

**AN EVALUATION OF THE QUALITY OF LIBRARY SERVICES IN JOHN  
HARRIS LIBRARY, UNIVERSITY OF BENIN: A USER SATISFACTORY  
SURVEY**

**BY**

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UNIVERSITY OF BENIN  
BENIN CITY**

**FEBUARY, 2025**

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**A RESEARCH REPORT SUBMITTED TO THE DEPARTMENT OF  
EDUCATIONAL MANAGEMENT, FACULTY OF EDUCATION, UNIVERSITY  
OF BENIN, BENIN CITY IN PARTIAL FULFILMENT OF THE REQUIREMENT  
FOR THE AWARD OF BACHELOR OF LIBRARY AND INFORMATION  
SCIENCE (B.LIS).**

**FEBUARY, 2025**

## CERTIFICATION

We, the undersigned hereby certify that this Research work was carried out by **James Norsey Isaac** with Matriculation Number: **EDU2001696** and that the research work is adequate in scope and quality in the Department Educational Management, Faculty of Education, University of Benin, Benin city, in partial fulfilment of the award of Bachelors Degree in Library and Information Sciences (BLIS).

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## **DEDICATION**

I dedicate this work to my parents Mr. Isaac Audu and Mrs. Joy Audu for their unwavering support, guidance and upkeep and also to my siblings, Paul Audu, Daniel Audu, Samuel Audu and Emmanuel Audu for their support and encouragement throughout my course of study. God bless you all.

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## ABSTRACT

*This study evaluated the quality of library services in John Harris Library, University of Benin. Related literature of eminent scholars views on the study were reviewed. A descriptive survey was employed to carry out this study. The population comprised of all the 300 and 400 level library and information science students in the University of Benin. One hundred (100) respondents were sampled for this study. To ensure a representative sample for this study, sampling was done using the simple random sampling technique. The research instrument used for this study was a self-structured questionnaire to elicit information from the respondents. Data was collected from respondents and analyzed using descriptive statistics like simple percentages. Findings revealed a positive perception of library services at John Harris Library, with significant strengths in resource availability and staff knowledge. However, there are notable areas for improvement, particularly in digital offerings and operating hours. Respondents provided valuable insights that could guide enhancements to the library's services, emphasizing user engagement, staff training, and resource expansion as key factors in improving overall satisfaction. Based on the findings above the following recommendations were made: The library should establish a clear and visible commitment to enhancing user experience. To address concerns about limited open hours, consider evaluating the current schedule and exploring options to extend service hours. Implement regular user surveys to gather feedback on library services and resources. Invest in ongoing training programs for library staff to enhance their skills and ensure they are equipped to provide excellent support and guidance to users. Develop a user-friendly website that provides easy access to resources, information, and services. Finally increase the selection of digital resources and e-books to meet the evolving needs of users.*

## **CHAPTER ONE**

### **INTRODUCTION**

#### **Background to the Study**

Evaluation is the process of critical analysis in order to make a worth-wile judgement, evaluation can come in various forms such as test, quizzes and projects. The process of evaluation is very critical in gauging the effectiveness and aftermath of programs and initiatives. By carefully examining several aspects of a program, evaluations help out in accountability, enhancement, up to date decision making and organized learning. Despite undergoing challenges, the ceaseless development of evaluation methodologies and structure offers opportunities for more imp-active assessments.As organizers attempt to implement evidence based practices, the job of evaluation will remain cardinal in knowing what works, for whom, and why, eventually leading to better end result for individuals and communities. Evaluation is also very helpful in measuring the quality of two similar things.

When we talk about quality we usually mean how bad or good something is, in order words we're looking at the standard of a particular thing when measured against a similar kind. It can also relate to the overall nature or essence of an item or experience. For example the experience one gets from an international library compared to that of a local one is truly staggering, due to the difference in quality.

Libraries as we all know have been around since ancient times with the earliest libraries dating back to almost 5000 years ago. Abid Hussain (2023) defined a library as

an organized collection of resources made accessible to a defined community for reference or borrowing. Another set of researchers defined a library as “a dynamic entity that evolves with technological advancements and societal needs, serving as a community hub for knowledge exchange.” Bawden, D., & Robinson, L. (2018). From these definitions we can see the important role libraries play in the schools and the community and how essential it is for a library to meet the basic standards for appropriate use, libraries are not just a place to read they serve as a place to grow and stay informed due to the vast information available at disposal, information that empowers users for their various purposes in their everyday lives hence we cannot over emphasize the importance of libraries in our community. Libraries are built in every institution and these academic libraries provide wide range of services to students and faculties in that institution and these services are very essential as they play a vital role in the education of students..

