Readers' Assessment of the University E-Library Facilities and Services

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Abstract
The e-library users of the Faculty of Law, Nnamdi Azikiwe University, Awka, was used to conduct a survey to ascertain their opinions on the facilities and services provided for their use in the areas of adequacy of computers, accommodation, seats, tables, power supply, hours of operation, ventilation, databases accessed, staff/users relationship. Questionnaire was administered to 154 of the students in a planned order, in such a manner that every user on entering the library was administered with a questionnaire. This exercise lasted for one week and was done in such a way that there was no duplication of questionnaire administration. All the administered questionnaire were duly returned representing 100% return. The work revealed that the users were satisfied with the following facilities/resources: accessing e-mail, general web browsing, sanitation, lighting, ventilation, chairs and tables, opening hours, security. Equally, the following challenges with using the facilities/resources were revealed: slow access speed, limited access to computer, too many information retrieved, takes too long to view/download pages, power failure and limited bandwidth, closing time.   It is recommended that the law library management should note the areas required for improvement and pay special attention to the areas of comments by students. Awareness should also be created on the ICT services provided to enable students explore them.
Keywords: E-library facilities, e-library services, readers assessment, university e-library.

Introduction
A digital library is a library in which collections are stored in digital form (as opposed to print, microform, or other media) and accessible by computer (Trivedi, 2010).   Digital resources constitute an important part of a library collection being the most important vehicle for global scholarly communication.   The academic productivity of any faculty in a university depends on his access to quality information resource materials for classroom work and research, (Israel, 2011).   The requirement or expectation of every library is geared towards the satisfaction of the needs of her clientele; and these expectations and needs can be ascertained most times when the opinion and views of the users are sought and may be carried out. This is the opinion of Gurdal (2007), when he confirmed that the users are in a better position to measure the quality of library services. According to Anunobi and Moneke (2008), Gurdal (2007) argues that building a formidable library services required receiving feedback from users who may comment on all aspects of library services. Anunobi and Moneke (2008) were of the opinion that it is only when a library understands the expectations of users that it will be in a position to build satisfactory services. Evaluating the use of library and information system is one of the major concerns and an integral part of Library and Information Science practitioners (Ugah, 2007)

Onwudinjo (2015), recommends that periodic assessment of the collections by the regulatory bodies should be ensured to enable law libraries to improve in their collections. This should be done by periodic examination of the utilization of the library facilities and services. Periodic evaluation of stock and services could help the libraries to plan ahead and achieve their goals. It is also the advice of Tsafe (2004) that libraries should periodically examine the utilization of its facilities and services with a view to effectively plan and manage as well as evaluate the achievements of their goals.

The implication of the above, Anunobi and Moneke (2008) said is that every library system should from time to time design a feedback mechanism to receiving from their users on their views on library environment including furniture, staff/user relationship, stock and their systems which users come in contact within the course of using the library.

As every library operation is geared towards the satisfaction of the needs of the users, the library users should be well informed of these operations and their opinions sort, as the library users may consider such

actions if not well informed, ineffective and inefficient. Anunobi and Moneke (2008) citing Whittaker, said that allowing users to either make appreciative or critical comments about library's services is also important. Such comments could be made on the areas of security, issuing and discharging of borrowed materials, Anunobi and Moneke, (2008).

It is expected that every library should give to its users qualitative services. This could be achieved by ensuring that the collections and services of the library are both qualitative and quantitative. Library stock should be relevant to the current interests of users and not those prevalent when the library was set up, Anunobi and Moneke, (2008) citing Ward, 1992). Weeding of materials becomes necessary, as building of stock continues and grows, equally out of date stock should be reviewed and irrelevant resources removed. It should be ensured that the needed resources are equally exploited through effective use, within and outside the library. According to Afebende and Ebaye (2008), the effectiveness of a library does not depend on only its collection/resources and other facilities per se, but also on the success of its exploitation and use. What concerns the librarian is not only to build a good collection, but also to create awareness on the users so that they can take full advantage of the collection.

To ensure that users benefited maximally, efforts should be made by the library management to make bulk of the resources available for loan to staff and students in both quantity and period of the loan. The time of opening and closing the library is equally of importance. The opinion of the users is highly needed in this direction, to ensure that the opening and closing time suits the users. The comfort of the users is highly needed to ensure effective use of the resources. Comfortable reading environment includes, heating, lighting, ventilation, reading tables and chairs, quiet and clean environment. This study was carried out in Nnamdi Azikiwe University Faculty of Law Library, Awka.

