

AN EVALUATION OF USER SATISFACTION WITH LIBRARY SERVICES AT THE UNIVERSITY OF LIMPOPO, MEDUNSA CAMPUS (MEDICAL UNIVERSITY OF SOUTHERN AFRICA)

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ABSTRACT

The study defined User Satisfaction as an evaluation of a product or service in terms of whether that product or service has met their needs and expectations. The aim of the study was to evaluate the services and resources which the library provide and find out if the users are satisfied with them.

The library plays an important support role in any university. It supply information needs to students and staff. The study focused mainly on the following problem areas; type of services required by the users, adequacy of information resources and user satisfaction of the services they receive.

Three hundred and twenty seven (327) questionnaires were distributed to students, academic staff and administrative staff. 233 out of 327 questionnaires issued were received back yielding a 71% response rate. Microsoft Excel was used to analyse data collected.

It was discovered that the users do make significant use of the library, its services and resources.

The following are the main findings: that users do visit the library frequently, make use of the books, are satisfied with library hours, registration process and the staff members. It was drawn that there are some areas that need attention like the increase of book and journal collection, photocopy machines, improvement of the internet service, increase of library hours and improvement of the services from library staff.

The study therefore recommends the following: the increase of book and journal collections, improvement of internet facility and photocopy service, that the library hours are increased and that staff are trained in maintaining high level of user satisfaction.

Key Words: *Evaluation, Satisfaction, Library Services, Expectations, Electronic Media, Effectiveness, Product*

Introduction

A library plays an important role in providing information services and resources to assist users in their studies and research activities. It possesses information in the form of books, periodicals, audio-visual and electronic media. Users are very important. Libraries exist because of them. They should therefore be satisfied with the service they receive.

Zeithalm and Bitner (2000) define satisfaction as “the customers’ evaluation of a product or service in terms of whether that product or service has met their needs and expectations. Failure to meet needs and expectations is assumed to result in dissatisfaction with the product or service”.

From this explanation we derive the notion that for satisfaction to result there has to be a need from the user and that need has to be fulfilled. If it is fulfilled the user becomes satisfied and the library as a provider achieves its mission if it succeeds in doing this regularly for most users.

Satisfaction may lead to users using the services of the library over and over again and even recommending it to others. Humans always communicate experiences, whether good or bad, meaning that if they also receive a bad service they might also tell others about it.

“User satisfaction is considered as a reliable criterion for determining library effectiveness.” (Thong and Yap, 1996:176). It is therefore very important for the library to keep their users satisfied. It is not only a reliable criterion; it is also perhaps the most vital one.

Thakuria (2007:414) describes different factors which contribute to user satisfaction:

- Availability of up-to-date information brings about satisfaction in the users, accessing the facility and assistance.

- The library should organise its facilities to be visible to the users.

- The library services and resources should be easily accessible.

- The library staff should be very courteous and friendly in their engagements with the users.

- The appearance of a library, its facilities, collection, staff and services should be attractive and pleasant.

This explains the importance of the library’s appearance and its contribution towards user satisfaction. The users should find the environment user friendly and comfortable.

The study will try and discover what types of services are required by the users, if users are satisfied with the services they receive and also if the information resources are adequate. In addition to the literature of studies relating to the field of library and information sciences as explained above, users are also going to judge and measure the quality of the service and resources of a particular library, the Medunsa Campus Library.

The Medunsa Campus of the University of Limpopo is situated in the North-West of Pretoria near Ga-Rankuwa Township and Dr George Mukhari Hospital. It was established in 1979 as the Medical University of Southern Africa. The aim at that time was to provide tertiary education and training facilities, on apartheid basis, to the educationally disadvantaged in the field of Medicine, Allied Health and Nursing Sciences, and Dentistry. It was intended to contribute to meeting the health needs of the country. It has libraries at its two campuses, the Turfloop and Medunsa campuses, Polokwane Hospital and Mankweng Nursing College. In 2005 the original Medunsa merged with the University of the North after a decision on mergers nationally by the then Minister of Education, Professor Kader Asmal. A decision was taken to name the two merged institutions, the University of Limpopo in January 2005. Medunsa was named; University of Limpopo Medunsa Campus. (<http://www.ul.ac.za>)

- The mission of the University of Limpopo is to be a world-class African university which responds to the education, research and community needs of our society through partnerships and knowledge generation, continuing the tradition of empowerment. (<http://www.ul.ac.za>)

The vision of the library is “to be a leading African university library providing a world class information service.” The mission is to “provide efficient and effective customer driven,

innovative library and information services in support of teaching, learning, and research and community engagement.” (<http://www.ul.ac.za>).