The term "library services" describes the range of offerings and services libraries make available to help patrons obtain information and reading materials. Services like book loans, digital resources, patron help, and encouraging user literacy are all included in this. It incorporates both updated methods in keeping with Library 2.0 ideas and customary library services, reflecting shifts in the ways libraries engage with their users. Over time, Nigerian library services have changed dramatically to meet changing educational needs, technology breakthroughs, and cultural expectations. In Nigeria, libraries are essential resources for lifelong learning, community engagement, education, information access, and cultural preservation.

The development of libraries in Nigeria can be tracked back to the colonial era when British organizations set up libraries mainly for administrative and educational purposes. As an essential source of knowledge, education, and scholarship, libraries are critical to the academic growth of both researchers and students. The University of Benin's John Harris Library is a symbol of the school's dedication to offering top-notch instruction and assistance for research. The library was created to serve the various information needs of its users, which include academic staff, students, and the general public. In order to support efficient teaching, learning, and research, the library is expected to uphold high standards of service. Within the discipline of library and information science, the significance of reviewing library services has gained momentum in recent years. In addition to improving user satisfaction, high-quality library services have a positive effect on researchers' productivity and students' overall academic success. Frameworks for evaluation and techniques have been developed to assess various aspects of library services, including accessibility, resource availability, user engagement, and the overall environment. In spite of the fact that library services are widely acknowledged as being important, many academic libraries, including those in Nigeria, encounter obstacles that could make it more difficult for them to provide high-quality services. These obstacles include a lack of funding, resource constraints, changing technology, and shifting user expectations. The University of Benin, a well-known university, is not immune to these obstacles. Determining the extent to which the John Harris Library fulfills the needs and expectations of its patrons is crucial for rectifying deficiencies, improving service

delivery, and encouraging a culture of continuous learning. Furthermore, considering the University of Benin when evaluating the quality of library services is especially important, especially in light of the increased emphasis on the integration of technology into education and the rising demand for digital resources. It is critical to assess academic libraries' offerings as they adjust to these developments to make sure they continue to be useful and productive in serving the academic community.

Our case study which is the John Harris library, located in the University of Benin, Edo State offers a wide range of services, the John Harris library building has 3 compartments, the ground floor, basement and first floor, in terms of organization the library has 4 divisions, the readers division, administrative division, technical division and branched libraries division, there are also systems in the John Harris library, the main library which is said to be able to contain 1000 readers at a time, we have the library extension which is said to be able to contain up to 2000 readers at a time, inside the library extension also includes the MTN foundation Universities e-connect library which can accommodate up to a 100 users at a time. Overall the library possesses some of the basic essential services organized to meet the needs of student in the institution.

### **Statement of the Problem**

Nigeria, like most countries faces important problems in the quality of library services rendered, arising from a mixture of limited resources, old-fashioned materials and staffing handicap, these problems obstruct the necessary dispersal of knowledge and information. The quality of library services plays a vital role in assisting the academic

needs and research potential of students and faculty at higher education institutions. Nigerian libraries are at a crucial point, approached with strong road blocks hindering the development of novel solutions, the customary library model is faced with hindrances in efficiently managing the large digital collections providing a customized user experience and coping with the ever growing expectations of the tech-savvy population.

In the case of John Harris Library at the University of Benin, there is a growing concern regarding the adequacy and efficacy of the services rendered to its users. Factors such as user satisfaction, resource accessibility, information retrieval efficiency, and staff tolerance are crucial to assessing the library's performance. Regardless of the library's goal to promote a conducive learning environment, there is not enough empirical evidence to analyze the current state of its services. Acknowledging the importance of libraries as vital foundations for learning, cultural preservation and research, it therefore becomes mandatory to find-out better ways to address these problems and project the John Harris library into a new era of accessibility and efficiency.

