



S TUDENTS' SATISFACTION WITH PRIVATE SCHOOL LIBRARY RESOURCES IN UYO METROPOLIS, AKWA IBOM STATE, NIGERIA.

UDO, CLEMENT SAMUEL; & AJI SAMUEL OCHE

Federal University of Health Sciences, Otuokpo.

ABSTRACT

The study was carried out to examine school library resources and students' Satisfaction in Private Secondary Schools, Uyo, Akwa Ibom State, Nigeria. Three objectives and Research questions were formulated to guide the study while three hypotheses were tested at 0.05 level of significance. The study adopted descriptive survey research design. A researcher-structured questionnaire entitled "School Library Resources and Students Satisfaction Questionnaire (SLRASSQ)" was used to elicit responses from respondents. The

INTRODUCTION

Background of the study

A School library is the library attached or found in pre-tertiary institutions such as nursery, primary and secondary schools with the mission of contributing to the intellectual development of pupils and students. These libraries are seen as learning laboratories whose resources includes books, magazines, newspapers, filmstrips, tapes, slides, recordings, transparencies, art painting and other types of teaching and learning materials. Consequently, these resources are required for educational purposes and development. Ogbonna and Eze (2015) observed that school libraries serve as a medium of education (teaching and learning), as well as plays a similar role in the curriculum enhancement and development of these schools. School libraries are also regarded as science or language laboratories. Also, the establishment of school libraries in educational institutions such as secondary schools are very important to the life-wire and foundational upbringing of the children as well as instilling in them lifelong learning (Fabunmi, 2010).

School library resources are the equipment and facilities, software and data, which are designed, built, operated and maintained to collect, record, process, store, retrieve, display and transmit information to pupils or students. Peschers (2011) emphasized that information resources include illustrated books, comics, dictionaries, encyclopedias, serials, fiction and non-fiction. These resources include books, periodicals and audio visual materials that are provided for use by the students. These materials are usually housed in a building systematically arranged for easy retrieval. Libraries all over the world regardless of type are considered to be store houses of knowledge of published and unpublished information resources that are basic to the survival, development and progress of mankind.



population of the study consisted of ten private secondary schools in Uyo, Akwa Ibom State. Simple random sampling technique was adopted to select five Private Secondary Schools for the study. Research questions were answered using mean and standard deviation while t-Test was used in analyzing the data. From the findings, there was a significant influence of text books, serial collection and audio-visual resources on students Satisfaction in private secondary schools in Uyo. It was recommended among others that Current text books in all subjects should be provided in school libraries.

Keywords: Students Satisfaction, School library resources, Text Books, Audio visual resources

Books are one of the carriers for distributing and disseminating information. Books carry information and knowledge. A book is defined as any document that has a collection of 49 pages or more that are bound together with a distinctive title. It is a set of printed sheets of paper bound together along one edge. It is separately published and has an independent physical existence, although, sometimes it may appear as part of a set of volumes in which the pagination may be continuous with other volumes. In such a case, each individual book in the set is called a monograph (Ternenge and Agípu, 2019). Students need books for gaining knowledge in various subjects of their interest. Teachers need books for carrying out teaching functions efficiently and effectively. Doctors, lawyers and such other professionals need books in the practice of their profession. Almost every literate person need books for one purpose or the other. The body of literature in any subject is very large and dispersed. It is also very difficult for any one individual to afford large book collections, as large as are in libraries. Books are generally expensive. School libraries make it easier for students to access books that they need especially those relevant to their school curriculum and subject areas.

Serial publications are one of many materials found in school libraries. They are publications published in a successive trend and intended to be continued either monthly or annually depending on the publisher. Examples are journals, magazines, newspapers, conference proceedings, etc. According to Wisner (2014) serials will continue to make a special impact on the scholarly community as they contain the most current and vital information on various disciplines. Aina (2004) confirms that a journal is the principal medium for reporting research findings because of the wide publicity it gives to the author. Information in journals is a product of research. This accounts for the great importance attached to serial publications by libraries and researchers in Africa. According to Akinbode (2011) nearly all the disciplines of study make use of serials particularly the scholarly journals, as a primary means of communicating new research results, new theories, and new critical approaches. Most school libraries, according to Akinbode (2011) restrict, at least, their current serials holdings and sometimes the whole collection to use in the library only so as to ensure that current issues are accessible and secured because missing issues are difficult to replace. Other libraries also restrict their serials to researchers.

