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## **USER-SATISFACTION: THE CASE OF FRIN COLLEGE LIBRARIES**

By

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### **ABSTRACT**

This study examined the extent to which users of the FRIN college libraries are being satisfied with the services and information provided in these libraries. The survey method, involving the use of questionnaires was adopted for data collection. Two (2) sets of questionnaires were drawn, one for staff and the other for heads of these libraries. A total of 169 questionnaires were administered while 139 were returned. From the analysis, specific areas of deficiencies in terms of library services, the stock, infrastructure, equipment, staff efficiency on the job and general rating of the libraries were shown. Results from the study reveal that information communication technology, absence of photocopiers in the library, lack of a separate vote for the library, absence of interlibrary loan services and networking are the major factors responsible for the dissatisfaction of users of these libraries. Solutions were recommended.

**Keywords:** forestry, college library, user satisfaction.

### **INTRODUCTION**

Forestry involves the production of numerous and diverse goods and services that satisfy fundamental requirements of human populations (Sarton and Henle, 1965). The forest is a source of timber for building and construction. It is the protector and source of wildlife and fisheries resources essential for the supply of our protein requirements. It is a potential location for recreation and amenity values and plays the vital role of protecting the soil and the climate for agricultural production, especially in the savanna areas (Enabor, 1977).

Forest development involves the continuous raising of the level of forest production activities for the supply of goods and services which enhance utility satisfaction and welfare of the people. For the development of Nigerian forests, forestry and wildlife policies were formulated with the objective of attaining sustainable management of forest resources. However, Omiyale (2006) identified the following as constraints to

sustainable forest management:

- (1) Over exploitation of forests in disregard to principles of sustainable management.
- (2) Conversion efficiency in most of our saw mills is below 40 percent, which results in a lot of waste.
- (3) The population of the country is increasing at the rate of 2.5 to 3.0 percent, resulting in increased pressure on the national economy.
- (4) Under-valuation of the contributions of forests to the national economy.
- (5) Non recognition of the industrial potential of the country as it relates to forest.
- (6) Non-participation of the local people in the decision making process in forests and forestry matters.
- (7) The obsolete law and policies associated with forestry.

FAO (2005) also asserts that the rate of desertification in Nigeria is 2.6% annually. In order to achieve the set objective and minimize these problems, Nigeria's forest and wildlife personnel must be trained to be managers and providers of solutions to the problems emanating from forestry related issues. This calls for adequate training and the development of appropriate expertise in the various fields of forestry. The call becomes more pertinent now that many game reserves and national parks have been established. Thus, environmental protection and forestry programmes have been initiated in various zones. These planned forestry and forest industries development initiatives can only be executed successfully with adequate and suitably trained manpower. This idea is in line with Beazle's (1965) who opined that "planning for forest development should be based on a solid foundation and skilled knowledgeable personnel". In an attempt to ameliorate these problems, the Forestry Research Institute of Nigeria (FRIN), Ibadan was set up in 1954. On realizing the need for manpower development in the forestry sector, FRIN established the Federal College of Forestry (FCF), Ibadan, (1939), the Federal College of Forestry (FCF), Jos (1958), the Federal College of Wildlife Management (FCWM), New Bussa (1980) and Federal College of Forestry Mechanization (FCFM), Afaka, Kaduna (1976). The mandate of these colleges is to train low and medium-level manpower in all facets of forestry.

For the training to be effective and yield positive results in the improvement of forestry in Nigeria, the students, lecturers and the technologists/technicians must have access to current information materials in their various subject areas. This will enable them impart knowledge to the trainees. Information can only be accessed in well equipped modern libraries. The issue now is how prepared or well equipped these libraries are in terms of information.

Unlike business organizations that are profit-oriented, libraries are funded from the tax payer's money and the need for them to meet the requirement of their patrons is paramount, as profit-making is to business organizations. The expectations of users of a

library are high quality information resources that can assist them in the performance of their duties. Teaching and research suffer because of the inability of library resources to meet the needs of users or the failure of users to use library resources to their fullest potentials. This may be attributed to a dearth of information materials or the inability of the users to fully exploit the available resources in the library.