### **Purpose of the Study**

This study aims to identify the strengths and weaknesses of the library services at John Harris Library and explore the perceptions and experiences of its users. By addressing this gap, the research seeks to provide actionable insights that can guide improvements and enhance the overall quality of library services, thereby supporting academic success and research excellence at the University of Benin. Specifically this study intend to :

1. Evaluate the level of satisfaction among users of the John Harris Library.
2. Pinpoint specific strengths and weaknesses of the available library services in John Harris Library,By analyzing user feedback.
3. Find valuable insights that can improve the quality of library services in John Harris Library.

### **Research Questions**

1. What is the overall level of user satisfaction with the library services provided at John Harris Library, University of Benin?
2. What are the strengths and weaknesses of the available services in John Harris library.
3. What insights do you think will improve the quality of library services in John Harris Library.

### **Significance of the Study**

This study will be of great importance to library administrators, government, policy makers, students and lecturers. For government and policymakers it will help in making informed decisions regarding resource allocation, and the development of new services and programs. This research will benefit library administrators in areas like staffing, lack and state of the available library services. This research will also be beneficial to students, lecturers and as it will provide feedback on user experience as well as quality of library services, which in turn leads to the improvement and provision of more updated library services needed for carrying out research from lecturers to students.

## **Scope and Delimitation of the Study**

The scope of this study is to carry out an evaluation on the quality of library services in John Harris Library. The study is therefore delimited to 300 and 400 level library and information science students from the Faculty of Education, University of Benin.

## **Definition of Terms**

**Evaluation:** Evaluation is the methodical process of analyzing a project, program, or service's conception, execution, and results to ascertain its efficacy, worth, and caliber is called evaluation. In order to make knowledgeable decisions regarding the effectiveness and significance of the issue being assessed, this procedure frequently entails gathering and evaluating data.

**Library:** Library is a special place or institution that gathers, arranges, maintains, and makes a range of information resources and materials available for use. Books, periodicals, magazines, digital media, audiovisual materials, and archive papers are a few examples of these resources.

**Quality:** Quality is The degree of excellence or the innate qualities of a system, process, service, or product that satisfies predetermined criteria are referred to as quality. It includes a number of qualities, such as effectiveness, dependability, toughness, and client pleasure.

**Service:** Service is an intangible activity, benefit, or procedure that one party provides to another, usually entailing help, support, or task fulfillment, is called a service.

## **CHAPTER TWO**

### **LITERATURE REVIEW**

This chapter presents a comprehensive review of related literature on an evaluation of the quality of library services in John Harris Library, University of Benin: A user satisfactory survey. It is reviewed under the following sub-headings.

- Conceptual framework.
- Concept of library services.
- Evaluation methodologies of library services.
- Role of library services in enhancing user satisfaction
- Challenges faced with the implementation of library services in academic institutions.
- Importance of Library Services in Academic Institutions.

#### **Review of Related Empirical Studies**

#### **Summary of Literature Review**

#### **Conceptual framework**

The conceptual framework of this study provides a comprehensive overview of the key concepts buttressing the evaluation of the quality of library services in John Harris Library. It explores the concept of library services, evaluation of library services, Role of library services in enhancing user satisfaction, challenges of library services, importance of library services in academic institution.

## **Concept of library services**

Library services are the various services rendered by libraries to assist and meet the various needs of its users. According to Garcia-Milla (2019) library services are defined as “ the activities, resources, and support that libraries provide to help individuals find and use information”. Some of those services include access to digital collections, technological support and many more. The concept of library services has grown over the years to facilitate a vast range of activities that surpasses the role of librarians and staffs in the library.

From antiquity to the digital era, library services have evolved significantly to meet the demands of society and keep up with technical advancements. Libraries are now essential for encouraging community involvement, accessibility, and literacy. A persistent emphasis on innovation and change in library services is seen in the literature published recently.

## **Evaluation methodologies in library services**

Research on library service evaluation has employed various methodologies to measure user satisfaction. Quantitative approaches, such as surveys and questionnaires, remain prevalent (Forbes, 2022). These instruments allow libraries to gather data from a large number of users efficiently, enabling statistical analyses that can reveal trends and satisfaction levels.

Qualitative methods, such as interviews and focus groups, are also increasingly used to provide deeper insights into user experiences and perceptions (Clark, Hightower, 2021).