According to Oyewusi and Oyeboade (2009) the primary purpose of university libraries is to support teaching, learning and research in ways consistent with, and supportive of the institution’s mission and goals. In addition, library resources and services should be sufficient in quality, depth, diversity and currency to support the institution curriculum. As a result of this, university libraries are often considered as the most important resource centre of an academic institution.

The library building consists of 3 levels, the basement, ground floor and upper floor, with a seating capacity of 430. There are study cubicles on all floors. The basement contains pre 1980 books and periodicals. On the ground floor are books, which are arranged alphabetically according to subject, and also an electronic room which is used for library teaching purposes. On the first floor there are periodicals, computers, discussion rooms, video/DVD viewing rooms and a seminar room.

The library currently has twenty-three (23) staff members and serves the information needs and wants of four thousand and sixty five students (4065) and five hundred and thirty academic staff (358) (Annual Report, 2011: 25). About two thousands and two hundred users registered with the library for 2012.

The library has four main departments; Acquisition, Technical Services, Information Services and Client Services. It uses the Millennium Integrated Library System. The library system allows the library staff to process their tasks efficiently and provide a high level of service to users. They cater for different modules which are used in all the library sections as explained above.

The Acquisition department also includes: - Periodicals

Document supply

The Technical Services includes: - Photocopy section

The Information Services include: - Information Desk

Postgraduate and staff electronic room

Archives section

Information literacy

The Client Services include: - Reserve section

Objectives of the Study

The following are the objectives of the study:

1. To discover the types of services required by users.
2. To find out to what extent users are satisfied with the services offered by the library.
3. To find out the adequacy of the information resources in the library.
4. To measure the effectiveness of the library service provided.

Literature Review

The literature regarding various aspects of academic libraries was investigated to determine the main contours of what has been written on the subject. It considers such questions as what resources and services are necessary for an effective library and how user satisfaction can be measured. The importance of the library as an information channel will be explained. A lot of studies of library services have been done thus far, and those studies are available so that others who will engage in their studies will use them to acquire knowledge to assist in their studies also. Therefore this chapter reviews the literature on previous research based on user satisfaction with library services in academic libraries.

According to Forrest (2009: 8), the library's success should be measured not in terms of what it has (inputs) but of what it does, the activities it supports, its outputs for example circulation transactions, reference questions answered, classes taught and students enrolled. This also explains the significant role of the library staff, as they have to treat the users as important guests and in that way they will contribute to their satisfaction. "The library's success is measured by what happens as a result of those activities and encounters, the impacts or outcomes (for example fostering student learning success, supporting faculty productivity, enhancing institutional reputation). If we can frame experiences for our students, faculty and visitors – our guests – that linger in their memory long after they have left our libraries and our campuses, we will continue to remain central to the academic enterprise" (Forrest, 2009:7).

RESEARCH METHODOLOGY

Target Population

Krathwohl (1998:160) refers to a population as the piece of the world about which we wish to generalize by sampling. This means that however big a population may be we do not necessarily have to take all of it. We may take only a portion which will represent all of that population. The target population in this study comprise the three hundred and twenty seven (327) library users; this included the undergraduate and postgraduate students, academic staff and the administrative staff members.

Limitations of the Study

Delimitations of the research are that it is limited to the users who use the library. According to Regent Business School (2009) delimitations imply limitations on the research design that the student imposed deliberately and limitations refer to restrictions on your study over which you have no control. Thus the questionnaires were distributed and collected during a period of three months and the limitations were the users who came to the library during the period of research. In practice one limitation was the non-availability of some of the users in the library as a result of the on-going examination programme which made it less likely for them to enter the library.

RESULTS, DISCUSSION AND INTERPRETATION OF FINDINGS

In this section results on the evaluation of user satisfaction with library services at Medunsa campus of the University of Limpopo are presented. The results are presented under the following aspects: Demographic information, general use of the library, library staff and library services and resources. This is in line with answering the research questions posed in Chapter one. These questions are: What types of services are required by the users? Are users satisfied with the services they receive? Are the information resources adequate? The chapter is divided into two sections. Section one present the results in 7 tables and Section two will give the Interpretation and Discussion of the results. 233 out of 327 questionnaires issued were received, yielding a reasonable and above the norm 71% response rate.