The objective of the study was to find out the views and opinions of the users with regards to the available facilities/resources, opening and closing hours, furniture, library security, staff/user relation, ICT facilities and services, environment.

Statement of the Problem:

It is important for every service provider to aim at achieving need satisfaction. For every service, the primary aim of its provider is to achieve need satisfaction. The service provider therefore must be aware of the consumer needs and works towards satisfying them. Where library services are based on un-reviewed formative needs, *the* result is the continuous provision of the services which were acceptable and satisfactory at the time of setting up the library, but very undesirable to the dynamic users, Anunobi and Moneke, (2008). Therefore, a library's relevance to its users is a function of real time need satisfaction. The aim is to ascertain the views and opinions on the facilities, services and environment of the e-library by users of Nnamdi Azikiwe University Law E-library, Awka.

Objective

The general objective of the study is to determine users' satisfaction with the facilities, services and environment in Nnamdi Azikiwe University, Law e-library Awka. Specifically, the objective is to determine:-

- the opinion, views and suggestions of library users on the e-library resources.
- their opinion and impression on the library security, staff/user relationship.
- their opinion on the opening and closing time.
- their views on the reading spaces, tables, chairs, ventilation, lighting of the library.
- their views on the power situation in the e-library.

Method:

Descriptive survey research was used to elicit information from the over 800 registered undergraduate law students of the Faculty of Law, Nnamdi Azikiwe University, Awka, which constitutes the population. The e-library has a maximum capacity of 50 seats. One hundred and fifty four users were used as sample of the population. The sampling was got on the basis of first one hundred and fifty four students that visited the e-library within the one week of the exercise. Questionnaire were administered to the respondents as they come into the e-library. Efforts were made to ensure that the administration of questionnaire was not repeated on those already given. All the 154 respondents completed and returned their questionnaire before leaving the library, indicating 100% return. Data collected were analyzed using descriptive statistical tools, namely, frequencies, percentages and tables.

Data Analysis and Discussion of Findings

Table 1: Opinion of Users on their Satisfaction with Law E-Library Facilities/Resources.

No	Available Items	Satisfactory		Unsatisfactory	
		No	%	No	%
1.	Desktop computers	103	67	51	33
2.	Laptop computers	76	49	78	51
3.	Databases} Lexis Nexis, Law Pavilion, West Law.	120	78	34	22
4	Internet searching	121	79	33	21
5	Web browsing	140	91	14	9
6.	Library catalogue (OPAC)	15	8	139	90
7.	Accessing e-mail	154	100	0	0

From the data analysis, the following findings were deduced. Out of the 154 respondents, 103 (67%) were satisfied with the number of desktop computers found in the e-library; 120 (78%) were satisfied with the databases; 121 (79%) were satisfied with the internet searching; 140 (91%) were satisfied with general web browsing; 154 (100%) were satisfied with the accessing of e-mail; while 15 (9.7%) were unsatisfied with accessing the library catalogue. It is suggested that the library management should improve in the area of library catalogue and users taught the art of using it.

Table 2. Opinions of Users Opinion on Reading Space, Tables, Chairs, Lighting, Ventilation (fan, air conditioner), sanitation.

S/N	Available Items	Satisfactory		Unsatisfactory	
		No	%	No	%
1.	Accommodation	123	89	31	20
2.	Tables	140	91	14	9
3.	Chairs	140	91	14	9
4.	Ventilation (fans and A/C)	154	100	0	0
5.	Lighting	154	100	0	0
6.	Sanitation	150	100	0	0

From the analysis, the following findings were deduced. Almost all the respondents were satisfied with the reading space, tables, chairs, lighting and ventilation. 123 (89 %) were satisfied with the accommodation; 140 (91%) were satisfied with the number of tables and chairs, while 154 (100 %) were satisfied with the ventilation and lighting.

However, it is the suggestion of some of the respondents that the accommodation should be enlarged to be able to accommodate more students at a time.

Table 3: Opinions of users on the opening and closing time

S/N	Items	Satisfactory		Unsatisfactory	
		No	%	No	%
1.	Opening time	144	94	10	6
2.	Closing time	54	35	100	65

The analysis shows that 144 (94%) were satisfied with the opening time, while 100 (65%) were unsatisfied with the closing time. The opening time is 8.30 a m while the closing time is 6.00 p m. It is the suggestion of many respondents that closing time should be extended to about 10.00 p.m.