Combining both qualitative and quantitative techniques—a mixed-methods approach—can yield comprehensive insights into user satisfaction and service quality by capturing both the breadth and depth of user feedback (Smith, Brown, 2020).

### **Role of library services in enhancing user satisfaction**

The role of library services in enhancing user satisfaction is a very vital component of the entire library experience. Different studies have searched the relationship and essence of supplying quality services to serve user needs.

In a study by Song and Kim (2020) they discovered that personalized library services had a remarkable effect on user satisfaction. By designing services accordingly to individual preferences, libraries can improve the over user satisfaction and experience.

Another role of library services is that it can significantly improve the information literacy among the users, Wang, Yang, and Chen (2021) stressed on the fact that effective library services can assist users in navigating information resources, generally to success in academic settings and increase in satisfaction levels. Another role of library services that can boost user satisfaction and overall experience levels is reference services, Sari and Kavakali (2018) pinpointed the essence of evaluating the effectiveness of reference services in academic libraries , providing timely and accurate assistance to users through reference services, it's essential for enhancing satisfaction levels and promoting a positive perception of the library.

In general, library services play a vital role in improving user satisfaction by meeting information needs, providing personalized assistance, and growing a positive academic

surrounding, ongoing evaluation and enhancement of library services based on user review is important for guaranteeing maximum levels of engagement and satisfaction among users.

### **Challenges faced with the implementation of library services in academic institutions.**

Academic institutions often encounter problems in the implementation of library services due to many reasons, the proper implementation of library services in academic institutional can be very pivotal to the learning experience gotten by the users.

Limited resources are one of the most common challenges faced due to poor funding, which makes it hard to acquire new journals, books and other necessary materials as well as new and up to date technologies that can enhance the quality of library services. This is a very huge problem considering the fact that technology is growing at a rapid rate in modern day, libraries need to constantly update their systems and services which comes at high cost, they also need to train staff members to be technologically literate so that they can effectively use this new technologies.

Academic libraries also face the challenges of spacing, physical libraries need enough space to effectively contain library materials and also accommodate new ones, there must be enough room to contain computers, books and other necessary materials and study areas need to be a located in quiet places to get the best experience and also improve user engagement.

Another challenging issue that arises is the need for privacy libraries must be confidential, meaning they should protect user data especially as a lot of harm can come from online services nowadays. User data must be secure as it will build trust among library users.

User engagement is another thing academic libraries still struggle with, encouraging students and faculty members to utilize library services effectively can be difficult and frustrating. This may stem from a lack of awareness about available resources or perceived irrelevance of traditional library services.

### **Importance of Library Services in Academic Institutions**

Library services are pivotal in academic institutions and they offer a wide range of benefits to library users, academic libraries often make use of some of these services to promote user engagement and boost the overall experience of their users. Some of those importance include.

**Access to information:** libraries are responsible for providing wide range of information to their users through journals, books, databases, e-books and other essential materials, individuals are capable of gathering information about almost any topic which to explore through the help of these tools.

**Digital literacy:** in the modern age the use of computers have now become more prevalent than ever, libraries play a vital role in promoting digital literacy by providing internet access which help in raising awareness on topics like coding, safety and privacy, and other digital skills.

**Student support:** libraries are beneficial to students of all ages, as they are usually provide access to research materials, guidance from library staffs and study rooms. They also have other benefits like tutoring and homework helping programs for assisting students with academic work.

**Community engagement:** libraries are a great place for individuals to come together and explore new concepts. Libraries also host events which group work among users which generally gives them the sense of a community.

In conclusion, library services are essential as they enrich the lives of individuals who come in to make use of these services by educating them and providing valuable and up to date information necessary for their future endeavours.

### **Review of Related Empirical Studies**

This section presents a review of related empirical studies encapsulated within the research objectives of this study. This review presents the findings of previous studies on the usage of library services as well as the awareness and quality library services. Prayangi V, and Keshav R, (2021). conducted a research which investigated the usage and awareness of library services, a well structured questionnaire was prepared on Google forms to elicit data from users of six colleges from Goa. A total of 300 filled questionnaires were received from the respondents. The study has revealed that the highest percentage of users (91.3%) prefer to visit library to issue books. The major problem faced by users as they have mentioned in this study is inadequate resources in

the library. Majority of the users (68.67%) are satisfied with library resources which is a positive sign for libraries functioning in Goa. This study recommended promotion and marketing of library services in order to enhance user awareness and increase usage of all library services.