Section One – Presentation of Data

Table 4.1: RESPONDENTS BY GENDER

<i>N</i> =233	No	%
Male	97	41.63
Female	136	58.37

Respondents were asked to state their gender. The purpose was to ensure that both gender groups were covered by the study. The majority of respondents 58.37% who participated in

the study are female and 41.63% are males as indicated in (Table 4.1) above. The findings suggest that all genders are represented in the study.

TABLE 4.2: RESPONDENTS BY AGE GROUPS

<i>N=233</i>	NO	%
< 20	42	18.03
20 - 29	145	62.23
30 - 39	15	6.44
40 - 49	22	9.44
50 +	9	3.86

Respondents were requested to indicate their age. The purpose was to ensure that all the age groups are represented. Most of the respondents are aged between 20 and 29 years (Table 4.2). This was to be expected as this library is mainly used by undergraduate students.

Table 4.3: RESPONDENTS BY CATEGORIES

<i>N=233</i>	NO	%
Undergraduates	170	72.96
Postgraduates	37	15.88
Academic Staff	24	10.30
Admin Staff	2	0.86

The purpose of this question was to ensure that all categories of users are included in the study. Table 4.3 shows that almost three quarters of the respondents 72.96% are undergraduate students. Students have shown the highest response rate as compared to staff. There are more registered undergraduates compared to postgraduates.

Table 4.4: RESPONDENTS BY MAIN LIBRARY USAGE

<i>N=233</i>	NO	%
Find books	136	58.37
Find articles	13	5.58
Photocopy	34	14.59
Studying	40	17.17
Computers	9	3.86
Other	1	0.43

The aim of the question is to determine which services were mostly used by students.

According to table 4.4, most respondents use the library services mainly for finding books (58%), studying (17%) and photocopying (15%). The results show that the library resources are used by the users.

Table 4.5: FREQUENCY OF LIBRARY USAGE

<i>N=233</i>	NO	%
Daily	78	33.48
Weekly	96	41.20

Monthly	39	16.74
Quarterly	8	3.43
Other	12	5.15

Respondents were requested to indicate how frequent they use the library. The results above (Table 4.5) show that 33.48% visit it daily, 41.20% visit it weekly, 16.74% visit it monthly, 3.43% quarterly and 5.15% other. The results show that the majority of library users visit the library daily.

User Satisfaction with Library Services and Resources

Table 4.6: User satisfaction with library hours, staff and circulation services

Sections	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
GENERAL					
Library Hours	25.75	33.48	17.60	17.60	5.58
Staff Helpfulness	33.05	44.64	15.88	5.15	1.29
Staff availability	30.90	44.21	18.03	4.29	2.58
Info from Staff	24.89	47.64	21.03	4.72	1.72
CIRCULATION					
Library Registration	32.19	44.64	17.60	3.86	1.72
Loan duration	23.18	31.76	22.32	17.60	5.15
No of Items	25.75	38.63	21.46	10.73	3.43
Item availability	11.16	31.33	30.90	17.17	9.44
Library fines	17.60	24.89	28.33	17.60	11.59

Library Hours

Users were asked to indicate their level of satisfaction concerning library hours. The results in table 4.6 above indicate that 59% of the respondents are generally satisfied with the library hours, 41% are either indifferent or are not happy with the library hours.

Library Staff

Respondents were asked to indicate their level of satisfaction concerning the library staff. The results in table 4.6 above indicate that 77.68% of the respondents are satisfied with the library staff, 75.11% happy with the availability of staff and 72% generally happy with the information supplied by staff.

Library registration

Respondents were requested to indicate their level of satisfaction concerning the registration process of joining the library. The results in table 4.6 above indicate that 776.83% are happy with the library registration process and 23.18% are not satisfied.

Loan duration

Respondents were requested to indicate their level of satisfaction concerning the loan duration of books. The results in Table 4.6 above indicate that 54.94% of the respondents are happy with the loan duration of book, (45%) are not happy.

Number of items

Respondents were requested to indicate their level of satisfaction concerning the number of items they borrow. From table 4.6 above 64.38% are satisfied with the number of items they borrow, 14.16% are not satisfied and 21.46% are neutral.

