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

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Abstract

This study investigates user satisfaction with library resources and services at the Rt. Hon. Ifeanyi Ugwuanyi Library, State University of Medical and Applied Sciences (SUMAS), Igbo Ano, Enugu State. A descriptive survey research design was adopted. The population of the study comprised 200 registered third-year medical students. A simple random sampling technique was used to select a sample size of 80 students, representing 40% of the total population. The questionnaire served as the instrument for data collection. Data were analyzed using frequency counts, simple percentages, and mean scores generated with the Statistical Package for the Social Sciences (SPSS) version 23.Findings of the study revealed that users expressed satisfaction with resources such as the library bulletin, newsletters, and reference materials in applied sciences, while dissatisfaction was noted with digital

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gadgets, project/thesis collections, and electronic resources like CD-ROMs. In terms of services, users appreciated staff assistance and organization of resources but reported dissatisfaction with reprographics and borrowing services. Recommendations include expanding the collection of medical and applied sciences materials, increasing access to specialized digital databases, and providing more training on the use of digital resources. The study concludes that addressing the identified gaps can enhance user satisfaction and better align library services with the academic and research needs of the university community. The findings offer valuable insight to inform policy and practice, ultimately contributing to the improvement of library service delivery at SUMAS.

Introduction

In the contemporary academic environment, university libraries remain central to teaching, learning, and research because they provide information resources and services that respond to users' academic requirements. User satisfaction can be understood as the extent to which users' expectations concerning the availability, accessibility, usability, staff support, digital assistance, and general library environment are fulfilled (Alam & Mezbah-Ul-Islam, 2022). This perspective makes user satisfaction an important basis for assessing the effectiveness of library services.

Users are more likely to regard a library as a dependable academic support system when the resources available to them are current, relevant, and sufficient. Such resources include textbooks, journals, reference materials, electronic databases, and other learning tools that correspond with users' academic programmes (Husna, Hazlin, Norhuda & Mastura, 2023). Thus, the quality and currency of the collection can directly shape users' perceptions of the library.

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Library services are equally important because they determine how easily users can obtain and use the resources provided. Reference assistance, circulation, digital access, information-literacy activities, and other forms of user support can substantially influence the quality of the library experience (Lubega, Richard & Norman, 2024). When these services are accessible and responsive, users are better positioned to make effective use of library resources. Xu and Du (2018) further reported that convenient access to both digital and print collections, prompt assistance, and programmes designed around users' needs are associated with stronger satisfaction. Conversely, outdated collections, restricted digital access, and inadequate guidance can leave users dissatisfied.

Against this background, assessing user satisfaction is especially relevant in a relatively new institution such as the State University of Medical and Applied Sciences (SUMAS), located along Orba-Obollo Road in Igbo-Eno, Udenu Local Government Area, Enugu State, and served by the Rt. Hon. Ifeanyi Ugwuanyi Library. SUMAS was established by the Enugu State Government as the second state university on April 21, 2022, and the National Universities Commission (NUC) later recognized it as the 60th state-owned university and the 219th university in Nigeria (Ogbonna, 2024). The institution specializes in Medicine, Allied Health Sciences, Pharmacy, Engineering, and Natural Sciences and has an estimated student population of about 6,000.

The Rt. Hon. Ifeanyi Ugwuanyi Library supports academic activities by providing textbooks, academic journals, electronic databases, reference assistance, circulation, digital

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access, and information literacy training. Given the rapid evolution of information technology and changing user expectations, it is imperative to assess whether these resources and services effectively satisfy the needs of users. The study focuses on the library's physical and digital resources, facilities, user support services, and overall library environment within the medical and applied sciences context. The findings are expected to provide evidence for improving library resources, services, technological facilities, user support, and management decisions, thereby enhancing the library's contribution to teaching, learning, and research at SUMAS.

