

Full Length Research Paper

Assessment of users information needs and satisfaction in selected seminary libraries IN Oyo State, Nigeria

Adekunjo, Olalekan Abraham^{1*}, Adepoju, Samuel Olusegun and Adeola², Anuoluwapo Odebunmi³

¹Kenneth Dike Library, University of Ibadan, Nigeria.

²Olusegun Oke Library, Ladoke Akintola University of Technology, Ogbomoso, Oyo State, Nigeria.

³Department of Library, Archival and Information Studies, University of Ibadan, Nigeria.

Received 05 May, 2015; Accepted 13 July, 2015

The study assessed users' information needs and satisfaction in selected seminary libraries in Oyo State, Nigeria. This paper employed the descriptive survey research design, whereby the ex-post-facto was employed with a sample size of three hundred (300) participants, selected from six seminaries located in Ibadan, Oyo and Ogbomoso, all in Oyo state of Nigeria. The study used purposive sampling technique. A structured questionnaire was used to elicit information from the respondents and data obtained were analyzed using descriptive statistics of frequency counts, percentage and charts. The results indicated that the information materials needed by users of selected seminary libraries in Oyo State are availability of journals, non-book materials such as electronic databases, inter library loan services as well as internet access. These are largely scarce in the selected seminary libraries. They were either not available or not sufficient or commensurate with the number of users available in such libraries, the users do not always achieve their aims of visiting the libraries, major constraints encountered by users were inadequate hours of opening of libraries, lack of adequate and current issues of journals, problems related to accessibility issues as well as lack of internet connectivity within the library premises and that the seminary libraries are not well equipped electronically to meet the needs and satisfaction of their users most especially in the twenty first century librarianship. Recommendations were made based on the findings of this study.

Key words: Users information needs, users satisfaction, seminary library, library services, information users.

INTRODUCTION

According to WiseGEEK (2014), seminary library is an educational institutional which is dedicated to religious training; the word is derived from the Latin semin, which

means "seed". At one time, private schools for women were seminaries academic institutions providing high-quality theological education and professional training for

*Corresponding author. E-mail: blissing_adekunjo@yahoo.com. Tel: +23408054063921.

God-called men and women to help meet the need for effective leadership in the work of churches, schools and the denominations not only in Oyo state but also in whole Nigeria. Their mission is to prepare women and men for varied Christian ministries in churches and societies, with the aim of helping the churches to make the Christian faith effective in human life and societies through a competent and educated ministry.

Collections in seminary libraries mainly support the programs offered by the seminaries, thus striving to be an integral part of the educational process of the institutions. The main objectives of the seminary libraries are to select the information materials that will support and enrich the educational programs of the parent institution. The information materials selected must serve the breadth of the curriculum, the course related research and information needs and the interest of the users.

It is not an over statement to express the fact that the user satisfaction is the core of library services in seminary library. The concept of user's satisfaction in seminary libraries literature has evolved to include a broader focus on the user's perspective of the library. Milson and menno (1995), state the one element of high quality service is the incorporation of users personal needs into the development of programs and services

Information providers in Seminary libraries based their collections upon assessments of information needs. The process of selecting, keeping and maintaining information requires devotions of time and effort, because the information users or seekers will depend on his/her perception of the relationship between anticipated information needs and information found.

Allwood and Barmark (1999) explained that library and information scientist may learn much about information needs by considering this concept in writing studies and research studies. Professional librarians in seminary libraries are available to answer questions regarding the library's collections and policies. In addition, librarians are readily available to assist users in meeting their information needs, and provide assistance with the use of reference materials, electronic resources, and journals, to assist with in-depth research.

Studies with information users, their information needs and behaviors are rare. This seems odd because seminary libraries, like any other library, need to intimately know how the users conduct theological research, what problems they encounter in the process, and what method the users apply to find the needed sources. Seminary libraries have utilized number of approaches during the past decade to assess the effectiveness of services, program and library support of user's research, teaching and learning. Among the most valuable methods employed, are large scale survey of users conducted, focus groups, usability and observational studies, targeted survey and interviews used to assess seminary libraries programs and services as well as user's needs. The large representative data sets generated by these users'

surveys have also proven to be powerful information sources. These surveys though quite valuable, are expensive and time – consuming to design, administer, and analyses.

Seminary libraries may have to adopt more strategic direction in which the creation and delivery of services satisfactions for their users play an important role. Hence, there is a need for seminary libraries to understand the user's needs and explore means of satisfying their information need. Due to their nature and orientation, the seminary libraries are saddled with the responsibilities of catering for the diverse and ever-changing informational and educational needs of clients. Early researches conducted on user information needs and satisfaction focused on academic libraries, however little attention has been given to special libraries such as seminary library. It is unsurprising to state that seminary libraries cater for information needs of certain group of people with religious inclination. Hence there is need for information professionals to beam their searchlight on availability of various information materials that can satisfy information needs of the users of the seminary libraries. It is on this premise that this study sets out to assess user information needs and satisfaction in selected seminary libraries in Oyo state, Nigeria.