Audio- visual material is a combination of audio and visual materials, which are used in the instructional or learning process to facilitate teaching and learning. Audio visual or non-print



materials are those materials which do not depend solely upon reading to convey meaning. They may present information through the sense of hearing: audio resources, or through the sense of sight: visual resources, or through combination of senses. The term audio Visual material encompasses all those information media that convey their messages without the mediation of the written word. They can be viewed and / or listed to (Agbanu, Ofordile, Okeji, and Ogwu, 2010). Audiovisual materials in school libraries include sound recordings, film and video, graphic materials, three dimensional objects, maps, and microforms etc. Nathan (2010) stated that audio visual materials are usually described as non-print documents, non-book in special formats which sometimes require equipment to use. Generally, audiovisual materials may be divided into four major groupings: (i) visual materials (still and motion picture); (ii) audio materials (discs and tape recordings); (iii) objects and manipulative materials (realia and game models); and (iv) machine readable data files (magnetic tapes, punched cards and aperture cards).

Satisfaction of library users' information needs according to Ijiekhuamhen, Aghojare and Omoosekejimi (2015) means the level to which the library users' information needs are met and the degree to which their satisfaction boosts their continuous use of the library resources and services. Satisfying library users' information needs is the prime concern of every modern library. The library and information professionals will always seek to satisfy the information needs of every library user; no matter the extent it will take them. It is this quest to satisfy library users' information needs that has resulted to the acquisition of library resources to aid in the routine operations of the 21st century school libraries. Against this background, the study is conducted to explore Students' satisfaction of private School Library Resources in Uyo Community.

Statement of the Problem

School library is an integral part of any primary or secondary institution. Therefore, information professionals in school libraries are expected to provide resources and services of the highest standard to meet the expressed and anticipated needs of students and staff members. However, some private secondary schools in Uyo do have libraries but the extent to which students are satisfied with their resources such as Books, Serial collections, and Audio visual resources is yet to be fully determined or known. Therefore, this study seeks to find out Students' satisfaction of private School Library Resources in Uyo Community.

Objectives of the study

The main purpose of the study is to examine students' satisfaction of private School Library Resources in Uyo , Akwa Ibom State, Nigeria. The specific objectives are as follows:

1. To examine the influence of text books on students satisfaction in Private Secondary Schools, Uyo.
2. To determine the influence of serial collections on students satisfaction in Private Secondary Schools, Uyo.
3. To determine out the influence of audio-visual resources on students satisfaction in Private Secondary Schools, Uyo.

Research Questions

The study posed the following research questions:



1. What is the influence of text books on students' satisfaction in Private Secondary Schools, Uyo?
2. What is the influence of serial collections on students' satisfaction in Private Secondary Schools, Uyo?
3. What is the influence of audio-visual resources on students' satisfaction in Private Secondary Schools, Uyo?

Hypotheses

The following hypotheses were postulated to guide the study:

1. There is no significant influence of text books on students' satisfaction in Private Secondary Schools, Uyo.
2. There is no significant influence of serial collections on students' satisfaction in Private Secondary Schools, Uyo.
3. There is no significant influence of audio visual resources on students' satisfaction in Private Secondary Schools, Uyo.

Literature Review

School Library Resources

School libraries are seen as learning laboratories whose resources include books, magazines, newspapers, filmstrips, tapes, slides, recordings, transparencies, art painting and other types of teaching and learning materials. Consequently, these resources are required for educational purposes and development. Ogbonna and Eze (2015) observed that school libraries serve as a medium of education (teaching and learning), as well as playing a similar role in the curriculum enhancement and development. The establishment of school libraries in the educational institutions such as secondary schools are very important to the life-wire and foundational upbringing of the children as well as instilling in them lifelong learning (Fabunmi, 2010).