Statement of the Problem

Studies have shown that user satisfaction with library resources and services is a critical indicator of a library's effectiveness in supporting teaching, learning, and research. High levels of user satisfaction are often associated with increased academic productivity, enhanced learning outcomes, and greater utilization of library facilities. In specialized academic institutions such as those focused on medical and applied sciences, access to up-to-date, relevant, and easily accessible resources is essential for academic success. However, at the State University of Medical and Applied Sciences (SUMAS), Igbo Ano, Enugu State, user satisfaction with library services appears to be influenced by several factors, including limited access to specialized medical and applied sciences materials, inadequate digital resources, insufficient user support services, and poor responsiveness to

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users' feedback. Additionally, existing research tends to focus on general or larger universities, with little attention paid to newer or specialized institutions like SUMAS.

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

Research Questions

The following research questions were formulated to guide the study:

1. What is the level of satisfaction among SUMAS library users with the library resources?
2. What is the level of satisfaction among SUMAS library users with the library services?
3. What are the key factors affecting the satisfaction of library users in SUMAS?

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

Review of Related Literature

Conceptual Framework

University libraries are established to provide information resources and services that support the teaching, learning, and research functions of their parent institutions. Nyakweba, Muwangu, and Sendikadiwa (2020) describe them as institutions whose information provisions are intended to support these core academic activities. Omeluzor andOyovwe-Tinuoye(2017) similarly explain that university libraries are organized within universities to respond to users' information needs by making relevant and current resources available. Librarians also contribute to academic writing and publishing by providing support throughout the research-writing and publication process (Mubofu & Mambo, 2022). However, researchers need to be sufficiently aware of these services before they can benefit fully from them (Chiparausha & Topodzi, 2020). Greater awareness can therefore strengthen the value of library support for academic writing and publishing.

University libraries also contribute to students' academic development by providing research-oriented resources and support services. Access to scholarly databases, interlibrary loans, research assistance, and instructional programmes can strengthen students' research activities (Hafsyah, Ridwan & Heri, 2023). Digital access further broadens the range of materials available to users beyond the limits of physical collections.

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At the same time, librarians can use information-literacy instruction to help users critically examine how information is produced, evaluated, and used (Tewell, 2018). These functions demonstrate the complementary roles of resources, technology, and professional guidance in supporting academic work.

Since university library users have diverse and changing information needs, libraries need to review their resources and services regularly. User satisfaction refers to the extent to which library resources and services fulfil the information needs and expectations of users. Tetteh and Nyantakyi-Baah (2019) explained that user satisfaction involves the fulfilment of users' expectations and needs as they use library resources and services for learning, teaching, research, and other purposes.The authors explicitly describe user satisfaction in terms of the fulfilment of users' expectations and needs when using library resources and services. Similarly, Amarasekara and Marasinghe (2020) studied user satisfaction with library resources and services and concluded that understanding users' information needs, fulfilling those needs, and regularly measuring satisfaction are important for providing better library service, research, and other purposes.

Understanding expectations and evaluating library performance are therefore important for sustaining satisfactory services. Students' satisfaction may also depend on the range of resources available, the quality of services, and the effectiveness of library staff. Agina-Obu and Evelyn (2023) observed that students' satisfaction with university libraries is influenced by the availability of relevant and varied information resources,

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including electronic resources that support their academic and research activities. The provision of current and appropriate resources can therefore encourage students to make effective use of library services.Ahmad et al. (2022) noted that the availability and effective use of relevant library resources and services are important factors in determining students' satisfaction. This suggests that libraries with diverse and accessible resources, including electronic resources, are better positioned to support students' academic and research needs.Together, these studies show that both collection quality and personalized staff support matter to users.

