

Undergraduates' perceptions of Fountain University Library, Nigeria

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Abstract

The study investigated the undergraduates' perceptions of the quality and value of library services available in Fountain University Library. Four research questions were considered to gather data. The study employed the use of a descriptive survey method, while a random sampling technique was used to select 330 respondents as the sample size. The findings of the study revealed that 53.4 % of respondents have a positive perception of Fountain University Library. The findings of the study further revealed that 48.1% of respondents believed that the use of the library and its available resources aids their academic performance. The study thus recommends that fast and reliable internet connectivity should be deployed to the university library. The university library should be active on various social media platforms.

Keywords: Undergraduates, perception, university library, undergraduates, universities

Introduction

Universities are tertiary institutions established to award degrees and carry out demand-driven researches that would add to the body of existing knowledge (Fajonyomi, et al, 2022). They are also saddled with the responsibility of producing highly skilled and competent individuals with a high level of manpower training. Universities promote scholarship; provide entrepreneurship programs; provide community service; promote national and international understanding and collaboration.

Academic libraries are institutions whose purpose is to aid the academic community, including academics in their research and teaching endeavours. It is a vital component of a university that serves the informational requirements of students, faculty, researchers, and other community members (Raju, Aparna & Muthu, 2021). Literature has accentuated the crucial role of academic libraries in the attainment of the academic goals of undergraduates (Urhiewhu and Joseph, 2016). Significantly, academic libraries are referred to as the heart or nerve centres of institutions of higher

learning where all academic activities revolved around (Orewa, 2019).

In today's world, academic libraries have witnessed a paradigm shift in their roles and responsibilities, making it becoming increasingly important for them to justify their existence. They are passing through a phase of great transition being influenced by advanced technological developments. Libraries need to be able to show that their several forms of resources and services would bring a significant contribution to the scholarship and research of their clientele. The important role of the academic library in imparting and promoting scholarship has recently been enhanced by the advancement in Information communication technology. Academic libraries have played a significantly high role in the provision of essential information resources to students especially. To act as the knowledge navigators and change facilitators that would fulfil the clientele's specialized needs, it has become essential to use cutting-edge technology tools and techniques in the library. A major feature of a good academic library is displayed through

complete identification with its institution. The measure of its excellence is the extent to which its resources and services meet the user's expectations (Raju, Aparna & Muthu, 2021). These expectations form the basis of the perception of the library by users, especially undergraduates. Perception of library service is described as the degree of quality library services enjoyed by the users. This is measured through the expectations and information that needs to be met through the services the library provides (Udem, Ikenwe & Ugwuamoke, 2020).

Additionally, undergraduates' perception of the library could entail the good interior and exterior aesthetic structure, provision of relevant information resources, and provision of access to electronic information resources in the library irrespective of location among others (Okolo, 2022). The extent to which the library can meet the undergraduates' needs and expectations would determine the perception of the library, which may either, be satisfactory or dissatisfactory.

Statement of the problem

An academic library is expected to provide materials to support teaching and encourage students to use them. Academic libraries have spent the majority of their income and budgets on the purchase of information resources (both print & electronic) to support and promote scholarships in the universities. This is accomplished through addressing the information demands of the community's users, enhancing services in several ways, and supporting the scholarship of both teaching and learning. Regrettably, observation indicates that such efforts have not led to the effective utilization of libraries by faculties and students, especially undergraduates. As a result, learning at the university may be jeopardized. In light of the foregoing, this study seeks to investigate undergraduates' use of the library at

Fountain University Osogbo, viz- a- viz their perception of the library.

Objectives of the study

The general objective of this study is to examine the undergraduates' perception of the library at Fountain University, Osogbo. Other specific objectives are to:

1. unravel the available services in Fountain University Library;
2. explore undergraduate students' perceptions of the Fountain University library;
3. identify the challenges undergraduate students encounter in Fountain University library;
4. propose strategies for enhancing library service in Fountain University library;

Significance of the study

A study of this kind was necessitated by the fact that the information environment in the university is complex and is evolving rapidly. Literature has shown that there is an urgent need for Undergraduates to learn critical thinking and research skills from the array of information resources available in the academic library. The findings of this study will be undoubtedly of immense help to both staff and students of (Fountain University, Osogbo) to explore the available resources in the library. It will also inspire the university authority to upgrade the library to meet the 21st-century standard. The study would also give rise to improvement in the service quality in the library based on students' assessments of the library services.

The study will also enhance lecturers' and students' understanding of the role of the academic library in promoting scholarship. The results of the study would also simplify the lecturers' jobs through awareness of the depth and richness of information resources available in the Fountain University Library.