Peschers (2011) emphasized that information resources include illustrated books, comics, dictionaries, encyclopedias, serials, fiction and non-fiction. Glenor (2012) identified information resources to include almanacs, dictionaries, encyclopedias, directories and legal databases. However, school libraries contain textbooks, journals, indexes, abstracts, newspapers and magazines, reports, CD-ROM databases, internet, video tapes/cassettes, diskettes magnetic disk, computers, micro forms e.t.c. These items are not only for the education, enjoyment, and entertainment of students but also serve as a place for students to do independent work; use computers, audiovisual resources, host special events and book clubs, research, teaching and for learning.

Books and students satisfaction

The library must acquire and house books that will meet the aims and objectives of the parent institution, selection of library books must be a joint effort by the librarian, the teaching and non-teaching staff and the students if a balanced collection must be achieved. Adequate supply and availability of up-to-date relevant reading textbooks, journal and reference materials to aid users in their academic pursuit, will attract users to the library. Adequate supply and availability of books



must be matched with accessibility by students. Availability, organization and accessibility of books rendered in the library tells a lot of success story about the library.

It is a known fact that standard textbooks are no longer in adequate supply in school libraries or at the reach of students and teachers. Books, if available are so expensive, that even the institutions, students and teachers find it difficult to acquire copies of required books. More worrisome is that various governments seem not to be taking matter of adequately funding libraries seriously. Due to lack of fund, most libraries do not stock standard and adequate materials which would have made users to patronize such libraries. Awana (2000) opined that reading materials like books, no doubt, are one of the essentials or important resources needed for effective learning of any course or subject. They will continue to be one of the main sources of information and knowledge to both students and teachers. Textbooks are needed to enhance effective learning and teaching in an institution and they should meet the challenges and the increasingly dynamic concepts of education and learning. However, if the needed materials are not available, then frustrations set in. Unomah (2009) proved this to be correct by observing that books are essential input in the learning process and for the overall assessment of the educational objectives and achievement.

Serial collection and students satisfaction

School libraries acquire, organize, store, retrieve and disseminate information contained in serials for researchers, educators, students and other interested persons in their various disciplines. There are many kinds of serials. These include newspapers, magazines, newsletters, accessions, journals, indexes, abstract, reports, proceedings and transactions of societies and so on. Serials are a publication in any medium issued in successive parts bearing numerical or chronological designations and intended to be continued indefinitely. Despite their potential for providing current information to boost empirical research, lack of adequate funds coupled with high subscription rates, and the digital transformation of the scholarly communication process have immensely affected the development of print serial collections in libraries globally (Calhoun, 2014). According to Wiser (2014) serial collection will continue to make a special impact on the scholarly community as they contain the most current and vital information on various disciplines. The role of serial publications in scholarly communication has been well documented. Serials are invaluable information materials for academic work. According to Akinbode (2011) nearly all the disciplines of study make use of serials particularly the scholarly journals, as a primary means of communicating new research results, new theories, and new critical approaches.

Audio visual resources and students satisfaction

Audio visual or non-print materials are those materials which do not depend solely upon reading to convey meaning. They may present information through the sense of hearing: audio resources, or through the sense of sight: visual resources, or through combination of senses. The term audio Visual material encompasses all those information media that convey their messages without the mediation of the written word. They can be viewed and / or listened to (Agbanu, Ofordile, Okeji, & Ogwu, 2010). Furthermore, Madu and Adeniran (2005) defined Audio- visual materials as a combination of audio and visual materials, which are used in the instructional/learning to facilitate teaching and learning processes.



A school library also provide facilities for students to watch video and DVDs, listen to sound recording and view microfiches and microfilms. Students and teachers can also watch live streaming and recorded TV programs online by use of eTV. Users can access the library collection(s) during opening hours. Librarians, as information providers, could be concerned with the provision of information in the formats most suited to the differing needs of various types of user, each of which must be clearly differentiated.

Almost every library user or visitor is a potential user of audiovisual and multimedia materials as well as of print. Libraries are in a hybrid situation, as they have to deal with all sorts of material, including print, audiovisual, electronic (including Internet) and multimedia. The importance of audio-visual resources in the educational process is quite evident (Iyamu and Aduwa, 2004). The teaching and learning process at whatever level normally takes place in an environment with many instructional resources, human and materials. They are resources that are used by librarians and teachers to communicate effectively and meaningfully with students/pupils so that they can receive, understand, retain and apply the experience to achieve educational goals (Alokun, 2004). Audio visual in this context refers to technology that is employed in resource centers like school libraries, and classrooms for the purpose of student's instruction which when properly used by teachers can revolutionize the teaching profession and promote library services satisfaction.

