

## Users' Satisfaction with the Acquisition of Library Resources in Special Libraries

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### ABSTRACT

*The satisfaction of users with the acquisition of library materials in special libraries was explored in this study. The research was guided by three research questions. A population of 45 librarians and para-professional employees at Kwara State's special libraries was used in the survey study design. A questionnaire was utilized to obtain the information. Users' were satisfied with reference materials/services, electronic resources, audio-visual materials, special collections, textbooks, and reprographics are among the study's findings. Users were also dissatisfied with computer for research and Internet services, according to the report. Based on the findings, the research advised that special libraries in Kwara State buy additional computer equipment and collaborate with Internet providers to provide effective services, among other things.*

**KEYWORDS:** Users satisfaction, Resources, Acquisition, Libraries, Nigeria

### INTRODUCTION

Special libraries are vital information resources found in government agencies, commercial businesses, and corporate entities. They are useful in providing consumers with subject-specific information. In the twenty-first century, timely and more detailed information is highly prized since it gives a competitive advantage. Special libraries, according to Osebequen, Uwaebuka, and Ojokuku (2018), are libraries that are particularly designed for research in a given field or study, and special library customers include specialists and

researchers. A special library is one that gathers and gets up-to-date and complete knowledge on the subject of the parent organization, as well as providing timely information to the organization's personnel on-demand and in advance (Onwubiko, 2021). Special libraries might thus be defined as information centers designed to deliver important knowledge to a specific group of people or organizations in order to ensure their survival or sustainability. According to Onwubiko (2021), special libraries are established and structured to provide specialized information resources for

specialized needs, and public institutions are well suited in this regard because they are aware of their information needs, and providing the same is simply making knowledge and expertise available, which is a drive toward achieving the institutions' objectives and goals. Library services, on the other hand, are routines or operations carried out by librarians in various parts or divisions of a library, such as ordering, selection, categorization, cataloging, acquisition, charging, and discharging of information requirements and resources. Internet service, reference services, current awareness service, selective dissemination of information, reprographic service, bindery services, indexing and abstracting service, circulation of library information resources, CD-ROM database search, bindery, word processing, and other activities are rendered by libraries and their personnel, according to Iroeze, Chima, Agim, and Opara (2018).

The acquisition of library items and other information resources is a crucial and essential activity for every library, whether special or not. Acquisition, according to Uzoagba, Ngozi, Ezukwuoke, Nelson, and Chiagbu (2012), is the process of obtaining library content to meet the needs of users and their work. It's an act of addition in which books and other essentials are added to the library's present holdings. According to Muhammad et al (2020). The process through which libraries gain or secure their information resources by purchase, trade, gift, or donation is known as acquisition. In light of the foregoing, the researcher intends to investigate users' satisfaction with the acquisition of library resources in special libraries, using eight special libraries in Kwara state as a case study, in order to propose sustainable strategies for overcoming the myriad of material acquisition and service provision challenges faced by special libraries.

### STATEMENT OF THE PROBLEMS

Special libraries are essential for offering specialized information items and services to certain persons. They give information items in a variety of media, not only printed versions. CDROMs, E-manuscripts, Databases, CDs/DVDs, E-reports, Multimedia goods, E-journals, and other similar items are examples. They're also useful for offering information

services like reference and information services, as well as selective information distribution (SDI). They're also useful for presenting consumers with timely and relevant information. Special libraries do not have a large reach since they provide clients with accurate, targeted, and timely information. Regardless of the value of specific libraries. Many special libraries in Nigeria have declining library resources, which is an undeniable truth. Along with these issues, there are issues with updating library stock and providing service to users. Given the foregoing, the researcher developed an inquisitive mind to investigate users' satisfaction with the acquisition of library resources in special libraries using the CBN library, Ghalib law library, Nigeria Stored Product Research Institute (NSPRI), Nigeria Navy School of Health Science Library (NNSHS), Eleja Chamber Library, Agricultural and Rural Management Training Institute (ARMTI) Library, Nigeria Centre for Agricultural Mechanization (NCAM) Library, and Michael Imodu National Institute for Labour Studies (MINILS).

### OBJECTIVES OF THE STUDY

- Determine the methods adopted in the acquisition of library materials using CBN library, Ghalib law library, Nigeria Stored Product Research Institute (NSPRI), NNSHS Library, Eleja Chamber Library, ARMTI Library, NCAM Library, and MINILS.
- Identify the types of library materials available in the special libraries.
- Determine the level of satisfaction with the acquisitions materials and services offered by the libraries.