Franklin and Nitecki (1999) quoting Applegate, define user satisfaction as "a personal emotional reaction to a library service or product". Bitner and Hubert (1994) observed that user-satisfaction consists of service-encounter satisfaction, "the consumer's dis/satisfaction with a discrete service encounter" and overall service satisfaction; "the consumer's over dis/satisfaction with the organization based on all encounters and experiences with that particular organization. User satisfaction has been widely accepted as a surrogate measure for information system acceptance. It has been suggested that user-satisfaction is a product of information satisfaction, system satisfaction and support satisfaction (Lee and Pow, 1996). Information satisfaction is affected by the quality of information available, its accuracy, timeliness, precision, reliability, currency and completeness. User satisfaction is therefore determined partly by the extent to which the information demands are met. Satisfaction of library users is a function of multiple sources: the consumers' satisfaction with the information system and library services utilized to obtain the information product.

Singh (1990) studied satisfaction in the health care industry and found that overall patron satisfaction was as a result of three sources: satisfaction with the physician, satisfaction with the hospital and satisfaction with the insurance provider. Similarly, Murfin and Gugelchuk (1990), suggested that satisfaction with services (such as "user friendliness" of the information search system, speed of retrieval etc.) and satisfaction with the information obtained (such as its content and quality) might be two distinct entities. Franklin and Nitecki (1999) noted that since an individual's experience with a specific encounter or series of encounters is personal, satisfaction may or may not be related to the performance of a library. With the same library services, one user may be satisfied while another may not be.

Simmonds (2000) observed that libraries conduct user-satisfaction surveys and use the results to evaluate collection, service delivery, service quality, communication, library staff and facilities and equipment. Librarians and library administrators are expected to provide the best possible quality services to their users. This was supported by Obiora (1999) who stated that "ethically, librarians are always happy when their clients are satisfied with the services provided, and every serious minded librarian will always be up and doing in monitoring knowledge generation in every subject area so as to provide relevant perfectly packaged information for teaching and research". Andaleeb and Simmonds (1998) in their study, assessed five factors influencing user-satisfaction: the perceived quality of a library's resources; the responsiveness of the library staff; the

perceived competence of the library staff; the demeanor of library staff and the perceived overall appearance of library facilities. Their study determined that demeanor, competence, quality of resources and physical appearance (but not responsiveness) had an effect on user-satisfaction. They also determined that physical appearance had a considerably lower impact than the other significant variables.

### Objectives of the study.

The objectives of this study are:

1. To assess the level at which FRIN college libraries satisfy the information needs of their users through quality services.
2. To assess the extent of interlibrary services/networking existing among these libraries
3. To determine the presence of Information and Communication Technology facilities in these libraries.
4. To assess the level of funding of these libraries.

The members of staff of each college are important in the training of technical and sub-technical manpower for forestry, wildlife and ecotourism management in Nigeria, hence, the need for satisfactory information requirements. These will enhance the provision of current and up-to-date knowledge to the students and for research, resulting in the overall development of the forestry sector of the economy.

The findings of this study will give a sense of direction to librarians, the management of each college in particular and FRIN's management, thus ensuring better performance.

### METHODOLOGY

This study was carried out in the four colleges of FRIN (Federal College of Forestry, Ibadan, Federal College Forestry, Jos, Federal College of Forestry Mechanization, Kaduna and Federal College of Wildlife Management, New Bussa.) between January and February 2007. The survey method, involving the use of questionnaires, was adopted for data collection. Two sets of questionnaires were drawn up, one for the staff (lecturers, instructors, and other staff who are users of the library) and the other for the librarians in charge of these college libraries. Random sampling method was adopted in questionnaire distribution.

The questionnaire for staff focused on the evaluation of library services, library stock, equipment/infrastructure and staff and the rating of the library generally. The questionnaire to the librarians focused on institutional data, library data, staff, budget and library resources. Copies of the questionnaire together with a brief covering letter were sent to the 'agent' of the researcher in each of the colleges. The 'agents' were

responsible for the distribution and collection of the questionnaires on behalf of the researcher. The second set of questionnaires was posted to the college librarian of each college with a self-addressed envelope for the return of completed questionnaires. Relevant literature was reviewed to complement results obtained from the questionnaires. Data collected from the two sets of questionnaires were analyzed using simple frequency count and percentages.

### RESULTS AND DISCUSSION.

For any library, user-satisfaction is based on the information system and the human resources available. The information system and library services which are employed to obtain information products were the areas of emphasis in the study.