Availability of library items

Respondents were requested to indicate their level of satisfaction concerning availability of library items. Table 4.6 above shows that 57.51% of the respondents are unhappy with the availability of library items and 42.41% are happy.

Library Fines

Respondents were requested to indicate the level of satisfaction concerning the library fines. Table 4.6 above shows that 57.52% are unsatisfied and 42.49% are satisfied.

Table 4.7: Rating of periodical, ILL, information and photocopy services

N=233	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't use
PERIODICALS						
Availability	12.02	30.04	31.76	6.87	7.73	11.59
Access to E journals	12.88	25.75	31.33	9.44	7.30	13.30
INTER-LIB LOANS						
Inter Library Loans	2.58	5.15	9.87	3.86	0.86	77.68
INFORMATION						
PG Room	4.72	11.16	5.15	2.58	2.15	74.25
Databases Access	10.30	24.46	21.46	18.45	15.45	9.87
PHOTOCOPY						
Copy Quality	30.47	33.05	19.74	7.30	1.72	7.73
Machines Available	14.59	29.61	25.75	13.30	8.15	8.58

Periodicals

Respondents were requested to indicate their level of satisfaction concerning the availability of periodicals and access to E-journals. Results are shown on table 4.7 above. 42.06% are satisfied with availability of periodicals and 46.46% are not satisfied. 11.59% are not using them.

38.63% are satisfied with access to Electronic journals while 48.07% are not satisfied, 13.30% do not use.

Interlibrary loans

Respondents were requested to indicate their level of satisfaction concerning the interlibrary loans (ILL) service. Table 4.7 above shows the results.

An overwhelming majority of respondents (77.68%) do not make use of the ILL service, 7.73% are satisfied, 4.42% are not satisfied and 9.87% are neutral.

Information Service

Respondents were requested to indicate their level of satisfaction concerning the Information service. The results are shown on Table 4.7 above. 15.88% are satisfied with the service, 9.88% are not satisfied and 74.25% do not use the service.

34.76% are satisfied with the database access, 55.76% are not satisfied and 9.87% do not use the service.

Photocopying service

Respondents were requested to indicate their level of satisfaction about the photocopying service. The results are showed in Table 4.7 above. 63.52% of the respondents are happy with the quality of copies, 28.76% are not satisfied and 7.73% do not use the service.

Section Two - Interpretation and Discussion

This section was meant to find out the level of satisfaction from the respondents concerning the library services and resources of the Medunsa Campus library. The items are interpreted and discussed below;

Purpose for using the library

Respondents were asked about their reasons for using the library. The results show that the majority of the respondents are using library services for finding books (58.37). They are followed by those who come to study and photocopy, (17.17%. 14.59%). This shows that the library generally is able to meet basic needs of users. Quinn (2007:3) stated that books are the main resource and they should be up-to-date. Majid et al (1998:36) also stated that the library collection should be assessed periodically to determine its adequacy. Since more users indicated that they come for books, this means that the book collection should be frequently assessed. The library building should also be taken care of, to ensure that it becomes conducive for studying. Hernon and Matthews (2011:12) emphasised that comfort of the physical environment is very important.

Frequent usage of the library

The purpose of this item was to establish how often the respondents use the library. The results show that more respondents use the library often 33.48% daily and 41.20% weekly. Meaning that 74.68% use the library weekly, which is a good indication especially since the library is the heart of the university as Troll mentioned, (2002:2). This indicates the importance of space as indicated by Lamptey (2010:18). If there is enough sitting space, it accommodates not only the users who come to study but also those who will need to sit temporarily to try and browse through the books in order to make their selection.

Library hours

The respondents who indicated their satisfaction with library hours were 59%, 18% remained neutral. This means that the respondents are satisfied with the library hours. The Medunsa Campus Library hours are 07:30-22:00 from Monday to Thursday, 07:30-16:00 on Fridays and during vacations and 09:00-17:00 on Saturdays. 23.18% indicated that they were not satisfied, something to be examined and followed up. This indicates the interest of users to be at the library.

Helpfulness of library staff

Majority of the respondents indicated that they are satisfied with the help they receive from the library staff (78%). This means that the respondents are satisfied with the library staff. It also means that the library service was found to be effective as indicated in the objectives.