Research Methodology

This study adopted survey research design. The study was carried out in private secondary schools in Uyo, the capital city of Akwa Ibom State, Nigeria. The city lies between longitudes 7051' E and 7059' E, and between latitudes 5040' N and 5059' N. Uyo Capital City covers an approximate area of 188.024 km² with an estimated population of 305,961. The population of the study consisted of ten private secondary schools in Uyo Local Government Area of Akwa Ibom State with the population of four thousand six hundred and forty-one (4641). The sample size for the study was two hundred and twenty five (225) students from five randomly sampled private schools in Uyo. A researcher developed questionnaire entitled "School Library Resources and Students' Satisfaction Questionnaire (SLRASSQ)" was used for data collection. The instrument was validated by an expert in library and information science to ensure face validity. The researcher personally administered copies of the questionnaire to students of the sampled schools and collect them back at the spot. Out of the 225 copies of questionnaire distributed only 200 were properly filled giving 89% return rate. The collected data were analysed using mean and standard deviation to answer the research questions while t-Test was used to test the hypotheses at 0.05 level of significance.

Analysis of data and discussion of findings

Results were presented and discussed based on Answering of Research Questions and Hypotheses Testing

Research Question One: What is the influence of text books on students' satisfaction in Private Secondary Schools, Uyo?

Table 1: Results of mean and standard deviation on text books and students satisfaction

S/N	ITEMS	\bar{X}	SD	Remarks
1.	There are text books in all subjects in our school library.	3.35	0.34	*SA
2.	I use any recreational book I want in our library	3.78	0.45	SA
3.	our library acquires adequate fiction books	3.63	0.71	SA
4.	Books in our library are relevant to our school curriculum	3.65	1.2	SA



5	Our library books are current	3.93	0.25	SA
	Grand Mean Score	3.60	0.62	SA

SA* = Strongly Agree

Table 1 gives the summary of the mean scores for influence of text books on user's satisfaction. The result shows that all the items have mean responses above 2.50, the cut-off Mean. Since all the items were stated in the positive form. This indicates that text books significantly influence students' satisfaction in private secondary schools, Uyo.

Research Question Two: What is the influence of serial collections on students' satisfaction in Private Secondary Schools, Uyo?

Table 2: Results of mean and standard deviation on serial collections and students' satisfaction

S/N	ITEMS	X	SD	Remarks
1	Newspapers are always available in our library	3.41	0.33	*SA
2	There are current journals in our library	3.23	0.41	SA
3	We have current magazines in our library	3.30	0.62	SA
4	Newsletters are available in our library	3.01	0.87	SA
5	There are conference proceedings in our library	3.26	0.33	SA
	Grand Mean Score	3.24	0.51	SA

Table 2 shows the summary of the effect of Serial collection on students' satisfaction. The result shows that all the items have mean responses above 2.50, the cut-off mean. Since the items are positively stated. This indicates that serial collection has a positive influence on students' satisfaction in private secondary schools, Uyo.

Research Question Three: What is the influence of Audio visual resources on students' satisfaction in Private Secondary Schools, Uyo?

Table 3: Result of mean and standard deviation on Audio visual resources and students' satisfaction

S/N	ITEMS	X	SD	Remarks
1	There are information resources in CD ROM format	1.45	0.56	*SD
2	Video tapes are found in our library	2.20	0.61	D
3	There is television in our library	3.56	0.76	SA
4	Video games are available in our library	2.04	0.87	D
5	There is Projector for slide show in our library	3.00	0.33	A
	Grand Mean Score	2.45	0.63	D

SA* = Strongly Agree, D = Disagree, SD = Strongly Disagree, SA = Strongly Agree

Table 3 shows the item by item analysis of the respondents on the provision of Audio-visual resources and students satisfaction. The analysis shows that respondents disagreed as to the



statement that Video tapes are found in the library. This indicates that there are no video tapes in the library. However, the result also shows that respondents agreed that there is Projector in the library. The grand Mean of the set is 2.45, indicating that that there is low effect of Audio-visual resources on students' satisfaction in Private Secondary Schools, Uyo.