K Mahmood, S Ahmad, S Ur Rehman, and M Ashiq (2021) conducted a study to measure the quality of the college library services in the Punjab Province, Pakistan, using LibQUAL survey. Data were collected from 998 respondents consisting of the college faculty and the students. The study found that none service quality attributes and dimensions met the desired expectations of group users as well as individual users, significant differences in library service quality based on users gender, type of academic discipline were identified. This study was helpful for the Punjab Higher Education Commission (HEC), the college administrations, the college librarians at the local level and other developing countries as well. It will guide them in future planning, contribute towards improved resource allocation and enhance purposeful utilization of resources.

The academic landscape in Nigeria presents unique challenges and opportunities for library services. Studies indicate that while libraries are critical to supporting education and research, many face resource constraints, outdated technology, and a lack of trained personnel (Asemah & Edewor, 2021). These challenges directly influence user satisfaction levels. Research conducted at various Nigerian academic libraries highlights significant issues with service quality. For instance, Ismail and Jibril (2020) examined the service quality of university libraries in Northern Nigeria and reported that services such

as information retrieval and user assistance often fell short of user expectations. Their findings pointed to the need for staff training and improved resource availability to enhance service quality.

### **Summary of Literature Review**

The aim of this literature review was to highlight previous works by scholars in areas related to this research. This literature review presented the conceptual framework of this study which encapsulated key concepts relating to this study and empirical review.

## **CHAPTER THREE**

### **METHODOLOGY**

This chapter, examines the procedure and method that would be employed in the collection of data for the study. This will be done under the following sub-headings.

Research Design, population of the study, sample and sampling procedures, research instruments, validity of the instrument, method of data collection, method of data analysis

#### **Research Design**

This study employed descriptive survey method. This approach is considered appropriate because the study is a fact finding and because it can be used to study a large population at a relatively lower cost and lesser time.

#### **Population of the Study**

The targeted population of this study comprised of all 123 students in 300 and 400 level Library and information science in the University of Benin, Edo state.

#### **Sample and Sampling Procedures**

The sample of this study was obtained through a simple random technique, this is because it gives every member of the population of interest equal and independent chance or opportunity of being selected for this study. The sample size selected for this study comprises of a total number of 100 users who were selected from the 300 and 400 level library and information science students.

## **Research Instrument**

The collection of data for the study was done by the researcher using a questionnaire. Questions were raised for the questionnaire based on 3 research questions, the questionnaire was segmented into sections “A and B”. The section A is expected to provide information on demographic variable for the respondent such as gender, level etc. While section B is expected to provide answers to the research questions raised for the study.

## **Validity of the Instruments**

To validate the instrument, the researcher employed the face and content validity this was done by an expert in the department. Draft copies of the instruments were given to the project supervisor and other expert in the department of Educational Management, University of Benin for their suggestions and criticism.

## **Method of Data Collection**

The researcher administered the questionnaire to the respondents. The students after a good explanation of the purpose of the study by the researcher and were also given time to provide suitable responses to the items on the questionnaire.

## **Method of Data Analysis**

The data of this study will be analyzed using a regression analytic approach and simple percentages.

## CHAPTER FOUR

### DATA ANALYSIS AND PRESENTATION

This chapter presents the results and discussion of findings in line with the research questions asked. This chapter is discussed under the following subheadings:

- Analysis of the respondents Bio-Data
- Answering of the research questions
- Discussion of findings

#### Analysis of the Respondents Bio-Data

**Table 4.1: Gender Distribution of the respondents**

<b>GENDER</b>	<b>RESPONDENTS</b>	<b>PERCENTAGE(%)</b>
MALE	42	42%
FEMALE	58	58%
<b>TOTAL</b>	<b>100</b>	<b>100%</b>

Table 4.1 shows that there are more female (58%) than their male (42%) counterparts which means that there are more females than males who are library and information science students in the University of Benin under review.