Lastly, the findings of the study will be useful to all professional librarians, university libraries, students, university management, and researchers in general in understanding and appreciating the role of libraries and their services as enablers of scholarship among Nigerian undergraduate students.

Research questions

This study aims at answering the following research questions:

1. What are the available services in Fountain University Library?
2. What are the undergraduate students' perceptions of the Fountain University Library?
3. What are the challenges undergraduate students encounter in Fountain University Library?
4. What are the proposed strategies for enhancing library service in Fountain University Library?

Review of related literature

Undergraduates' perception of academic library

Enidiok, Basse and Babatunde (2018) conducted a study on users' perception of the Faculty libraries at the University of Ibadan. The result of the study reveals that the libraries don't possess abundant resources for use, this was indicated by 78.5% of respondents, while 21.5% believe that the libraries possess abundant resources for use. In terms of accessibility of library resources to students, 58.0% of respondents perceived that the library resources are not very accessible, while 30.0 % perceived otherwise. Also, 78.0% of respondents perceived that even with the library automation in the libraries studied, it was not easy to locate needed materials, while 22.0% of respondents perceived that it was easy to locate needed materials. The study concluded that users' perception of the libraries is on the negative side as the

libraries have not been able to meet their information needs.

Similarly, Okolo (2022) conducted a study on users' perception of the role of the academic library in private universities in Delta State. The findings of the study revealed that the majority of the respondents with a mean score of (4.10) agreed that there is access to the right resources at the right time. (3.84) mean score of the respondents also revealed that the librarians are friendly with the library users. The library resources are properly processed for easy accessibility (3.38), The collection of information resources in the library is up to date (3.31), Information resources are properly shelved (3.30), Lack of appreciation for library staff (3.06), The library is too quiet for my liking (2.90), The location of the library is too high/far from accessibility (2.78), The library is located too close to a noisy area/staff room/students lecture halls (2.76). However, the library staff has lackadaisical attitudes towards their job and the library environment is too dusty for patronage was rejected with the mean score of (2.33) and (2.00) respectively. The study thus concluded that users' perception of the library services in the various private universities in Delta state is efficient and effective towards the users.

Furthermore, Ojo, Subair, and Olajide (2015) in their work examined the usage of the academic library by undergraduates of Afe Babalola University, Nigeria. The findings of the study revealed that 56% of the students visited the library daily. 99.6% of the students sampled only visited the library to read for tests and examinations while 96.8% visited the library to browse the internet. Also, 79.4% perceived that they were not satisfied with the seating capacity and availability of computers in the library. The study recommended that a more spacious central library should be made available to serve the

teaming population of the users in the institution.

Nkamnebe, Egwuatu, and Nkamnebe (2017) conducted a study to investigate students' perceptions of information resources and services in the Nigeria Police Academy Library, Kano State. Results of the study showed that students' overall perception of library resources and services was positive, even though few areas of deficits were identified. The study concluded that the management of academic libraries should provide information resources such as abstracts, indexes, CD-ROMs and OPAC considering their importance in research. The study thus recommended the re-introduction of services such as CAS, SDI, Library Exhibition and others to strengthen the existing services in the library. Nkechi (2015) conducted a study on users' perception of university library resources and services in the Southeast zone of Nigeria. Department of Mechanical Engineering was chosen as the population of the study. The findings of the study revealed that students' perception of the library is negative. It was believed that the library was underfunded and lack qualified personnel.

Udem, Ikenwe and Ugwuamoke (2020) explored the undergraduates' perception of the quality and value of library services offered to them in the 21st -century in federal universities in Southeast Nigeria. Prof. Festus Aghagbo Nwako Library (PFANL) in Nnamdi Azikiwe University Awka was a case study. The findings of the study revealed that the undergraduates have a positive perception of the quality of library services offered at Prof. Festus Aghagbo Nwako Library (PFANL). Though, they had a negative perception of the quality of

computer/Internet services and reprographic services offered to them. Results of the study further revealed that undergraduates place a high value on library services available to them. The study thus concluded that the library management at PFANL should sustain undergraduates' level of perceived library quality and value, and boost it by providing continuous, relevant and current information resources and services.

Methods

This study employed the use of a descriptive survey method to investigate undergraduates' perceptions of the library at Fountain University Osogbo. It used a random sampling technique to select 330 respondents as the sample size from the total population of users. A predetermined structured questionnaire was deployed as the instrument for gathering data for the research study. Thus, 330 questionnaires were administered to the selected respondents through a google form. 312 responses were returned and 18 of the questions were voided. Subsequently, the data obtained were further analyzed with simple frequency counts and percentages.