Hypothesis one: There is no significant influence of Text books on students' satisfaction in Private Secondary Schools, Uyo.

Table 4: Result of t-Test analysis of the responses on text books and students' satisfaction in Private Secondary Schools, Uyo.

Variables	Mean	Std deviation	t-cal
Text books	12.7	41.29	
			2.36
Satisfaction	2.63	9.11	

Significant at 0.05; t-crit = 1.64; df = 198; N = 200

The table 4 above revealed that the calculated t-Test value of 2.36 is greater than the critical t-Test value of 1.64 at 0.05 significant level. Hence, the result is significant and the null hypothesis rejected while the alternative hypothesis which states that there is a significant influence of text book on students' satisfaction in Private Secondary Schools, Uyo was retained.

Hypothesis Two: There is no significant influence of serial collections on students' satisfaction in Private Secondary Schools, Uyo.

Table 5: Result of t-Test analysis of the responses on Serial collection and students' satisfaction in Private Secondary Schools, Uyo.

Variables	Mean	Std deviation	t-cal
Serial collection	12.00	39.42	
			2.52
Satisfaction	2.30	7.71	

Significant at 0.05; t-crit = 1.64; df = 198; N = 200

The table 5 above showed that the calculated t-Test value of 2.52 was greater than the critical t-Test value of 1.64 at 0.05 significant level. Hence, the result is significant and the null hypothesis rejected while the alternative hypothesis which states that there is a significant influence of serial collection on students' satisfaction in Private Secondary Schools, Uyo was upheld.

Hypothesis Three: There is no significant influence of Audio visual resources on users' satisfaction in Private Secondary Schools, Uyo Local Government Area

Table 6: Result of t-Test analysis of the responses on Audio visual resources and users' satisfaction in Private Secondary Schools, Uyo Local Government Area

Variables	Mean	Std deviation	t-cal
Audio visual resources	11.84	48.86	
			1.96
Users' satisfaction	2.49	9.62	

Significant at 0.05; t-crit = 1.64; df = 198; N = 200



The above table 6 showed that the calculated t-Test value of 1.96 is greater than the critical value of 1.64 at 0.05 significant level. Hence, the result is significant and the null hypothesis rejected while an alternative hypothesis which states that there is a significance influence of Audio visual resources on students' satisfaction in Private Secondary Schools, Uyo was retained.

Summary and Discussion of Findings

Analysis of the influence of text books on students' satisfaction indicated a significant influence. The finding is in line with the assertion by Awana (2000) who opined that reading materials like books, no doubt, are one of the essentials or important resources needed for effective learning of any course or subject as they continue to be one of the main sources of information and knowledge to both students and teachers. Textbooks are needed to enhance effective learning and teaching in an institution.

Analysis of the influence of serial collection on students' satisfaction indicated a significant influence. This finding is in line with the finding of Agbaje (2002) who observes that serials constitute one of the most important information resource of the information age and that Serials are invaluable information materials for academic work. Akinbode (2011) also supported the finding as he observed that nearly all the disciplines of study make use of serials particularly the scholarly journals, as a primary means of communicating new research results, new theories, and new critical approaches.

Analysis of the influence of Audio visual resources on students' satisfaction indicated a significant influence. This showed that Audio visual resources enhance students' satisfaction. This finding agrees with the finding of Alokun (2004) who stressed that Audio visual resources are resources that are used by librarians and teachers to communicate effectively and meaningfully with students/pupils so that they can receive, understand, retain and apply the experience to achieve educational goals. Audio visual in this context refers to technology that is employed in the resource centers like the academic libraries, and classrooms for the purpose of student's instruction which when properly used by teachers can revolutionize the teaching profession and promote library services.

Conclusion and Recommendations

It was concluded from the findings of the study that school library resources such as text books, serial collections and audio- visual resources facilitate students' Satisfaction in Private Secondary Schools, Uyo.

Based on the findings of this study, the following recommendations were made:

1. Current text books in all subjects should be provided in school libraries.
2. There should be provision of serial collection in school libraries.
3. Audio visual resources should regularly be provided in school libraries.

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