Empirical Studies

Previous empirical studies have examined different dimensions of satisfaction with university library resources and services. Obiozor-Ekeze (2022) reported that academic libraries in Nigeria face challenges in digitizing information resources, including inadequate ICT infrastructure, high equipment costs, poor funding, shortage of technical personnel, and maintenance problems. The study emphasized improved infrastructure, funding, and staff training as important strategies for effective digitization. Similarly, Osimetha (2019) found that undergraduates' satisfaction with electronic library resources was affected by limited access to some e-resources, unreliable electricity supply, poor internet connectivity, and inadequate computer facilities. The study recommended improved infrastructure, internet facilities, and power supply to enhance users' satisfaction

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with electronic library services. In the vein, Asogwa (2015) found that electronic library services in Nigerian academic libraries were constrained by inadequate infrastructure, poor funding, intermittent electricity supply, and weak telecommunications infrastructure, indicating the need for improvements to enhance the quality of electronic services. Amarasekara and Marasinghe (2020) found that users of the Open University of Sri Lanka were generally satisfied with library resources but identified weaknesses in user-awareness programmes, information-search training, Wi-Fi, and audiovisual resources. Soltani-Nejad et al. (2020) indicated that convenient access to quality digital materials is an important contributor to satisfaction. Sadueste and Masalinto (2023) also found high satisfaction with hybrid library resources that integrate physical and digital collections. The evidence suggests that satisfaction is influenced by both the quality of collections and the accessibility of supporting services and technologies.

Although many users report positive library experiences, studies also identify important areas requiring improvement. Aliero and Sa'idu (2024) found that 77.22% of users of Kebbi State Public Library were dissatisfied with its resources and services, largely because the collections were considered inadequate and outdated. This finding underscores the need for libraries to update their holdings, particularly electronic databases, as users' information needs change. The increased reliance on online services during the COVID-19 period also demonstrated the importance of innovative digital

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resources and service delivery. Continued attention to service quality, digital access, and user training can therefore help libraries remain responsive to their communities.

Methodology

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

Results and Discussion

Research Question 1: What is the level of satisfaction among SUMAS library users with the library resources?

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

S/N	Library Resources	H S	S	DS	HDS	$\bar{x}$	Decision
1	Library bulletin and newsletters	16	20	12	16	2.6	Accepted

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2	Reference materials in the field of applied sciences	15	33	14	12	3.1	Accepted
3	Digital gadgets	4	17	7	36	1.3	Rejected
4	Regular subscription of online databases	23	21	15	5	2.9	Accepted
5	Electronic resources such as CD ROMs	4	16	28	16	2.1	Rejected
6	Books on the shelves	19	25	12	8	2.9	Accepted
7	Journals	20	24	8	12	2.8	Accepted
8	Project and thesis collection	12	12	20	20	2.3	Rejected
9	Online databases	8	12	12	32	1.9	Rejected
	Grand mean					2.2	

Key: HS = Highly Satisfied; S = Satisfied; DS = Dissatisfied; HDS = Highly Dissatisfied.

Table 1 displays the mean response of the respondents on the level of satisfaction with the library resources in SUMAS Library. Out of the nine items listed, the respondents were satisfied with reference materials in the field of applied sciences (M = 3.1) and regular subscription of online databases (M = 2.9), while the remaining items had mean scores below 2.5. The grand mean of 2.2 indicates that the level of user satisfaction with the library resources is low and that improvement is needed. This finding suggests that, although some resources meet users' academic needs, important gaps remain in digital gadgets, electronic resources, project and thesis collections, and online databases. Strengthening these areas would improve the library's ability to support teaching, learning, and research.

Research Question 2: What is the level of satisfaction among SUMAS library users with the library services?

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

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

Key: HS = Highly Satisfied; S = Satisfied; DS = Dissatisfied; HDS = Highly Dissatisfied.

Table 2 displays the mean response of the respondents on the level of satisfaction with the library services in SUMAS Library. Out of the thirteen items listed, the respondents were satisfied with most of the services and dissatisfied with a few. Services such as assistance from library staff when needed (M = 3.6), library staff availability to answer questions (M = 3.6), and organized resources for easy retrieval (M = 3.4) received relatively high satisfaction ratings, indicating that users appreciate the library's responsiveness and

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organization. The grand mean of 2.7 indicates that the level of user satisfaction with the library services is high, although reprographic services, notification of new resources, and lending and discharging services require improvement. This mixed pattern indicates that the library provides responsive staff support and organized services, but gaps in access, communication, and circulation-related services continue to affect the overall user experience.