Results

Table 1 reveals that 30.7% of respondents are male while 69.2% are female, indicating that more females use the library than males. Regarding the age range, the result shows that 63.5% of respondents fall within the age range of 10-19 years, while 20-29 years form 34.6% and 30-39 years form 1.9% of the sampled population. This implies that the majority of respondents are youths whose age range is between 10-19 years.

Table 1: Gender and age

Gender	Freq. (%)
Male	96 (30.7%)
Female	216 (9.2%)
Total	312 (100%)
AGE range	Freq.
10-19 years	198 (63.5%)
20-29 years	108 (34.6%)
30-39 years	06 (1.9%)
40years and Above	

Marital status of respondents

Marital status	Freq. (%)
Single	252(80.7%)
Married	60(19.2%)

Table 2 indicates the marital status of the respondents. Going by the data gathered, it was revealed that the majority of the

students at Fountain University are single where 252 respondents representing (80.7%).

Table 3: Library services rendered by Fountain University Library

Library Services rendered at Fountain University Library	SA Freq (%)	A Freq (%)	SD Freq (%)	D Freq (%)
Photocopying services	78 25%	162 51.9%	24 7.7%	48 15.4%
References services	84 26.9%	216 69.2%	-	12 3.8%
Charging and Discharging	56 17.9%	180 57.7%	14 4.5%	62 19.9%
Binding Services	96 30.8%	132 42.3%	12 3.8%	72 23.1%
Book loan	126 40.4%	120 38.5%	18 5.8%	48 15.5%
Selective Dissemination of Information	72 23.1%	168 53.4%	06 1.9%	54 17.3%
Current Awareness Services	54 17.3%	204 65.4%	12 3.8%	42 13.5%
Library Users Training	75 24.0%	179 57.4%	18 5.8%	40 12.8%

Table 3 represents the distribution of the respondents on the various services rendered by the Fountain University Library. From the table, the result obtained indicated that the highest services rendered at Fountain University Library is Charging and

Discharging of information resources representing 57.7%. Again on the same table, it was observed that 40.4% of the respondents strongly agreed that there is room for book loans at Fountain University Library.

Table 4: Undergraduate students' perception of the library

My Perception of Fountain University Library as an Enabler of Scholarship	SA Freq (%)	A Freq (%)	SD Freq (%)	D Freq (%)
Library roles have enhanced my study	90 28.9%	168 53.4%	30 9.6%	24 7.7%
The library satisfies my research needs	120 38.5%	138 44.2%	18 5.8%	36 11.5%
The library is a means of getting relevant materials for learning purposes	156 50%	156 50%	-	-
The use of the library motivates me for reading and studying	90 28.9%	174 55.7%	18 5.8%	30 9.6%
Library improves my academic integrity as a student	90 28.9%	168 53.4%	18 5.8%	36 11.5%
The use of the library and its available resources aid my academic performance	108 34.6%	150 48.1%	18 5.8%	36 11.5%

The result in Table 4 shows the perception of respondents on the library as an enabler of scholarship. The findings reveal that 53.4 % of respondents concurred that the library plays a great role in enhancing the study of the students and it helps in improving their academic integrity. This was observed from the table where we have 168 respondents representing 53.4%. In the same vein, it was also asserted that the students strongly agreed that the library is the best means of getting relevant information materials for learning purposes. This was revealed when 156 respondents represented 50%.

Table 5 shows that 144 respondents representing (46.2%) Agreed that the major challenge facing the undergraduates' students in accessing the Fountain University Library is poor internet connectivity, this is followed by 66 respondents representing (21.2%) that stated

that a uncondusive environment is a challenge facing them in accessing the library and its resources therein.

Table 6 shows the suggested strategies for enhancing library services the greatest strategy suggested by the respondents is Library being on social media such as WhatsApp, Facebook, Twitter etc. and this was formed by 150 respondents representing (48.1%). Similarly, on the same table, another strategy recommended for enhancing the library services was an increase in the number of books that can be borrowed and an extension of library opening hours, this was formed by 144 respondents representing(46.2%), followed by access to uninterrupted internet connectivity in the library, it constitutes 44.2% and finally, it was suggested that the library should provide a Uniform Resources Locator with mnemonic value to access the library e-resources within the campus, this

was constituted by 120 respondents representing (38.5%).