### RESEARCH QUESTIONS

- What are the methods adopted in the acquisition of library materials using CBN library, Ghalib law library, Nigeria Stored Product Research Institute (NSPRI), NNSHS Library, Eleja Chamber Library, ARMTI Library, NCAM Library, and MINILS.
- What are the types of library materials available in the special libraries?
- What are the level of satisfaction with the acquisitions materials and services offered by the libraries?

## SCOPE OF THE STUDY

This study will exclusively focus on the following special libraries in Kwara State, Nigeria: Ghalib Library (Law firm), Central Bank of Nigeria Library (Commercial firm), Nigerian Stored Product Research Institute (Agricultural organization), Nigeria Navy School of Health Science Library (NNSHS), Eleja Chamber Library, Agricultural and Rural Management Training Institute (ARMTI) Library, Nigeria Centre for Agricultural Mechanization (NCAM), and Michael Imodu National Institute for Labour Studies (MINILS) and The University of Ilorin Teaching Hospital special libraries in Kwara State, Nigeria.

## REVIEW OF RELATED LITERATURE

Research libraries are another name for special libraries. The special library caters to the interests and needs of research institutes and individuals working in organizations with narrowly focused topic interests. Either the users or the materials must be unique in order for a unique library to exist. The collection, clientele/users, and service of unique libraries are all "one-of-a-kind." Special libraries have distinct collections than normal libraries, according to Harande (2013). It has particular collections for a certain set of users, as the name indicates. Its objectives are in line with those of the parent organization. As a result, we may argue that a Special library assists its parent institution in achieving its objectives. The acquisition of information resources is a critical aspect of librarianship since the quality and strength of a library collection are exclusively determined by the contents obtained (Iroeze, Chima, Agim & Opara, 2018). Similarly, Onoriode and Iwighrehgweta (2012) pointed out that the goal of acquisition is to establish local collections and, increasingly, to make library items accessible. In this information era, which is marked by fast breakthroughs in various fields and an exponential growth in the rate at which information is produced, libraries must acquire appropriate information resources in order to remain relevant. Purchase is the most common form of acquisition used by academic, public, and special libraries in Kwara State, Nigeria, according to a research by Iroeze, Chima, Agim, and Opara (2018).

According to Douglas (2017), the features and non-uniformity of library contents vary based on the size, purpose, and kind of institutional activities served by the library. The items that libraries collect are determined by the community that they wish to serve. According to Razaq and Onaolapo (2018), acquisition is the process of recognizing, choosing, and confirming the bibliographic information of library users' requested materials, placing an order for them, making payments for them, and receiving them in a systematic manner into the library collection. It is a necessary step in the acquisition of information resources for the library's collection. The distinction between campus and distance learners continues to dissolve as technology advances and the vision of a fully virtual library becomes a reality. The Rochester Institute of Technology Libraries are always exploring new means of accessibility and delivery to all users as a result of past and present technology advancement (Bower Shirley L and Mee Susan A, 2010). Users were happy with the duration of lending services, opening hours, lighting system, and quantity of available computers, according to Yusuf (2011), who evaluated user satisfaction with library information resources and services at the Nigerian Agricultural Research Institute. This is in line with the findings of an evaluative research of reader services in the University of Agricultural Library, Markurdi, done by Oyelekan and Iyorsuun (2011), which found that readers were satisfied with lending services, reserve materials services, and bindery services. Other studies that found customer satisfaction with library services include Saika and Gohain (2013), Ogbuiyi and Okpe (2013), Ikenwe and Adegbitero-Iwari (2014), Tiemo and Ateboh (2014), and Ikenwe and Adegbitero-Iwari (2014). (2016).

Simmonds (2001) also listed numerous elements that might affect customer satisfaction, including responsiveness, expertise and reassurance, tangibles, and resources. Sowole (1995) urged librarians to go to great lengths to ensure that their library patrons get the most out of the services they provide. Libraries are to provide materials to help the learning, teaching, and research activities, as well as to aid users. In comprehensive quality management, customer happiness is the most crucial factor. The

success of libraries has traditionally been assessed by the volume of library items accessible to clients, the level of usage of services and resources, and the perceived or quantitative happiness of customers, according to Simmonds and Andaleeb (2001). Sureshchandar et al. (2002) discovered a strong link between service quality and customer satisfaction. Users' expectations have risen as a result of the rapid advancement of modern information technology, which has enhanced the production of new knowledge and the availability of information from both printed and online sources.