Library staff contributes a lot towards the library giving an effective service, Simmonds and Anduleed (2011:627) stated that it is the responsibility of the library staff to know their users varying needs and their expectations and strive to meet them. But on the other hand the 22% who are not satisfied are a cause for concern. It may therefore be great to address that and try to make some improvements.

Availability of staff

The majority also indicated their satisfaction with the availability of staff (75%). This means that there is enough staff to meet the present population that uses the library. Rehman, Shafique and Mahmood (2011) stated that a key trait of a university library is the services based around personal interaction between users and the library staff. It is therefore very important for the library to have enough staff, to be able to attend to users' needs. The 25% unsatisfied users are an indication that some may feel that some sections do not have enough staff to can service them.

Satisfaction with information supplied by library staff

More users are satisfied with the information supplied by the library staff. The library staff should be knowledgeable and always able to help students or refer them to the relevant person. 72% indicated that they were satisfied. Information needs and expectations are continually changing in the rapidly changing information scenario. Libraries need to re-orient their collections, services and facilities to keep pace with these advancements, Rehman et al (2011). 72% of users feel that the library staffs are knowledgeable and always helpful and up-to-date with information. 28% are not satisfied. It could therefore be very important to ensure that all the staff members are able to provide similar and uniform service.

Membership registration/Joining the library

As far as registration is concerned the results showed that 79% are satisfied with it. 21% indicated that they were not satisfied. Lachance (2007:13) talked about the development of the Internet, communication technologies, smart phones and tablets which have a great effect on the users. It may therefore be a great idea for the library to shift from the method of filling forms for registration to just capturing the users' information or updating it straight on-line.

Duration of book loans

45% indicated their dissatisfaction with the book loan duration and 54.94% indicated their satisfaction. It is a large percentage for those not satisfied. Loan duration is as follows: 2 weeks for undergraduates, 1 month for postgraduates and 3 months for academic staff. 58.37% of users indicated that they come to the library to find books, (Table 4.4). This shows that users have great interest in the book collection and really utilize it, that is why some feel that they are given a short period.

Number of books allowed borrowing

64% are happy with the number of books borrowed. This shows that the respondents are satisfied with the number of books allowed to borrow. Undergraduates borrow 5, postgraduates 8 and academic staff 10. 36% are not satisfied. As explained in paragraph 4.3.8 above, users are interested in the library book collection. The reason for the above allocation may be that there is not enough stock to can be used by the present number of users. Meaning that, many may find themselves shorting material while it is borrowed by other users. The solution may be an increase in collection to ensure user satisfaction.

Books available in the library collection

42.49% are satisfied with the availability of library collection, 30.90% neutral and 26.61% are not satisfied. Olajide and Fabunmi (2011) state that if the book collection of library is efficient, ideal and could satisfy the needs of the readers, and then it would enhance the image of the library. The quantity and quality of the collection are vital in the achievement of

the university library's goals and objectives. It is therefore very important for the library collection to be updated and increased.

Library fines

The respondents who are satisfied with the library fines are 42.49%, and those not satisfied are 29.19, whilst 28.33% are neutral. Library fines are charged as follows: R1.00 for per day for open-shelf books and R.50 per hour for reserve books, it then accumulates if the users exceeds for many days. Fines are a way of ensuring that users abide by the deadlines. If they keep books for long they may deny other users a chance of making use of those books. As a results user satisfaction may not be achieve on some of the users. Users who keep books for long may perhaps be reminded by phone or SMS, in that way they may be helped from being penalised, on the other hand others may be able to obtain those books.

Print journals available in the library

Only 22% are satisfied with the collection, 14.6% are not satisfied and 11.59% indicated that they do not use periodicals at all. Periodicals are mostly sought by academic staff and postgraduate students to get recent information in their field of study. Undergraduates usually seek books since they mostly need general information in their fields. Since they are used by a small population, the staff and postgraduates, the number of unsatisfied users indicates that the library should subscribe to more periodicals.

Access to electronic journals

Concerning electronic journals, 38.63% indicated that they are satisfied 16.74% are not satisfied and 13% indicated that they do not use it. Simmonds and Andaleeb (2001:627) explained the effect of online databases on the users that they may be able to access information without even coming to the library. Electronic journals are a convenient way of covering a large number of users with information at the same time, unlike books and printed journals. Putting more emphasis on electronic journals could assist more users at this age of information technology.