Table 4: Opinions of Users on the Online Services for specific operations

S/N	Services	Satisfactory		Unsatisfactory	
		No	%	No	%
1.	For browsing	140	91	14	9
2.	For news and current affairs	148	96	6	4
3.	For general information	154	100	0	0
4.	For assignment	145	94	9	6
5.	For project writing	127	82	27	18
6.	Preparing for examinations	154	100	0	0

The analysis shows that 140 (91%) were satisfied with the browsing services; 148 (96 %) were satisfied with online services for news and current affairs; 154 (100 %) were satisfied with online services for general information; 145 (94 %) satisfied with online services for assignments, and 127 (82%) were satisfied with online services for project writing, and 154 (100%) were satisfied with online services for preparing for examinations. This supports the views of Oyesiku and Oduwole (2004) which revealed that the

students used the library most during examinations and to do class assignments.

Table 5:   Opinions of Users on User/Staff Relationship and Security

S/N	Items	Satisfactory		Unsatisfactory	
		No	%	No	%
1.	User/Staff relationship	95	67	55	33
2.	Security	154	100	0	0

The analysis shows that 95 (67 %) were satisfied with the staff/user relationship, while 154 (100%) were satisfied with the security system. However, it is the opinion of majority of the respondents that the relationship between the staff and students should be improved. They also complained of the distractions emanating from the staff.

Table 6: Knowledge of the presence of and their satisfaction of the following facilities.

S/N	Items	Yes	%	No	%
1.	Mobile phone	154	100	0	0
2.	Telephone wireless	0	0	154	100
3.	Projector	20	13	134	87
4.	Desktop Computers	154	100	0	0
5.	Laptop computers	150	97	4	3
6.	Databases	149	97	5	3
7.	Internet searching	154	100	0	0
8.	General web browsing	120	78	30	22
9.	Accessing the library catalogue	19	12	135	88
10.	Accessing e-mail	154	100	0	0
11.	Printer	154	100	0	0
12.	Scanner	140	91	14	9
13.	Multimedia television	15	10	139	90
14	Bindery services	100	65	54	35
15	Reprographic services	154	100	0	0

The analysis shows that 154 (100 %) have knowledge of the presence of and were satisfied with the provision of mobile phones, desktop computers, internet searching, accessing e-mail, reprographic services and printers. 150 (97%) have knowledge of the presence of and were satisfied with the provision of laptop computers and general web browsing; 149 (97%) have knowledge and satisfied with the provision of databases, and 140 (91%) have knowledge and satisfied with the provision of scanners, 100 (65%) have knowledge of the presence of bindery services. However, the analysis shows that 150 (97 %) have no knowledge and were unsatisfied with telephone wireless; 134 (87 %) have no knowledge and were unsatisfied with the provision of projectors; 135 (88 %) have no knowledge and unsatisfied with the provision of library catalogue, and 139 (90%) have no knowledge and unsatisfied with the provision of multimedia television.

However, it is the opinion of some respondents that the presence of all the e-library facilities/resources should be made known to the users.

Table 7: Opinions of Users on the problems faced with using facilities/resources

S/N	Variable	Yes	%	No	%
1.	Slow access speed	150	97	4	3
2.	Limited access to computers	154	100	0	0
3.	Too many information retrieved	142	92	12	18
4.	Difficulty in finding relevant information	138	90	16	10
5.	Difficulty in using digital resources	98	64	56	36
6.	Takes too long to view/download pages	148	96	6	4
7.	Power failure	154	100	0	0
8.	Limited bandwidth	154	100	0	0

The analysis also shows that 150 (97%) of the respondents were confronted with the problem of slow access speed while using the e-library; 154 (100 %) identified the problem of limited access to computers, power failure and limited bandwidth.   142 (92 %) of the respondents complained of too many information retrieved at a time; 138 (90 %) complained of difficulty in finding relevant information; 98 (64 %) complained of difficulty in using digital resources; while 148 (96%) complained that it takes too long to view/download pages.

From the analysis, one should look critically at the areas of complaints that could easily be solved by the library. Such areas include provision of computers, provision of alternative power supply and adequate training of the users on the use of the e-library.

Conclusion and Recommendations

The research work revealed that some improvements are expected by the users in some areas like accommodation, number of desktop computers, staff/students relationship, difficulty in using digital resources, accessing the library catalogue, power supply, limited bandwidth, closing time. Users are also satisfied with the general web browsing, accessing e-mail, lighting, ventilation, sanitation, chairs and tables, security system, opening hours. Users are however not satisfied with the closure of library on Saturdays and Sundays. Staff/user relationship has to be improved upon. Based on the findings, we recommend that Library Management should consider improvements in the areas where the users find unsatisfactory. Awareness should also be created to acquaint the users with the available facilities and services in the library. This should be done through orientation services or normal classes.

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