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

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

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

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Key: SA = Strongly Agree; A = Agree; D = Disagree; SD = Strongly Disagree.

Table 3 displays the mean response of the respondents on the factors affecting satisfaction of library users in SUMAS Library. Out of the eight items listed, the respondents accepted seven and rejected one, namely availability of study spaces for groups (M = 2.3). The grand mean of 2.8 suggests generally positive perceptions of the factors examined. Availability of relevant resources (M = 3.1), quality of the library's physical and digital resources (M = 3.0), ease of using library services (M = 3.0), and responsiveness to users' feedback (M = 2.9) were among the accepted factors. The result indicates that resource availability, resource quality, service accessibility, and staff responsiveness are important to users' satisfaction, while inadequate study spaces remain a significant area for improvement.

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

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

S/N	ITEM	SA	A	D	SD	$\bar{x}$	Decision
1	Expanding the collection of medical and applied sciences resources	49	15	0	0	3.8	Accepted
2	Increasing access to specialized online databases and digital resources	48	16	0	0	3.8	Accepted
3	Extending library hours, particularly during exam periods and weekends	41	17	7	0	3.6	Accepted
4	Providing more training and workshops	40	20	4	0	4.2	Accepted

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	on how to access and utilize the library's digital resources						
5	Improving the physical library space	50	13	1	0	3.8	Accepted
6	Increasing academic support services, such as reference and research assistance	47	13	3	1	3.7	Accepted
7	Introducing a better system for borrowing resources,	40	12	12	0	3.4	Accepted
8	Improving the library's responsiveness to feedback and suggestions from users	44	18	2	0	3.7	Accepted
	Grand mean					30	

Key: SA = Strongly Agree; A = Agree; D = Disagree; SD = Strongly Disagree.

Table 4 displays the mean scores of how library resources and services at SUMAS Library can be improved. The respondents accepted all eight items because each had a mean score above 2.5. Key suggestions include expanding the collection of medical and applied sciences resources (M = 3.8), providing more training and workshops on accessing and using digital resources (M = 4.2), increasing access to specialized online databases and digital resources (M = 3.8), and extending library hours during critical academic periods (M = 3.6). Improving the physical library space (M = 3.8), increasing academic support services (M = 3.7), improving the borrowing system (M = 3.4), and strengthening responsiveness to users' feedback (M = 3.7) were also accepted. These findings show that users identified both resource-related and service-related interventions that could address the gaps reported in the preceding research questions.

Recommendations

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

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

2. The library should prioritize the creation of additional study spaces, including group study rooms and quiet individual study areas, to accommodate the growing number of students and faculty who require conducive environments for academic work.

3. Critical services such as reprographics, notifications of new resources, and the borrowing system should be revamped to ensure they meet users' expectations. Regular updates about new acquisitions and a streamlined lending/discharging process would improve user satisfaction.

4. Extending library hours, particularly during peak academic periods like exams, would provide greater flexibility for users, allowing them to access library resources when needed most.

Conclusion

The study concludes that user satisfaction with the library resources at SUMAS is generally low, as reflected in the grand mean of 2.2, although users were satisfied with selected resources, particularly reference materials in applied sciences and regular subscription of online databases. Satisfaction with library services was comparatively high, with a grand mean of 2.7, supported by positive perceptions of staff assistance, staff availability, and organization of resources. The findings also show that relevant and quality

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resources, ease of service use, responsiveness, and the library environment influence user satisfaction, while inadequate study spaces remain a notable gap. Users identified expansion of medical and applied sciences collections, improved access to specialized digital resources, digital-resource training, better physical spaces, extended opening hours, stronger academic support, improved borrowing services, and responsiveness to feedback as priority areas for improvement. Addressing these areas would enhance the library's capacity to support the academic needs of students and faculty in medical and applied sciences.

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