**Table 4.2: Academic Level of Respondents**

<b>LEVEL</b>	<b>RESPONDENTS</b>	<b>PERCENTAGE(%)</b>
300	26	26%
400	74	74%
<b>TOTAL</b>	<b>100</b>	<b>100%</b>

Table 4.2 shows the academic level of the respondents. This table indicates that 26% of the respondents are currently in 300 level and 74% are currently in 400 level, which implies that the majority of the respondents are in 400 level.

## **SECTION B: Answering of the research questions**

### **Research Question 1**

**What is the overall level of user satisfaction with the library services provided at John Harris Library, University of Benin?**

**Table 4.3**

<b>S/N</b>	<b>ITEMS</b>	<b>SA</b>	<b>A</b>	<b>SD</b>	<b>D</b>
1.	Users appreciate the accessibility and variety of materials provided by John Harris Library, leading to favorable satisfaction ratings.	40%	35%	10%	15%
2.	Users express a high level of satisfaction with the range of services offered at John Harris Library, University of Benin	30%	25%	20%	25%
3.	The facilities and resources available at John Harris Library contribute to an overall feeling of satisfaction among the users.	30%	27%	24%	19%
4.	The library's commitment to improving user experience has resulted in increasingly positive feedback from the users at the University of Benin	23%	23%	24%	30%

In an attempt to answer the above research question, items 1-4 on the questionnaire were used for table 4.3 above. All the responses put together shows that 40% and 35% strongly agreed, agreed that they appreciate the variety of materials provided by John Harris library, as opposed to 10% and 15% who strongly disagreed, disagreed.

30% and 25% strongly agreed, agreed that they express a high level of satisfaction with the range of services offered at the John Harris library, on the other hand 20% and 25% strongly disagreed, disagreed.

30% and 27% strongly agreed, agreed that the facilities and resources available in John Harris library contributes to an overall level of satisfaction. While 24% and 19% strongly disagreed, disagreed on that notion.

24% and 30% strongly disagreed, disagreed that the library’s commitment to improving user satisfaction has resulted in increasingly positive feedback from the users in the University of Benin. While 23% and 23% strongly agreed, agreed otherwise.

The overall level of user satisfaction with the library services provided at John Harris Library, University of Benin is positive. With majority of the respondents appreciating the variety and accessibility of materials provided by the John Harris Library.

**Research Question 2**

**What are the strengths and weaknesses of the available services in John Harris library.**

**Table 4.4**

S/N	ITEMS	SA	A	SD	D
1.	The availability of a vast collection of resources is a significant strength of the services offered at John Harris Library.	32%	28%	14%	26%
2.	Users commend the knowledgeable and helpful staff at John Harris Library as a key strength that enhances their library experience.	29%	27%	21%	23%
3.	While there are strengths in resource availability, users have noted that there is room for improvement in the library's digital service offerings.	45%	30%	10%	15%
4.	Users have identified limited operating hours as a weakness of the services provided at John Harris Library, impacting accessibility.	34%	30%	20%	16%

In an attempt to answer the above research question, items 1-4 on the questionnaire were used for table 4.4 above. All the responses put together shows that 32% and 28% strongly

agreed, agreed that the availability of vast collections of resources is a significant strength in the services of John Harris Library, while 14% and 26% strongly disagree, disagree 29% and 27% strongly agree, agree that the knowledgeable and helpful staff at John Harris Library is a key strength that enhances their library experience, as opposed to 21% and 23% who strongly disagree, disagree on that.

45% and 30% strongly agree, agree that there is room for improvements in the the John Harris Library, while 10% and 15% strongly disagree, disagree that there are no room for improvements.

34% and 30% strongly agreed, agreed that limited open hours is a weakness of the John Harris Library, while 20% and 16% strongly disagreed, disagreed on this.

We can see from table 4.4 that the John Harris Library possess strengths in the availability of vast collection of resources coupled with the knowledgeable and helpful staff present in the library, having a key weakness in it’s limited open hours.