**Table 1: Distribution of questionnaires and response rate by institutions surveyed.**

| <i>Institutions</i> | <i>Year Established</i> | <i>Number Distributed</i> | <i>Number Recovered</i> | <i>% Responses</i> |
|---------------------|-------------------------|---------------------------|-------------------------|--------------------|
| FCF, Ibadan         | 1939                    | 60                        | 58                      | 96.67              |
| FCF, Jos            | 1958                    | 35                        | 23                      | 65.70              |
| FCFM, Kaduna        | 1976                    | 35                        | 26                      | 74.30              |
| FCWM, New-Bussa     | 1980                    | 35                        | 28                      | 80.00              |
| College librarians  |                         | 4                         | 4                       | 100.00             |
| Total               |                         | 169                       | 139                     | 82.25              |

Table 1 shows the distribution and response rates of colleges. FCF, Ibadan had the highest response rate followed by FCWM, New Bussa, then FCFM, Kaduna and FCF, Jos. All the librarians responded. Altogether, 169 questionnaires were distributed and 139(82.25%) were returned.

**Table 2: Gender of the respondents.**

| <i>Institutions</i> | <i>Male</i> | <i>%</i> | <i>Female</i> | <i>%</i> |
|---------------------|-------------|----------|---------------|----------|
| FCF Ibadan          | 33          | 57.00    | 25            | 43.00    |
| FCF Jos             | 18          | 78.30    | 5             | 21.70    |
| FCFM Kaduna         | 21          | 80.80    | 5             | 19.20    |
| FCWM N/Bussa        | 23          | 82.14    | 5             | 17.86    |
| Total               | 95          | 70.37    | 40            | 29.63    |

Table 2 shows there were 95 (70.37%) male respondents and 40 (29.63%) female respondents. This shows that, though male-dominated, forestry is now attracting females.

**Table 3: Respondents' years in service.**

| Range<br>YEAR | <i>I n s t i t u t i o n s</i> |            |                |                   | Total | %       |
|---------------|--------------------------------|------------|----------------|-------------------|-------|---------|
|               | FCF<br>Ibadan                  | FCF<br>Jos | FCFM<br>Kaduna | FCWM<br>New-Bussa |       |         |
| 1-5           | 28                             | 12         | 13             | 17                | 70    | 51.85   |
| 6-10          | 21                             | 9          | 3              | 5                 | 38    | 28.15   |
| 11-15         | 7                              | —          | —              | 2                 | 9     | 06.67   |
| Above15       | 2                              | —          | —              | 2                 | 4     | 02.96   |
| Not indicated | —                              | 2          | 10             | 2                 | 14    | 10.37   |
| Total         | 58                             | 23         | 26             | 28                | 135   | 100.00% |

Table 3 shows that 51.85% of the respondents from all the colleges have been in service for between 1 and 5 years; 28.15% between 6 and 10 years; 06.67% between 11 and 15 years; while 02.96% were above 15 years on the job; 10.37% did not indicate their years in service. This shows that respondents have stayed long enough to give an acceptable appraisal of the libraries.

**Table 4: Status of respondents**

| <i>I n s t i t u t i o n s</i> | <i>L e c t u r e r s</i> | <i>I n s t r u c t o r s</i> | <i>O t h e r s</i> | <i>N o t i n d i c a t e d</i> |
|--------------------------------|--------------------------|------------------------------|--------------------|--------------------------------|
| FCF, Ibadan                    | 26                       | 18                           | 13                 | 01                             |
| FCF, Jos                       | 10                       | 02                           | 11                 | —                              |
| FCFM, Kaduna                   | 04                       | 02                           | 15                 | 05                             |
| FCWM, New-Bussa                | 13                       | 07                           | 08                 | —                              |
| Total                          | 53(39.26%)               | 29(21.50%)                   | 47(34.80%)         | 06(04.44%)                     |

Table 4 reveals that 39.26% of the respondents were lecturers, 21.50% were instructors, and others, 34.80%; 04.44% did not indicate their status. Lecturers and instructors add up to 60.76%. This is a good representation of the total respondents since both groups are expected to use the library more.