## METHODOLOGY

The study adopted a descriptive survey-using questionnaire to collect data. The population of the study consist all librarians and para-professional staff in special libraries in (Ilorin). A total of forty-five librarians and para-professional in the special libraries were sample for the study considering the small

size population of the special libraries. They include University of Ilorin teaching hospital library, NNSHS library, Offa, Galib chamber library, Eleja chamber library, Central bank of Nigeria (CBN) library. ARMTI library, NCAM library, MINILS library, NSPRIL library as shown in table 1. Questionnaire was used to collect data from the respondents and descriptive analysis of the respondents was made using the statistical package of social science (SPSS). The data was gathered using a self-administered face-to-face questionnaire to nine (9) selected special libraries in Kwara State. The Libraries Sampled include the University of Ilorin Teaching Hospital Library, NNSHS Library, the Offa, Ghalib Chamber Law library, Eleja Chamber Library, Central Bank of Nigeria (CBN) library, ARMTI Library, NCAM Library, MINILS Library, and NSPRIL Library. A total of Forty-Five (45) copies of the questionnaire were administered to the respondents and all copies were returned and valid for the study.

**Table 1:** Population of the Study

Name of library	Population
University of Ilorin Teaching Hospital Library	10
NNSHS Library, Offa	4
Galib Chamber Law Library	5
Eleja Chamber Library	3
Central Bank of Nigeria (CBN) Library	4
ARMTI Library	5
NCAM Library	4
MINILS Library	6
NSPRIL Library	4
<b>Total</b>	<b>45</b>

**Sources: Field Survey (2021)**

As shown in table 1 above, the populations of this study consist of 45 librarians and para-professional personnel in the special libraries as follows: University of Ilorin teaching hospital library (10); NNSHS library, Offa (4);

Galib chamber library (5); Eleja chamber library (3); Central bank of Nigeria library (3); ARMTI library (5); NCAM library (4); MINILS library (6) and NSPRIL library (4) respectively.

## DATA PRESENTATION

**Table 2:** Demographic Characteristics of Respondents (N=45)

Demographic Variables		Freq.	Perc.
Name of Institution	UITH Library	10	(22.2%)
	NNSHS Library, Offa	4	(8.9%)
	Galib Chamber Law Library	5	(11.1%)
	Eleja Chamber Library	3	(6.7%)

	Central Bank of Nigeria (CBN) Library	4	(8.9%)
	ARMTI Library	5	(11.1%)
	NCAM Library	4	(8.9%)
	MINILS Library	6	(13.3%)
	NSPRIL Library	4	(8.9%)
	<b>Total</b>	<b>45</b>	<b>(100%)</b>
Gender	Male	32	(71.1%)
	Female	13	(28.9%)
	<b>Total</b>	<b>45</b>	<b>(100%)</b>
Age Bracket	< 25	5	(11.1%)
	26 -30	10	(22.2%)
	31-40	16	(35.6%)
	41-50	6	(13.3%)
	>50	8	(17.8%)
	<b>Total</b>	<b>45</b>	<b>(100%)</b>
Education	O'Level	7	(15.6%)
	BSc.	22	(48.9%)
	MSc.	9	(20.0%)
	Phd	7	(15.6%)
	<b>Total</b>	<b>45</b>	<b>(100%)</b>
Job Position	Professional Staff	26	(57.8%)
	Para-Professional Staff	12	(26.7%)
	Supporting Staff	7	(15.6%)
	<b>Total</b>	<b>45</b>	<b>(100%)</b>
Years of working experience	1-5 Years	10	(22.2%)
	6-10	11	(24.4%)
	11-20	14	(31.1%)
	>20 Years	9	(20.0%)
	<b>Total</b>	<b>45</b>	<b>(100%)</b>

Sources: Field Survey (2021)

