extent of referral service, the assistance of reference librarian as well as the timeliness of reference service were rated above the bench mark which means respondents were satisfied with those reference services provided by the polytechnic Libraries under review. On circulation services, users expressed satisfaction all the services with the exception of Shelf arrangement of books and loan period granted the users. The table further shows that strongly that users are satisfy with the rate at which internet service are provided with all the variables scoring above the bench mark. Similarly, user expressed satisfaction with the photocopy services provided in the libraries under study, they expressed satisfaction with variable presented with a positive response of mean score above the set criterion.

RESECH QUESTION IV: WHAT ARE THE CONSTRAINTS TO USER SATISFACTION WITH THE SERVICES PROVIDED IN THE POLYTECHNIC LIBRARIES IN KEBBI STATE.

Table 4.4: Constraints to User Satisfaction in the Polytechnic Libraries.

S/NO	CONSTRAINTS TO USER'S SATISFACTION	FREQUENCY	PERCENTAGE RESPONSE
1	Staff unresponsiveness	159	50.64
2	Outdated material	140	44.59
3	Lack of communication facilities	160	50.96
4	Inadequate photocopying machine	120	38.22
5	Inadequate opening period	97	30.89
6	Irregular interest services	124	39.49
7	Slow processing of data by internet	172	54.78
8	Inadequate user education	180	57.32

Out of the eight constraints identified by the researchers, respondents gave positive response with feedback rate above 50%. Respondents believed that staff unresponsiveness, Lack of communication facilities, slow processing of data by internet as well as inadequate user education are factors that could militate against user satisfaction in Waziri Umaru Federal Polytechnic and Kebbi State Polytechnic Dakingari. Whereas, they opined that Inadequate photocopying machine, Inadequate opening period, Irregular internet services outdated materials are not militating factors.

RESECH QUESTION IV: WHAT ARE THE STRATEGIES FOR IMPROVEMENT OF USER SATISFACTION WITH SERVICES PROVIDED IN THE POLYTECHNIC LIBRARIES IN KEBBI STATE.

Table 4.4: Strategies for the Improvement of User Satisfaction

S/NO	STRATEGIES FOR IMPROVEMENT OF USER SATISFACTION	FREQUENCY	PERCENTAGE RESPONSE
1	User Friendly Staff	230	73.25
2	Provide Updated Materials	230	73.25
3	Improved of communication facilities	170	54.14
4	Provision of Adequate photocopying machine	164	52.23
5	Adequate opening period	171	54.46
6	Regular Internet services	210	66.88

Out the strategies proposed to improve user satisfaction in the libraries under study, the table 4.4 below revealed that User Friendly Staff and Provision of Updated Materials with percentage rating of 73.25% each

are rated highest, followed by provision of regular internet services with percentage of rating of 66.88%. provision of Improved of communication facilities adequate opening ours and Provision of Adequate photocopying machine were rated 54.14%, 54.46% and 52.23% respectively. This implies that user and considerably convinced that the deployment of the identified strategies will go along way in addressing the identified challenges in the polytechnic libraries understudy.

5.1   SUMMARY OF MAJOR FINDINGS.

Out of the 314% respondents for the study, male constitute 59% (184) with female population of 41% (130) implying that majority of responses gathered for this study was from male compare to their female counterpart. On other hand, majority of the respondent were National Diploma Students (236) representing 83.76% while 78 respondents representing 24.84% were HND Students this is in the account that Kebbi State Polytechnic is yet to commence HND Programme.

All respondents were agreement on the services provided by the Polytechnic Libraries and believed that the services were provided to a very large extent. Based on the level of satisfaction with library services under review, respondent expressed varied opinion. On reference services, extent of personal contact with others fall below the bench mark of 2.50 mean criterion in implying rejected or invalid response. other variable tested were positive and accepted having scored above the minimum score rating. On circulation services, users expressed satisfaction with all the services with the exception of Shelf arrangement of books and loan period granted the users. Result also indicated that users are satisfied with rate at which internet services are provided by the polytechnic library based on the positive responses they provided. The variable tested scored above the stipulated bench mark of 2.50 mean rating. Similarly, users expressed satisfaction with the photocopy services in the polytechnic libraries.

Out of the eight constraints identified by the researchers, respondents gave positive response with feedback rate above 50% on staff unresponsiveness, Lack of communication facilities, slow processing of data by internet as well as inadequate user education as factors that do not militate against user satisfaction in Waziri Umaru Federal Polytechnic and Kebbi State Polytechnic Dakingari. Whereas, they opined that Inadequate photocopying machine, Inadequate opening period, Irregular internet services and outdated materials are militating factors. They suggested User Friendly Staff, Provision of Updated Materials, provision of regular internet services, provision of Improved of communication facilities, adequate opening ours and Provision of Adequate photocopying machine respectively as majors to address the challenged of poor services delivery in the Polytechnic Libraries under review.

5.2   RECOMMENDATIONS

The following recommendations have been made based on the findings of the study.

1. Sustainability in service provision and innovation will go a long way in improving users' satisfaction.

2. A policy should be put in place address the demands on users with respect to shelf arrangement of books. Book should be put back on the shelf by library assistants in regular intervals.

3. Enhanced internet services by way of provision of stable infrastructure, multiple tasking computers and software, and a support staff who performs an "ease of access" function.

4. The result of the study revealed that one of the major problems militating against user satisfaction was outdated library materials. An aggressive investment in e-book/journal subscription will go a long way in solving this problem.

5. Training and guidance in making use of library sources/services (including Internet skills) should be offered to users. Help in using electronic sources should be available as widely as possible, and suggestions for effective sources of help should be available and accessible.

6. Communication facilities should be provided to bridge information barriers between the Library management, the Librarians, Library officer and users.

5.3 CONCLUSION

The results obtained from this study showed clearly that there was some level of commitment by Library and Information service provider in the provision of key information services to the users. such tempo should be sustained. The fact that respondents rated key individual services in circulation service positive leads to the conclusion that circulation service provided by the libraries were satisfactory. However, there was a strong evidence of shelf failure in both libraries.

There was also was are strong indication that user's satisfaction mean rating in the majority of the variables tested in both polytechnic libraries were above 2.5 suggesting satisfaction with the extent of provision of these services. The number of photocopying machines was inadequate and both the quality of production and cost of production were dissatisfactory in both libraries. In the area of constraints to user satisfaction, outdated library materials, irregular Internet services, and staff unresponsiveness appear to stand out in both the libraries and respondents believe is the identified challenges are adequately addressed, provision of improved library services is guaranteed in the libraries under review.

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