**Table 5: Frequency of use**

| Institutions | Daily       | Twice/week  | Once/weekly | Occasionally |
|--------------|-------------|-------------|-------------|--------------|
| FCF Ibadan   | 10          | 19          | 13          | 16           |
| FCF Jos      | 11          | 07          | 02          | 03           |
| FCFM Kaduna  | 15          | 03          | 02          | 06           |
| FCWMN/Bussa  | 10          | 05          | -           | 13           |
| Total        | 46 [34.07%] | 34 [25.19%] | 17 [12.59%] | 38 [28.15%]  |

Table 5 shows that 34.07% of the respondents used the libraries daily; 25.19% used the libraries twice a week; 12.59% used the libraries once a week and 28.15% used the libraries occasionally. It is also expected that the lecturers and the instructors are those that used the libraries daily or twice a week for consultation. Both make up 59.26%. This is also a fair representation of the total respondents.

**Table 6: Evaluation of Library Services**

|                          | Institutions |         |             |                  |
|--------------------------|--------------|---------|-------------|------------------|
|                          | FCF Ibadan   | FCF Jos | FCFM Kaduna | FCWM New-Bussa % |
| Services Provided        | %            | %       | %           |                  |
| Orientation              | 67.24        | 78.26   | 73.08       | 60.71            |
| On-line search           | 68.97        | 17.39   | 23.08       | 07.14            |
| Literature Search        | 79.31        | 82.61   | 50.00       | 64.29            |
| Arrangement of books     | 96.55        | 91.30   | 69.00       | 82.14            |
| Guide to shelves         | 58.62        | 82.61   | 76.92       | 96.43            |
| Circulation              | 44.83        | 86.96   | 73.08       | 89.29            |
| Proc. Research materials | 43.10        | 73.91   | 57.69       | 89.29            |
| Searching misc. items    | 48.28        | 73.91   | 73.08       | 96.43            |
| Mgt. Reading Areas       | 65.52        | 100.00  | 76.92       | 92.86            |
|                          | N= 58        | 23      | 26          | 28               |

Table 6 shows that orientation, literature search, arrangement of books on the shelves, guide to shelves and management of reading areas were rated as satisfactory by a majority of the respondents from all the colleges. On-line search was rated low in Federal College of Forestry, Jos (17.39%), Federal College of Forestry Mechanization, Kaduna (23.08%) and Federal College of Wildlife Management, New Bussa (07.14%), but satisfactory in Federal College of Forestry, Ibadan (68.97%). This result is expected because as at the time of data collection, only the Ibadan library had its internet and

computers operating. Circulation, processing of research materials and searching for missing items were rated satisfactory in all the colleges except Federal College of Forestry, Ibadan (44.83%, 43.10% and 48.28%) respectively. This is an indication that the rules for borrowing are too stringent and call for review. On the processing of research materials and searching for missing items, the library staff did not respond to the needs of the users in this. Questionnaires to librarians indicated that all the libraries have qualified and adequate staff to perform these functions. This finding will enable the librarian-in-charge improve the areas of deficiency.

Table 7: Evaluation of library stock

|                      | <i>Institutions</i> |            |                |                   |
|----------------------|---------------------|------------|----------------|-------------------|
|                      | FCF<br>Ibadan       | FCF<br>Jos | FCFM<br>Kaduna | FCWM<br>New-Bussa |
| <i>Library Stock</i> | %                   | %          | %              | %                 |
| Text books           | 75.86               | 73.91      | 92.31          | 78.57             |
| Journals/magazines   | 63.79               | 65.22      | 84.62          | 71.43             |
| Technical notes      | 55.17               | 52.17      | 76.92          | 57.14             |
| Newspapers           | 77.58               | 91.30      | 92.31          | 75.00             |
| Reserve materials    | 62.07               | 86.96      | 73.08          | 67.86             |
| Electronic Data base | 36.21               | 26.08      | 38.46          | 10.71             |
| Internet             | 75.86               | 30.43      | 26.92          | 07.14             |
| Audio visuals        | 43.10               | 26.08      | 38.46          | 57.14             |
| Microfilms           | 31.03               | 26.08      | 00.00          | 32.14             |
| Interlibrary loan    | 27.59               | 34.78      | 38.46          | 25.00             |
|                      | N= 58               | 23         | 26             | 28                |

The worth of any library is its stock. A well stocked library with current and up-to-date information materials will not only satisfy the users but also attract users. Table 7 shows that in all the colleges, textbooks, journals/magazines, technical notes, newspapers and reserve materials were rated satisfactory by the respondents. Internet facilities were rated satisfactory only at the Federal College of Forestry, Ibadan (75.86%). This is because the college in Ibadan was the only one with internet facilities as at the time of data collection. (This agrees with the finding on On-line search in Table 6 above). Electronic data base, microfilm and interlibrary loans were also rated low in all the colleges. The low ratings of electronic data base and microfilms in all colleges show that all these colleges are yet to embrace Information Technology (IT) in their respective libraries. Their reliance was mainly on printed information which is in agreement with Ariyo (2002) who observed that "there is apathy on the part of the

librarian and management of colleges of agriculture towards information technology application".