As shown in Table 2, respondents in respondents were drawn from nine (9) libraries. University of Ilorin Teaching Hospital Library has 10 (22.2%), 4(8.9%) were from NNSHS Library Offa, 5 (11.1%) were from Ghalib Chamber Law library, 3(6.7%) were from Eleja Chamber Library, 4 (8.9%) were from Central Bank of Nigeria (CBN) library, 5 (11.1%) were from ARMTI Library, 4 (8.9%) were from NCAM Library, 6 (13.3%) were from MINILS Library, and 4 (8.9%) were from NSPRIL Library, of which majority were Male with count 32 (71.1%) and the 13 (28.9%) were female. In terms of age, 5 (11.1%) are less than 25 years old, 10 (22.2%) are between 26-30 years, 16 (35.6%) are between 31-40 years, 6 (13.3%) are between 41-50 Years while 8 (17.8%) of the total respondents are above 50 years old. In terms of Academic Qualification,

7 (15.6%) are O'Level Holders, 22 (48.9%) have B.Sc., 9 (20%) have M.Sc. While 7 (15.6%) are Ph.D. Holders, of which Majority of them are Professional Staff 26 (57.8%), Para-Professional Staff are 12 (26.7%) while the remaining 7 (15.6%) are supporting staff. In terms of years of working experience, 10 (22.2%) have spent 1-5 Years, 11 (24.4%) have between 6-10 years, 14 (31.1%) have between 11-20 Years, 10 (22.2%) have spent above 20 Years.

**Research Question 1:** What are the methods adopted in the acquisition of library materials using CBN library, Ghalib law library, Nigeria Stored Product Research Institute (NSPRI), NNSHS Library, Eleja Chamber Library, ARMTI Library, NCAM Library, and MINILS

**Table 3:** Methods adopted in the acquisition of library materials (N=45)

Methods of Acquisition of Library materials	Responses		Percentage of Cases
	N	Percentage	
Through purchase	45	27.3%	100.0%
Through gifts/donations/endowments	45	27.3%	100.0%
Through exchange	20	12.1%	44.4%
Depository agreements	21	12.7%	46.7%
Acquisition by membership	34	20.6%	75.6%
<b>Total</b>	<b>165</b>	<b>100.0%</b>	<b>366.7%</b>

**Sources: Field Survey (2021)**

The methods of acquisition of library materials in the selected libraries were measured in this section. As indicated by the respondents in Table 2, the method of acquisition is through Purchases and Gifts/donations and endowments because these were indicated by 45(100%) of the respondents. Other methods

include Exchange 20 (44.4%); Depository agreements 21 (46.7%) and acquisition by membership 34 (75.6%).

**Research Question 2:** What are the types of library materials available in the special libraries?

**Table 4:** Types of library materials available in the special libraries?

Types of Library materials	Yes	No
Online database	45 (100.0%)	0 (0.0%)
Textbooks	45(100.0%)	0 (0.0%)
Reference materials	45 (100.0%)	0 (0.0%)
Newspapers/magazines	45 (100.0%)	0 (0.0%)
Audio-visual materials	45 (100.0%)	0 (0.0%)
Journals	45 (100.0%)	0 (0.0%)
Electronic/online resources	45 (100.0%)	0 (0.0%)
Special collections/ Government	42 (89.4%)	5 (10.6%)

**Sources: Field Survey (2021)**

Table 4 shows data gathered on the types of library materials acquired by selected special libraries in Kwara State. In all, eight (8) items were used to measure the influence using a Likert scale of 4. All the library materials listed in the table were agreed to be acquired in the libraries by the librarians. They include: Online database (100%); textbooks (100%); Reference Materials (100%);

Newspaper/Magazines (100%); Audio-visual (100%) I; Journals (100%); Electronic/Online Resources (100%) and Special Collection (89.4%).

**Research Questions 3:** What are the level of satisfaction with the acquisitions materials and services offered by the libraries?

**Table 5:** Level of satisfaction with acquisitions of materials and services offered by the libraries?

S. N.	Level of Satisfaction with Acquisitions Materials and Services offered by the library	VS	S	D	VD	Total
1	Reference materials/library services	23(51.1%)	19(42.2%)	3(6.6%)	0	45(100%)
2	Electronic resources/services	21(46.6%)	24(53.3%)	0	0	45(100%)

3	Audio-visual materials	34(75.5%)	8(17.7%)	3(6.6%)	0	45(100%)
4	Special collections	16(35.5%)	29(64.4%)	0	0	45(100%)
5	Journals	12(26.6%)	19(42.2%)	9(20%)	5(11.1%)	45(100%)
6	Textbooks	18(40%)	27(60%)	0	0	45(100%)
7	Online database	12(26.6%)	26(57.7%)	7(15.5%)	0	45(100%)
8	Newspapers/ Magazines	35(77.7%)	10(22.2%)	0	0	45(100%)
9	Reprographic Services	36(80%)	9(20%)	0	0	45(100%)
10	Computer for research	10(22.2%)	12(26.6%)	14(31.1%)	9(20%)	45(100%)
11	Lending Services	14(31.1%)	31(68.8%)	0	0	45(100%)
12	Internet Services	6(13.3%)	9(20%)	11(24.4%)	19(42.2%)	45(100%)