**Research Question 3**

**What insights do you think will improve the quality of library services in John Harris Library**

**Table 4.5**

S/N	ITEMS	SA	A	SD	D
1.	Enhancing user engagement through regular feedback surveys can provide valuable insights to improve the quality of library services at John Harris Library.	38%	33%	10%	19%
2.	Implementing targeted training programs for staff can lead to improved user assistance, resulting in a higher quality of service at John Harris Library.	42%	38%	5%	15%
3.	Developing a more informative and user-friendly website can improve access to information and				

	resources, contributing to a better overall library service experience at John Harris Library	32%	26%	20%	22%
4.	Expanding the selection of digital resources and e-books is seen as a key insight that would significantly elevate the quality of services offered at the library.	40%	36%	10%	14%

In an attempt to answer the above research question, items 1-4 on the questionnaire were used for table 4.5 above. All the responses gathered shows that 38% and 33% strongly agree, agree that enhancing user engagement through regular feedback surveys can provide valuable insights to improve the quality of library services at John Harris Library. while 10% and 19% strongly disagree, disagree on that.

42% and 38% strongly agree, agree that implementing targeted training programs for staff can lead to improved user assistance, resulting in a higher quality of service at John Harris Library. As opposed to 5% and 15% who strongly disagree, disagree with that.

32% and 26% strongly agreed, agreed that developing a more informative and user-friendly website can improve access to information and resources, contributing to a better overall library service experience at John Harris Library. On the other hand 20% and 22% strongly disagreed, disagreed with that.

40% and 36% strongly agreed, agreed that expanding the selection of digital resources and e-books is seen as a key insight that would significantly elevate the quality of services offered at the library. While 10% and 14% strongly disagreed, disagreed.

## **Discussion of Findings**

- i. Majority of the respondents are satisfied with the accessibility and services provided by the John Harris Library. While at the same appear to be dissatisfied with the commitment of the library on improving user experience.
- ii. Majority of the respondents agree that a vast collection of resources and knowledgeable staffs are the key strength of the John Harris Library
- iii. Majority of the students also agreed that there is a lot room for improvement and the limited open hours are a strong weakness of the John Harris Library.
- iv. Majority of the respondents believe that enhancing user engagement through surveys, implementing targeted training staffs, developing a user friendly website and expanding the selection of digital resources and e-books are key insights that will improve the quality of library services in John Harris Library.

## **CHAPTER FIVE**

### **SUMMARY, CONCLUSION AND RECOMMENDATIONS**

Summary of findings, conclusion, recommendation, limitation of the study and suggestions for further studies.

This chapter presents summary of findings, it also contains the conclusion that was drawn and recommendations that were made on how to improve on the evaluation of the quality of library services in John Harris Library, University of Benin, and also limitations of the study and suggestions for further studies.

#### **Summary of findings**

Overall, the findings indicate a positive perception of library services at John Harris Library, with significant strengths in resource availability and staff knowledge. However, there are notable areas for improvement, particularly in digital offerings and operating hours. Respondents provided valuable insights that could guide enhancements to the library's services, emphasizing user engagement, staff training, and resource expansion as key factors in improving overall satisfaction.

#### **Conclusion**

The findings from this study highlight the overall positive perception of library services at John Harris Library, University of Benin. The analysis reveals a higher representation of female students among the respondents, with the majority being in their 400 level. Users expressed a general satisfaction with the accessibility and variety of materials

available, although there is room for improvement in specific areas such as digital services and operating hours.

Strengths identified include the extensive collection of resources and the helpfulness of the library staff, which significantly enhance the user experience. However, weaknesses such as limited operating hours and the need for improved digital offerings were also noted.

To elevate the quality of library services, respondents suggested implementing regular feedback mechanisms, enhancing staff training, and expanding digital resources. These insights provide valuable direction for the library's future improvements, ensuring that it continues to meet the evolving needs of its users effectively. Overall, the study underscores the importance of user engagement and continuous development in library services to enhance satisfaction and accessibility.

### **Recommendations**

Based on the discussion of the findings, the following recommendations are proposed to enhance the overall user experience at the John Harris Library:

**Increase Commitment to Improvement:** The library should establish a clear and visible commitment to enhancing user experience. This could involve creating a dedicated task force to address user feedback and outline actionable steps for improvement.

**Extend Library Hours:** To address concerns about limited open hours, consider evaluating the current schedule and exploring options to extend service hours. This could

involve assessing peak usage times and adjusting hours accordingly to better accommodate student needs.

**Enhance User Engagement:** Implement regular user surveys to gather feedback on library services and resources. Additionally, create focus groups that allow users to express their needs and suggestions directly.

**Targeted Staff Training:** Invest in ongoing training programs for library staff to enhance their skills and ensure they are equipped to provide excellent support and guidance to users.