Interlibrary loans

8% are satisfied as against 5% are not satisfied. 77.68% do not use the service presumably because they are not allowed to do so. Interlibrary loan is a form of library cooperation whereby the library is able to obtain materials not owned such as books and periodical articles. The service is only for staff and postgraduates who are looking for more and advanced information for research purposes. The users pay a processing fee of R4.00 per request. The library staff requests a book or journal article from other libraries, starting with the nearer ones first. A usual turn-around for journal articles is one day and for books is a week. The cause of dissatisfaction from users may be because of a long turn-around, and this may unfortunately be caused by the supplying library instead of the requesting one. However the library may try and take notice on those materials which are requested much and then make a means of acquiring them.

Information Service (Postgraduate room)

15.58% are satisfied with the service, 4.73% are not and 74.25% do not use the service. Simmonds and Andaleeb (2001:634) states that if academic librarians are interested in producing lifelong learning through instruction on how to use library resources, then they must actively examine the needs and expectations of library users and aim to fulfil these. This means that the Information staff can provide the best service if they can focus more on learning about the needs and expectation of their users.

Access to the Internet and databases on the university network in the library

Those who are satisfied with the service are 35% and those not satisfied are 34%, 21.46% neutral and 9.87% do not use the service. The library subscribes to different databases of

which the information is kept at the Information services. A list of different databases is kept together with the usernames and passwords for gaining access. Therefore mostly the users who are unable to gain access are the ones who do not know how, thus the Information librarians are to play a role in providing the training.

Quality of copies

63.52% are satisfied with quality of copies. This means that the respondents are satisfied with the copies they receive. It is very important for the photocopying machines to produce quality copies which will enable users to be able to see clearly. Copies are usually done out of textbooks, journals which cannot be taken out of the library, lecture notes and question papers.

Availability of photocopying machines

44.2% are satisfied as against 21% who are unsatisfied, 25.75 remained neutral. There is a large percentage which is not satisfied with the availability of photocopying machines. The problem being that presently there are only three photocopying machines, and unfortunately they cannot contain a large number of users. Even one or two may experience some technical error. Therefore the provision of more machines which are regularly serviced, with some service or guidance provided by the library staff, as stated by Kumar, (2009:003).

Comments including suggestions concerning the library's services and resources

A question was put to the respondents on whether they have comments and suggestions regarding the library's services and resources. The following are a summary of them.

Opinions and suggestions received on the last question were:

improve library collection, for example buy recent books, buy more novels, South African politics, dental, occupational therapy and speech and audiology, engineering, business studies (29)

improve electronic communication, send reminders by Email, SMS and others (3)

not enough computers, and those available have logging problems, viruses, inadequate access and no internet (20)

students make noise(9)

staff make noise, sleep, are unfriendly and not helpful (9)

more orientation on the use of the library especially computer searches (2)

24 hour library service needed(15)

More photocopy machines, and those available are not working properly (10)

More staff needed in photocopy section (4)

Borrowing staples should be possible(4)

give training on how to operate photocopy machines (3)

need self-service printing (2)

satisfied with the level of communication from head of Client Service (1)

when a person returns a book system should be able to pick up any other overdue (1)

journal articles to be readily available on websites (4)

security not consistent in checking bags and asking for cards (1)

allow soft drinks in the library(1)

Postgraduate room to open until 17:00 (5)

Library to open during recess (1)

Fines to be reduced by 50% (2)

Buy licence for reference manager program for writing scientific papers (1)

Articles from ILL take too long to be delivered (1)

Library staff should put on name tags (1)

Library staff are helpful (11)

Satisfied with the overall service (15)

Not satisfied with the overall service, switching off of lights while students are inside which may cause injury, siren damaging to the ear, not clean, (14)

It was very encouraging to see so many ideas being expressed as it shows that there was great interest in the survey and also indicates many issues which might be accorded attention.

Conclusion

This section provided the findings of the study, the interpretation and discussion of data obtained from the survey. The overall results show that the respondents are generally satisfied with the services and the resources provided by the library, though there is room for improvement. The next chapter will present a conclusion with summary of the findings, recommendations and suggestions for further research

CONCLUSIONS AND RECOMMENDATIONS

The aim of the study was to evaluate the services and resources which the library provides and find out if the users are satisfied with them. This chapter provides the conclusion and recommendations based on the findings from the questionnaires, and also recommendations from the literature.