#### Sources Field Survey(2021)

Key: VS= Very Satisfied, S=Satisfied, D= Dissatisfied and VD= Very Dissatisfied

The table above shows that (51.1%) were very satisfied with reference materials/library services, (42.2%) were satisfied while (6.6%) were dissatisfied with them. Only (53.3%) of the respondents were very satisfied with electronic resources/services, (46.6%) were very satisfied whereas. Whereas (75.5%) of the respondents were very satisfied with audio-visual materials, (17.7%) were satisfied and (6.6%) were dissatisfied with them. (64.4%) of the respondents were satisfied with special collections, (35.5%) were very satisfied while (42.2%) were satisfied with journals, while (26.6%) of the respondents were very satisfied with journals whereas (20%) of the respondents were dissatisfied and (11.1%) of the respondents were very dissatisfied with the journals. Whereas (60%) were very satisfied with textbooks and (40%) were satisfied. Meanwhile, (57.7%) were satisfied with online database while (26.6%) were very satisfied and (15.5%) were dissatisfied with online database. For newspapers/magazines (77.7%) of the respondents were very satisfied, (22.2%) were satisfied. For the reprographic services (80%) of the respondents were very satisfied whereas (20%) were satisfied with them. For the computer for research (31.1%) of the respondents were dissatisfied while (20%) were very dissatisfied whereas (26.6%) were satisfied and (22.2%) were very satisfied with computer for research. For the lending services (68.8%) of the respondents were satisfied while (31.1%) were very satisfied. Meanwhile, (42.2%) of the respondents were very dissatisfied with Internet services, (24.4%) were dissatisfied whereas (20%) were

satisfied and (13.3%) of the respondents were very satisfied.

#### DISCUSSION OF FINDINGS

According to the data presented in the table (See Table 3), the result gathered shows there are various methods through which the university of Ilorin library acquires library materials of which Purchase, exchange, gifts, and donations are the most constant methods. This corroborates the findings of Razaq and Onaolapo (2018). It was gathered that other methods identified in the study were not the regular means of acquisition of information materials to the library. The findings of this study showed that various types of information materials were acquired into the library. It was gathered that all Items on the table (see table 4) were indicated by the librarians to be the ones they acquire in their library. This implies that special libraries in Kwara state are thriving when it comes to the acquisition of library materials. The specific library materials include an online database, Textbooks, Reference Materials, Newspapers/Magazines, Audio-Visuals, Journals, Electronic/Online resources, and Special Collections. This corroborates the assertion of Bower and Mee, (2010). The findings also, revealed that majority of the respondents were very satisfied and satisfied with acquisitions of materials and services render in the library such as reference materials/services, electronic resources/services, audio-visual materials, reprographic services etc. whereas some services were also dissatisfied and very

dissatisfied with respondents such as computer for research and Internet services among others. This is consistent with a study conducted by Oyelekan and Iyortsuun (2011) on the evaluative study of reader services in University of Agricultural Library, Markurdi which revealed readers' satisfaction with lending services, reserve materials services and bindery services. Other studies that indicated satisfaction by users with library services include; Saika and Gohain (2013), Ogbuiyi and Okpe (2013), Ikenwe and Adegbitero-Iwari (2014) and Tiemo and Ateboh (2016).

## CONCLUSION

The Library's primary obligation in attaining its purpose of delivering information to users is the acquisition of library items, which necessitates a high degree of attention and preparation. According to the findings of this study, special libraries in Kwara state obtain information materials mostly through purchases and gifts, and as a result, they have appropriate information resources in their libraries. Meanwhile, it was discovered that certain libraries' services were happy, even extremely satisfied, with the replies, while others were not.

## RECOMMENDATIONS

Based on the findings, gap identified and conclusion of this study, the following recommendations are proffered:

- Provision of the adequate computer facilities by the parent institution and funds released to the library should be monitored by the management
- Management should liaised with Internet provider so as to enhance effective services to the users.
- Government should provide a grant to indigenous publishers and make imported information materials tax-free.

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