Objectives of the study

The broad objective of this study is to assess user's information needs and satisfaction with the resources in seminary libraries.

The main objectives are to:

- i) Identify the satisfaction level of the information users regarding the services, infrastructure and collections or information provided by the seminary libraries.
- ii) Determine the extent to which seminary library provide theological resources for its users.
- iii) Identify issues such as library accessibility, ease of use and utility perception to properly address user's (seminarians) information needs.
- iv) identify the strategies for the development of information services for information users (seminarian)
- v) Identify the challenges facing seminary libraries on provision of information to users and satisfying their information needs?

A lot of researches are increasingly being directed at the study of users' satisfaction in libraries generally in view of the fact that users' satisfaction is central to library and information centers; For example, a study by Ogunlana (2012) took a cursory look at how needs are met in special libraries and found out that users' needs are met through feedbacks from users and provision of essential information resources in line with user needs.

The findings of this study will be of great benefits not

only to the seminarians, but also to other information users or seekers who are carrying out research in this similar area, as well as libraries in the provision of information services to their clients.

The scope of this study was limited to seminaries in Oyo State, Nigeria. These include Ss. Peter and Paul major seminary, Ibadan, Baptist theological seminary, Ogbomosho, St. Andrew college seminary, Oyo, Emmanuel College of theology, Ibadan, Dominican Institute, Ibadan.

REVIEW OF LITERATURE

The current information environment is rich, characterized by the proliferation of information sources and providers, a multiplicity of methods for accessing information and a redundancy of content from multiple sources. In this "overloaded" information environment, many information users tend to experience a sense of information inadequacy and anxiety. How do individual navigate this complex landscape of information? Furthermore, how do individual access the information they find as being enough to satisfy their specific need? In this complex information environment, understanding how individual choose to satisfy their information needs on new urgency. Insight into information seeking can be gained by understanding how users seek information sources and they choose content to meet their needs. Prabha (2006) stated, "the library and information science literature has neglected to study how individual decide what and how much information is enough to meet their needs or goals.

The very abundance of information needs makes it crucial for information seekers to decide what information is enough to meet their objectives. Satisfying seminarian's information needs in seminary libraries should be primary objectives of libraries and librarians. Every year new students come to seminary with different needs and expectations. Furthermore, new technologies, databases, and more renovate system for accessing information have made the seminary libraries more complicated and challenging for librarians and the users alike. The abundance of resources available and difficulty in being able to evaluate these resources also create problems for users. The inability to easily identify the specific use of libraries services because of the new technologies and the difficulty to access information sources can all contribute to user dissatisfaction among seminary libraries users.

Applegate (1997) defines user's satisfaction as "a personal, emotional reaction to a library service or product". Bitner and Hubert (1994), suggested that user satisfaction consist of service encounter satisfaction, "the consumer's dissatisfaction with a discrete service encounter", and overall service satisfaction of the organization is based on all encounters and experience with that particular organization". In addition, a

characteristic of service delivery is the simultaneous nature of production and consumption (Zeithaml and Bitner, 1996).

Norliya and Khasiah (2006) stated that in meeting the seminarians information needs, seminary libraries must provide the latest collections, extend opening hour should stay longer, staff should be more friendly and knowledgeable, and the library should conduct more workshops on how to find information for users and the library should develop its own internet information. Norliya and Haslinda (2008) reported that a study on information provision on customer satisfaction revealed many things that the seminary libraries can do in terms of activities that would benefit seminarians. The result of their study found that the largest proportion of the respondents think that the library should publish a guide on information researching skills. A large proportion of the respondents in their study also think the library should publish library and information related journals. Generally, in order to satisfy seminarians information needs: workshops on study methods, study skills, problem study techniques, examination techniques, critical thinking and lifelong are to be disseminated to seminarians in order to help them with their information needs.

Norliya (2006) stated that librarians should also do research on users focus and users satisfaction. Seminarians renowned research work which is normally supported by the extensive and quality library services and activities. In order to understand research works, librarians themselves must be doing some kind research projects. Research and analysis can always be done for the library. He added that the library statistic is traditionally collected. The data can be turned into a continuous research for the improvement of the library. The facilities, infrastructure, collections, activities and services of the library can be upgraded and improved from time to time. The findings of the study can be an important input to the management of the library as decisions can be made based on the research. The statistical information and analysis can be used to plan for improvement or for policy planning and development.