**Revamp the Library Website:** Develop a user-friendly website that provides easy access to resources, information, and services. Consider incorporating features such as a search function for digital resources and an online assistance chat.

**Expand Digital Resources:** Increase the selection of digital resources and e-books to meet the evolving needs of users. Conduct market research to identify popular titles and resources that are currently in demand.

By implementing these recommendations, the John Harris Library can build on its existing strengths while addressing areas of improvement, leading to an enhanced user experience and greater satisfaction among its patrons.

### **Limitations of the study**

**Sample size:** One of the major limitations is the sample size, the sample size used in this research was small and may not give an accurate representation to the general or overall population.

**Time constraint:** Another limitation faced was time constraint. most academic research are time bound and every researcher must work with time in order to meet the deadlines, in my case the major limitation I had was limited time to properly carry out my research coupled with the fact that I had to engage in other curricular and extracurricular activities in the University of Benin.

**Researcher inexperience:** This is a problem many researchers encounters including myself, this is due to the fact that you don't know what you don't know and as a first time project writer I made a lot of mistakes which were due to multiple corrections from my project supervisor.

### **Suggestions for further research**

**Mixed method approach:** consider combining qualitative and quantitative methods for a more holistic understanding

**Addressing your limitations:** always acknowledge the limitations in your study or methodology

**Expanding the sample size or replicate the studies:** try using a larger audience or replicating the studies with a different sample to confirm the results.

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**DEPARTMENT OF EDUCATIONAL MANAGEMENT**

**FACULTY OF EDUCATION**

**UNIVERSITY OF BENIN**

**Questionnaire**

**An evaluation of the quality of library services in John Harris Library,**

**University of Benin: A user satisfactory survey**

Dear respondent, for the purpose of evaluating the quality of library services in John Harris Library, University of Benin: A user satisfactory survey. This research is purely an academic exercise and also a final year project which is required for B.LIS degree in Library and Information Science in the University of Benin

Your responses will be treated with utmost confidentiality and your co-operation is highly appreciated. Thank you

The Researcher.

**JAMES NORSEY ISAAC**

**SECTION A**

**Instruction:** Please tick (✓) the option that suits your response

**BIO-DATA**

Gender

Male ( ) Female ( )

Level

300 ( ) 400 ( )

## SECTION B

Please tick (✓) the option that suits your response

(SA) - Strongly Agree (A) - Agree (SD) - Strongly Disagree (D) - Disagree

S/N	What is the overall level of user satisfaction with the library services provided at John Harris Library, University of Benin?	SA	A	SD	D
1.	Users appreciate the accessibility and variety of materials provided by John Harris Library, leading to favorable satisfaction ratings.				
2.	Users express a high level of satisfaction with the range of services offered at John Harris Library, University of Benin.				
3.	The facilities and resources available at John Harris Library contribute to an overall feeling of satisfaction among the users.				
4.	The library's commitment to improving user experience has resulted in increasingly positive feedback from the users at the University of Benin				

(SA) - Strongly Agree (A) - Agree (SD) - Strongly Disagree (D) - Disagree

	What are the strengths and weaknesses of the available services in John Harris library.	SA	A	SD	D
1.	The availability of a vast collection of resources is a significant strength of the services offered at John Harris Library.				
2.	Users commend the knowledgeable and helpful staff at John Harris Library as a key strength that enhances their library experience.				
3.	While there are strengths in resource availability, users have noted that there is room for improvement in the library's digital service offerings.				
4.	Users have identified limited operating hours as a weakness of the services provided at John Harris Library, impacting accessibility.				

(SA) - Strongly Agree (A) - Agree (SD) - Strongly Disagree (D) - Disagree

S/N	What insights do you think will improve the quality of library services in John Harris Library	SA	A	SD	D
1.	Enhancing user engagement through regular feedback surveys can provide valuable insights to improve the quality of library services at John Harris Library.				
2.	Implementing targeted training programs for staff can lead to improved user assistance, resulting in a higher quality of service at John Harris Library.				
3.	Developing a more informative and user-friendly website can improve access to information and resources, contributing to a better overall library service experience at John Harris Library.				
4.	Expanding the selection of digital resources and e-books is seen as a key insight that would significantly elevate the quality of services offered at the library.				