Table 5: Challenges facing the undergraduate students in accessing library service

Challenges I encounter in accessing the library services	SA	A	SD	D
	Freq (%)	Freq (%)	Freq (%)	Freq (%)
Unconducive environment	18 5.8%	66 21.2%	60 19.2%	168 53.4%
Inadequate information resources	36 11.5%	78 25%	54 17.3%	144 46.2%
Poor Internet connectivity	36 11.5%	144 46.2%	60 19.2%	102 32.7%
Lack of/inadequate professional librarians	36 11.5%	48 15.5%	78 25%	150 48.1%

Table 6: Strategies for enhancing library services

If the library can do the following it will enhance their services	SA	A	SD	D
	Freq (%)	Freq (%)	Freq (%)	Freq (%)
The library is on social media such as WhatsApp, Facebook, Twitter etc	48 15.5%	150 48.1%	30 9.6%	84 26.9%
Extension of library opening hours	36 11.5%	144 46.2%	120 38.5%	12 3.8%
Increase in the number of books that can be borrowed	108 34.6%	144 46.2%	06 1.9%	54 17.3%
Access to uninterrupted internet connectivity in the library	138 44.2%	126 40.4%	18 5.8%	30 9.6%
Uniform Resource Locator with mnemonic values to access the library e-resources within the campus	120 38.5%	168 53.4%	12 3.8%	12 3.8%

Discussion

Ultimately, findings from this study showed positive undergraduates' perception of Fountain University Library. The findings reveal that 53.4 % of respondents perceived that the library plays a great role in

enhancing their study and it helps in improving their academic veracity.

In the same vein, it was also asserted that the students strongly agreed that the library is the best means of getting relevant information materials for learning purposes. The findings of this study conform to the

findings of Udem, Ikenwe and Ugwuamoke (2020), where it was stated that the undergraduates of Nnamdi Azikwe University have a positive perception of the quality of library services offered at Prof. Festus Aghagbo Nwako Library (PFANL). Though, they had a negative perception of the quality of computer/Internet services and reprographic services offered to them. Similarly, the findings of this study are in tandem with the findings of Nkamnebe, Egwuatu, and Nkamnebe (2017), where the result of the study showed that students' overall perception of library resources and services was positive, even though few areas of deficits were identified.

However, the finding of the study negates the findings of a study conducted by Enidiok, Basse and Babatunde (2018) on users' perception of the Faculty libraries at the University of Ibadan. The result of the study revealed that the libraries don't possess abundant resources for the use, the result of the study showed that users' perception of the libraries is on the negative side as the libraries have not been able to meet their information needs. In the same vein, the work of Ojo, Subair, and Olajide (2015) doesn't conform to the result of this study. Their study revealed that undergraduates of Afe Babalola University, Nigeria perceived that they were not satisfied with the seating capacity and availability of computers in the library.

Conclusion

The study has revealed that the ever-increasing role of the scholarly impact of the academic library in promoting scholarship in the higher institution will provide a new opportunity for libraries to assume a critical institutional role behind its traditional support of scholarship and teaching. Based on the result of the study, it has been established that there is a need for Fountain University Library to be active on various social media platforms such as WhatsApp,

Facebook, Twitter, etc. Rather than confining itself to the roles it played before the proliferation of social media. Results from this study revealed that the majority of undergraduate students at Fountain University make use of the library to upgrade their learning and achieve their scholarly dreams.

The findings of the study revealed that users enjoy services rendered by the university library such as Photocopying services, Charging and Discharging, Binding Services, References services, Book loans, Selective Dissemination of Information, Current Awareness Services and Library Users Training. In the same vein, the findings reveal that undergraduates perceived that the library plays a great role in enhancing the study of the students and it helps in improving their academic pursuits. Notwithstanding, it was obvious that the students have challenges in accessing the library and its resources the highest challenge being poor internet connectivity in accessing the library resources. To improve the quality of service rendered in the library, it is important that the library take note of these measures.; Library being on social media such as WhatsApp, Facebook, Twitter etc., Extension of library opening hours, increase in the number of books that can be borrowed, provision of uninterrupted internet connectivity in the library and provision of Uniform Resource Locator with mnemonic values to access the library e-resources within the campus.

The following recommendations are worth considering given the findings of the study:

1. Internet bandwidth deployed to the Fountain University Library should be increased.
2. The university library should be active on various social media platforms.
3. Loan policies in the university library should be reviewed.

4. The libraries' subscription to electronic database resources will also, in a large measure, enhance their ability to acquire a good amount of current materials to support teaching, learning and research work in the institution.
5. It is also recommended that library opening hours be reviewed to allow students to have unlimited access to the library and its resources.

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