Findings from the study

The findings show that the users do make significant use of the library, its services and resources, and that they are broadly satisfied with it. It is suggested that attention be placed on those areas where a larger number of the respondents are not satisfied, like access to the internet and databases, the availability of photocopy machines, the ILL service, duration of book loans, availability of books, library fines and print journals,

The summary of findings are presented, discussed and covered in different headings under the research objectives:

To discover the types of services required by users, to measure the effectiveness of the library service, to find out the adequacy of information resources in the library, and to find out to what extent users are satisfied with the services offered by the library.

Findings from the Literature Review

Types of services required by users

Services required by the users are;

Place to study. University students needs more time to study. A place like the library provides a convenient place especially since there are also books nearer which they can use for references. Lamprey, (2010:18) indicated that study space is one of the key criteria for measuring the performance of academic libraries since studying is the main activity that the students engage in.

Enough study materials. Quinn, (2007) pointed out that books are the main resource in the library, and that they should also be up-to-date.

Good service. The users expect to receive a good service from different sections like circulation, information. Forest, (2009:8) pointed out that the library's success is measured not in terms of its input but also output, that is what it does.

This corresponds with the findings from the study where more respondents indicated that they use the library for searching books and for studying. Also a large percentage was satisfied with the service they received from the staff.

The effectiveness of the library services

According to Collins English Dictionary effectiveness means producing the desired/intended/expected results, (Collins Gem, 2002).

This means that users have expectations and if they are not fulfilled it results in dissatisfaction.

Users therefore expect more technological developments in the library, especially since they use laptops, tablets and smart phones. Lachance (2007: 13) says that users are no longer connected to libraries as they once were. This means that they need to be able to access library services even when they are away from the library building.

Users also expect to be taught how to go about accessing information for them. This will help them in future to obtain information quicker for themselves, (Tiefel, 1995:320).

Adequately trained staff and motivated library staff play a crucial role in meeting the information needs of library users, (Adedibu and Adio, 1997:177).

The adequacy of information resources in the library

It was pointed out in the review that the library collection should be assessed periodically to determine its adequacy (Majid et al 1998:36). As the needs of the users keep on changing, the library collection may also be irrelevant and outdated.

It was also pointed out in the literature review that more complaints from the users may show that they are not happy with the resources or service. Users may complain informally, even if they are not given a platform to, they may voice their complaints when they come for service.

User satisfaction of library services

Satisfaction plays a very important role as it is able to keep users and encourage them to continue using the services. The needs of the users have to be fulfilled in order for satisfaction to result. User satisfaction also implies the effectiveness of the library service, (Thong & Yap, 1996: 176).

According to Thakura (2007:414), availability of up-to-date information, visibility of facilities, accessibility of resources, friendly staff and attractive appearance of the library and its staff are factors which contribute to user satisfaction.

Findings from the Primary Research

The findings from the primary research will be discussed according to the research questions in chapter 1. The research questions were to try and determine the following;

What types of services are required by the users?

Are users satisfied with the services they receive?

Are the information resources adequate?

Types of services required by the users

Type of services required by the users as explained in the literature review and indicated in the survey are; internet facility and accessibility to databases.

User satisfaction of the library services

Users are satisfied with the services. This is shown from the response on all the services provided in the library as pointed in the survey. Majority of the respondents indicated their satisfaction towards those services as explained in the previous chapter.

The Adequacy of Information Resources

Users also indicated their satisfaction towards information resources, like books, journals and photocopy machines. Though the majority were satisfied, those not satisfied was a number that needed attention, and includes those who need more photocopy machines, books, journals and internet facility.

Conclusions

The study shows that users generally appreciate the services provided by the library but at the same time they expect that more could be done. It is unlikely that the library could provide all desired documents to users, but at least it should make more efforts to solicit users' input,

(Kumar, Hussain, Ansari and Fatima, 2010: 10). This could be achieved by purchasing new books, periodicals and getting more photocopy machines as pointed above.

Since the aim of the research was to evaluate the services and resources which the library provide and find out if the users are satisfied with them, the researcher believes that the research achieved what it set out to do because it managed to discover the feelings of the users regarding the library services and resources.

Recommendations

There were recommendations on the improvement of library services. These are issues based on the responses received from users.

