

ASSESS USERS' SATISFACTION ON ACADEMIC LIBRARY PERFORMANCE: A STUDY

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ABSTRACT

This study quantifies user's satisfaction on academic library performance by determine the clients satisfaction with library services, infrastructure/place/space and collection/information provided by an academic library in Federal University of Petroleum Resources, (FUPRE) Library. The study sample population comprised 381 students of the university. The instrument used for data collection in this study was questionnaire. Research questions were answered using frequency, bar charts, tables and percentages for easy interpretation. The major findings of the study revealed that the respondents were highly satisfied with the library services, infrastructure/place/space, and collection/information of the library as a whole. Also, the study reveals that, many of the respondents visit the library for more than one reason whereas the largest proportion of the respondents goes to library due to the availability of internet connectivity in the library. The respondents were suggests that, library should stay open longer, Increase internet bandwidth, library should publish a guide on information searching skills, library should provide the latest collection, some were of opinion that library should publish index and bibliographies, provision of guidance on consultation and research method, library should organize workshop on how to find information, staff should be more friendly and knowledgeable among other.

Keywords: Library performance; User satisfaction; Library services; infrastructure; Library collection.