Libraries as information repository for seminarians

Libraries and information centers are service points, especially in the seminary libraries. It is an established fact that before a library could be classified as properly functioning, its services should encompass the dispensing of both solicited and unsolicited information. Haranda (2009) asserted that the main objective of the library is to support the business by providing access to all relevant published information and to internally record and report information. The purpose of the seminary libraries is to support the mission of theological seminaries by providing resources and services for the instructional and research needs of the seminarians. Theological

seminaries are ecumenically – oriented institutions and the collection reflect the non-sectarian mission of the school. The collections focus on the core materials necessary for Christian ministerial education, critical thinking, historical understanding and ethical judgment.

Information service and provision in seminary libraries means rendering assistance to users (seminarians) with knowledge that is beneficial to their activities. Information services must be geared to improving production and capacity development of seminary libraries in Nigeria (Haranda, 2009). A report of the Economic Commission for Africa (ECA, 2001) emphasizes two forms of information services.

A report of the economic commission for Africa (E C A 2001) emphasizes two forms of information services. The first service is concerned with improving production and innovation capabilities, such as

1. Concerning on production layouts, quality standards and maintenance
2. Providing relevant information (service) for technology development, and launching co-operative joint operation of large-scale and expensive equipments testing of raw materials
3. Training of entrepreneurs and workers

The library, therefore, stands as a viable channel through which information can be passed across to the users (seminarians). Yusuf (2011) described the place of library in information provision as the laboratory where users discover new truth and that if we can only provide well-equipped laboratories, important truth will soon be discovered. However, this is not entirely true as real discoveries are actually made in the library and subsequently tested out in the laboratory.

If the seminary libraries are to play their role in the theological institution activities creditably, they must possess adequate and appropriate information resources and services; give user-oriented services such as selective dissemination of information (SDI), current awareness services, indexing and abstracting services, inter-library loans and so on. They must also facilitate maximum provision of information to their users by giving out and receiving information resources from other libraries (Haranda, 2009).

In order to adequately provide information to seminarians in the seminary libraries, policy making should be the major priority of the library. The purpose of this policy is to ensure that all users understand their privileges and responsibilities in relation to the computer, network and internet resources provided by the seminary. The provisions of this policy were not specifically noted and applied to all classes of users (i.e. seminarians). This document must be read and acknowledgement statement signed in order for privilege to be granted. Violation of this policy may result in suspension of privileges and or other disciplinary actions as set out in the catalog and the

seminary libraries blueprint. Seminary libraries should also provide audio-visual materials: the library should also have audio cassettes and video cassettes available on various subjects in theology. The library should have a listening room equipped for using audio-visual materials. Users may also choose to check out videos for a one-week loan period. Students and other seminary families may borrow video materials by paying certain amount as annual user fee.

The library should also hold in their collections, journals titles on theology. The library should display the most current issue of the journals in the library catalogue as well as a separate listing available in the journal display shelves, computer workstation and circulation desk. The seminary libraries also hold many journals in microfiche format, books, and number of thesis and other materials are supposed to be available in microfiche or micro film format. Information and reference service should be available Mondays through Fridays during service library hours. There are supposed to be computer stations available to seminarians in the library especially in the reference section. These computer stations should have internet capabilities, CD ROM database searching, as well as micro-soft office program

Issues relating to library accessibility and ease of use to address user's information needs

The 21st century falls within epoch called information age. The concept of the information age or society epitomizes the dynamism brought about by technological advances and globalization, towards the end of the 21st century. This epoch is characterized by speed and precision in the production, transfer, access and use of knowledge (Gwang, 2011). The information society as a concept" sums up the new world order where the position of nations, their power, wealth and influence, increasingly depends on their access to and ease of use of information among Nigerians is the single most important factor by which Nigeria can remain the giant of Africa and achieve its dream to emerge the twenty largest world economics by the year 2020 (Gwang, 2011).

Accessibility and use of information resources is a recurring theme in the literature (Gwang,2011). According to Aguolu and Aguolu (2002), resources may be available in the library and even identified bibliographically as relevant to one's subject of interest, but the users may not be able to lay hands on them. One may identify citations in indexes, but may not have access to the resources containing the relevant articles. The more accessible and ease of use of information resources, the more likely they are to be used. Readers tend to be using information resources that require the least effort to access. However, part of the challenges users can encounter in accessing library resources are: encounter five possible types of inaccessibility. The types are

conceptual, linguistic, critical, bibliographic and physical inaccessibility (Gwang, 2011). Osundina (1974) studies the relationship between accessibility and library use by seminary students in Nigeria and notes that the problem of seminarians is not the question of wanting to use the seminary library, but whether or not the seminary library can provide for their needs and whether there is access to what is provided.