The following recommendations are proposed;

That the library book and periodical collection be increased to cover the concerns of those not satisfied with the service. Books are the main item the library possesses. Most users come to the library mainly for them. The library assists some of the students with prescribed books. Some of these students are needy and cannot afford to buy them. Students also use some other books in addition to prescribed ones. These are valuable especially for researchers since they often need to obtain more information. Other students find novels to be essential for recreation purposes. This helps them when they want to refresh intellectually.

The administration of library fines needs to be revisited and another alternative be applied, at the same time ensuring that users do not stay too long with the books, for example, that the users be reminded in the form of SMS's when their books are due. One of the main problems that cause fines is forgetfulness, as most users just keep the books at length even though they do not use them. Therefore a reminder might help them to return the books on time.

The internet facility needs to be improved since more users depend on it for information. Most users are now using technology to find information. It allows them to get the information they want more quickly and in an updated form.

The photocopy service should be subcontracted to solve the problem of having few photocopy machines and to also ensure that all the machines are always functioning efficiently. The photocopy service is the most used facility in the library. Students use it for printing notes and assignments, for photocopying portions of books, journal articles, notes, question papers. It is a kind of service that needs constant monitoring. In most cases some of the machines are not working, they are few to can accommodate a large number of users using them. Therefore subcontracting the service may improve in terms of containing a large number of users who constantly use the photocopy service.

The library staff should be trained in maintaining high level of user satisfaction.

The library staff should wear name tags so that users may be able to identify them. Some of the times staff members may appear almost like the users. The name tags assist users to identify them quicker around the library and ask for assistance. Also for users who might need to keep a record of staff members who assisted them, the name tags might also assist for that purpose.

The library hours should be extended to try and cater for all categories of users. The residents students usually need more time to study, some may study as far as late hours. The postgraduates may need the library even during the vacations since their schedules don't go the same with the ones for undergraduates. They are also involved in research projects and they usually work on them even during vacation times, seeking more materials. As a result they feel left out or neglected if the library closes during the vacations.

The computer, internet and electronic journal articles must be improved so that users could have easy access. Electronic information is mostly preferred by users as explained above. Since they are up-to-date and quicker to access, their availability and easy access will be of

great assistance to users. Electronic journals also do not consume space as compared to printed journals, so the library may be able to acquire them in sufficiently large numbers. Most users also struggle with accessing the internet and logging on to computers. The IT department is the one responsible for issuing passwords to users, and some users report that they still could not login, others also report after several days that their passwords are no longer working. The presence of an IT technician may be one way of solving the problem as he would be present to attend to all the problems the students experience in login and accessing the internet.

Recommendations for future Research

It is proposed that this type of survey be carried on a regular basis to ensure that users are always satisfied with the library services and resources.

There should be regular orientation carried out throughout the year to those who need it, particularly on the searching of books and information online. Visual aids may also be valuable, that is, users may be shown a CD recording which will take them on a tour around the library and also about using the services.

Other studies should be conducted where users will specifically evaluate the sections of the library separately, for example; the Circulation desk, Information service, Staff. This means that users may be asked how they feel about the staff, the Circulation or the Information services. The aim will be to gather more information as far as those sections are concerned.

Further study should be conducted, which will focus specifically on one category of users, for example; the undergraduates or Postgraduates or Staff. Users have different needs as far as library services are concerned, if a separate study is carried on one of those categories, the library might be able to gather more information which will be valuable to improve on the services rendered.

A book should be available all the time where users can write their complaints and suggestions, and which will be checked regularly. Since the library cannot satisfy all users, it is important that they have a platform to raise their complaints. This may also serve as a mirror for the library because some users may come up with suggestions which may contribute to changes.

Conclusion

This chapter summarised research findings that answer the research questions. The conclusions and implications of the study were evaluated using the literature available on user satisfaction with library services. Research objectives and questions were linked to the findings, summarising the key results of the study. It was evident from the literature review and findings that users rely on the library for studying, obtaining information and study materials, and that they expect more technological developments and also that they need up-to-date information. Most users are generally satisfied with the services and resources they are getting from Medunsa Campus library. This is evident in the fact that the majority of library users indicated their satisfaction in the survey. But it is very important to continually evaluate and improve the services and resources.

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Please note that the entire bibliography is cited and the references used in this article are within the cited bibliography.

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