Interlibrary loan service was also not satisfactory in all the colleges. The fact that the interlibrary loan service was rated low shows that the colleges do not have any form of networking. Internet connectivity has not been put in place in most of the colleges, which would have served as an alternative to interlibrary loan services. These findings were in agreement with the responses to the questionnaire by the librarians of the colleges. Audiovisuals was rated satisfactory only in FCWM, New Bussa (57.14%). This may be as a result of the courses undertaken by the colleges. Wildlife deals with animals and plants in the wild, some of which can easily be illustrated using audio visual materials.

**Table 8: Evaluation of Infrastructure/Equipment**

| <i>Items</i>                   | <i>Institutions</i> |                 |                     |                        |
|--------------------------------|---------------------|-----------------|---------------------|------------------------|
|                                | FCF<br>Ibadan<br>%  | FCF<br>Jos<br>% | FCFM<br>Kaduna<br>% | FCWM<br>New-Bussa<br>% |
| Reading table/chairs           | 89.66               | 100.00          | 88.46               | 78.57                  |
| Lighting                       | 93.10               | 91.30           | 76.92               | 96.43                  |
| Air Conditioners & Ventilation | 56.90               | 65.22           | 73.08               | 82.14                  |
| Audio-Visual equipment         | 48.28               | 30.40           | 30.77               | 71.43                  |
| Computer                       | 56.90               | 52.17           | 19.23               | 32.14                  |
| Photocopier                    | 36.21               | 43.49           | 38.46               | 21.43                  |
| Individual study               | 75.86               | 65.22           | 88.46               | 39.29                  |
| Other equipment/furniture      | 86.21               | 73.91           | 88.46               | 53.57                  |
| Quietness                      | 86.21               | 95.65           | 92.31               | 89.29                  |
| Cleanness                      | 98.28               | 95.65           | 88.46               | 96.43                  |
| Security                       | 98.28               | 91.30           | 88.46               | 85.71                  |
| Opening hours                  | 87.93               | 95.65           | 92.31               | 96.42                  |
| Audio-Visual room              | 39.66               | 34.78           | 34.62               | 25.00                  |
|                                | N= 58               | 23              | 26                  | 28                     |

The result in Table 8 indicates that in assessing the infrastructure and equipment of each library, respondents were dissatisfied with the non-availability of photocopiers and an audio visual room in their respective college libraries. The absence of photocopiers in any library is tantamount to hoarding information. Its negative effects are mutilation and stealing of library materials. When they are present these effects are

reduced and funds are also generated at least for the upkeep of the equipment. Although there may be commercial photocopying centres around (or close by), it is easier and more convenient for users of the library when there is one in the library.

Audiovisual equipment was rated low in all FRIN colleges except FCMW, New Bussa (71.43%). This shows that less attention is being paid to its development. Audiovisuals and the audiovisual rooms are very important in a library. The use of audiovisuals makes the inaccessible accessible and also aids learning.

Respondents from FCF, Ibadan, indicated their satisfaction with the computer equipment in their college library while for FCF, Jos, the rate of satisfaction was average. For FCFM Kaduna and FCWM, New Bussa libraries, respondents were not satisfied. This finding corroborates the earlier findings on On-line services, electronic data base and internet services of these libraries on Tables 6 and 7. The absence of internet services in most of these colleges is a major factor for dissatisfaction with On-line services and electronic database search in these colleges.

**Table: 9 Evaluation of staff and the library**

| <i>Institution</i>  | FCF    | FCF   | FCFM   | FCWM    |
|---------------------|--------|-------|--------|---------|
| <i>Parameter</i>    | Ibadan | Jos   | Kaduna | N/Bussa |
|                     | %      | %     | %      | %       |
| Staff helpful       | 91.38  | 95.65 | 100.00 | 100.00  |
| Book located easily | 53.45  | 86.96 | 80.77  | 92.86   |
| Rating the library  | 20.69  | 13.04 | 23.08  | 28.57   |
|                     | N= 58  | 23    | 26     | 28      |

Table 9 above shows that the staff of all the FRIN college libraries were very helpful. This is expected of all library staff because the ethics of the profession demands that books be easily located in the libraries. This is an indication that the librarians are doing their jobs efficiently.

Despite the above, the respondents from all the college libraries rated their respective libraries as sub-standard. This rating might be attributed to all the areas of deficiencies already discovered in the study. The world is now a global village and the expectation is that we should move at the same rate with the whole world, especially in information technological advancement.

#### **Implications for libraries**

##### **Non-Information and Communication Technology (ICT) compliance:**

The non - ICT compliance of these college libraries is the main factor responsible

for the rating of the libraries as unsatisfactory. In the areas of printed materials and human resources, the users were satisfied. It is pertinent to say that ICT has now become a must in institutional libraries that want to measure up to standard. There is no way any library that is not ICT compliant can satisfy the needs of its clients. This is due to the current wave of electronic printing, electronic dissemination of information and the avalanche of information flow. It is through ICT that any library can cope with the trend.

#### **Lack of photocopy services**

Photocopiers in libraries have their advantages. Apart from generating funds, they reduce the rate of stealing and mutilation of library resources. In all the colleges, respondents indicated the lack of photocopiers in them. Those privately owned photocopiers in commercial ventures located outside the library are not convenient for users of the library. Owners of these photocopiers in most cases mishandle library books thereby shortening the life span of the book. This explains why most libraries clamour for their own photocopiers.

#### **Lack of networking**

No library is an island and no library in the world can boast of having all that is required by its users. This is the reason behind interlibrary loan or cooperation services. Two of the college libraries-FCWM, New Bussa and FCFM, Kaduna are located in isolated areas. It takes some time before you get to the nearest library. Again, the subject coverage of all these libraries are specialized (forestry & wildlife). The fact that not every library can stock information on these subject areas warrants interlibrary cooperation. Even in FCF, Jos and FCF, Ibadan, students from nearby universities patronize these libraries due to the availability of some information materials in forestry, wildlife and related subjects not found in their university libraries. The fact that these libraries are under the same umbrella and provide almost identical services should encourage a well structured networking/collaboration in terms of acquisition and sharing.

#### **Lack of separate budget for library**

Above all, the responses from librarians show that though qualified and competent, they were handicapped because none of the college libraries has a separate budget. When there is no separate budget for the library, it is difficult for the librarian to plan. Planning for improvement in library services and equipment is based on the amount set aside for the library on yearly basis. Under a no budget system, libraries develop at the mercy of the head of such an establishment. It should also be noted that ours are training institutions where the library is the hub of training, learning and research, which is FRIN's mandate. This situation was what made the World Bank suggest that 10% of the

recurrent grant to tertiary institutions be set aside annually to fund and equip the libraries with textbooks and other peripherals. (COMPLIN Newsletter, 1996)

## CONCLUSION AND RECOMMENDATION

Libraries are established to satisfy the needs of their clients. To be able to carry out their functions, their information resources, information systems and services employed to achieve these objectives/functions must be efficient and adequate. In view of the above, the researcher recommends that the management of FRIN colleges pay urgent attention to the following:

There should be full application of Information and Communication Technology (ICT) in their libraries. Each library should be equipped with adequate computers and their accessories and relevant databases in forestry and wildlife management or related subjects. The creation of an in-house database to ease access to the available information in the libraries is also necessary. The new plan for Internet connectivity of FRIN and its colleges should be urgently intensified and implemented. Internet connectivity will bail these colleges out of the dearth of information materials, which interlibrary loans would have done.

The college administration should provide functional photocopiers in all the libraries. This will reduce the rate of mutilation and stealing of information materials in the library. It will also prolong the life span of library textbooks when they are handled by library staff while photocopying from them.

Each of the libraries should have a separate vote that will be managed by the library under the supervision of the Provost. This will usher in rapid development of the libraries. The total reliance on Education Trust Fund for one million three hundred thousand naira (N1 300 000.00) for library development cannot cope with modern library development. It should only act as a supplement. Ten percent (10%) of the annual recurrent grant should be set aside for library development annually. It is when this is done that all other problems enumerated above can be solved. Thus, the trio of information resources availability, the information system and the library services employed to obtain information products are inseparable if user satisfaction is to be achieved in the library.

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