Universal access (2013) stated that the following questions related to the library building and environment, staff, services and electronics resources may help seminarians on making the library universally accessible:

Information dissemination in satisfying user's information needs

Libraries have an inherent obligation to provide information services to support the educational, recreational, personal and economic endeavors of the users of their respective communities, as appropriate to the libraries' missions. Information services in libraries take a variety of forms including direct personal assistance directories, signs, exchange of information called from a reference source, reader's advisory, and dissemination of information in anticipation of users' needs or interests and access to electronic information. Standard and Guidelines committee (2000) highlighted that a library, because it possesses and organizes for use its community's concentration of information resources must develop information services appropriate to its community and in keeping with the American library association; library bill of rights. These services should take into account of information-seeking behaviors, the information needs and the services expectations of the members of that community. Provision of information in the manner most useful to its users is the ultimate test of all a library does. In that spirit, these guidelines are directed to all who share responsibility for providing information services including trustees, administrators, supervisors, department heads, and information staff in all types of libraries. Information dissemination is one of the major services provided by the library users.

Ordonez and Serrate (2009) asserted that information dissemination is the interactive process of communicating information to target users, so that it may be used to lead to change. The challenges to improve the accessibility of desired information materials by those they are intended to reach. This means ensuring physical availability of the information materials to a large proportion of the target users as possible and making the information comprehensive to those receiving it. The value of information hangs on its effective dissemination to present and future users: without outreach, the efforts or knowledge of workers are wasted. For this reason, information dissemination is a core responsibility of any organization tasked with generating and sharing information materials,

especially of new kinds unique (and uniquely valuable) content that are as usable and accessible as possible. At the simplest level, information dissemination is best described as the delivery and receiving of a message, the engagement of a user in a process, or the transfer of a progress. It is also helpful to think about information dissemination in three broadly different ways viz, dissemination for awareness, for understanding and for action. Indeed, effective dissemination of information will most likely require that it satisfy all three in turn: utilization is goal.

Dissemination of information is the ability to influence the nature of information dispatched to users. The selection of information communication media is friendly to users across the board. Kayoka (2005) stated that when designing information dissemination for users:-the libraries need to see how much of the local cultural elements and social structures can become barriers to users through information.

1. Base the information initiative on well researched users own information need.
2. Assess the degree of access to information sources/ centers including ICTs, education centers, print media.
3. Align the information for user's initiative with the national development goals.
4. See the cost of effectiveness of the information initiative.
5. Decision on information packaging for users should be based on the user's characteristics and their information needs.

Traditional dissemination practices have on the whole relied on production of print artifacts through established publishing routes even though print-based distribution systems retard and limit the development of ideas, research data, audio, video and multimedia works, as well as new forms of digital works and scholarly resources, are instances of non-traditional content that must be actively managed for dissemination purposes in a network environment. Dissemination of information process should be interactive, allowing feedback from users according to a cyclical model of communication flow.

Ordonez and Serrate (2009) highlighted the dissemination of information as key steps: (i) adopt a strategic approach to dissemination (ii) know their target users, (iii) formulate generic, viable dissemination strategies that can be amended to suit different purposes (iv) hit the target, and (v) monitor and evaluate their accomplishments. Dissemination of information is only achievable and successful, if from the outset, there is a shared vision and common understanding of what it is one wants to disseminate together with a way of describing that to those that stand to benefit from it. It is important to identify and be clear about who the target users are to map it to one of the categories in the

awareness, understanding and action model.

Nothing interests a user more than a potential solution to his/her particular problem. The most successful dissemination of information strategies is those that actively engage target users and deliver what they both need and want. The librarian must then examine the information and think about how it might be presented as a benefit and solution to users. Information dissemination exercise has milestones that must be identified and set early.

METHODOLOGY

Research design

This study was conducted using descriptive survey research method whereby an *expost- facto* design was employed. The study was conducted in different seminary libraries in Oyo state namely: SS peter and Paul, Dominican Institute, Immanuel College of theology; Ibadan, Baptist theological seminary, Ogbomosho; St. Andrew college seminary, Oyo. The researchers collected the necessary data needed for the study in order to draw inference about the variables.

Setting

The study settings were the different geographical locations found in Oyo State namely: Ibadan, Oyo town and Ogbomosho. These places were chosen because they are well known places in Oyo state, as such, accommodate diverse sets of students from different background and ethnic groups. Above all, these seminaries are the embodiment of academic and religious learning in Nigeria. Thus, all the demographic characteristics of the participants were mainly found within these settings. The study participants were assessable and available there too. Ibadan is a cosmopolitan city and the largest city in Nigeria and Africa. Oyo town is a neighboring town closest to Ibadan, and, is highly dense and populated too. Finally, Ogbomosho is located between Ibadan cosmopolitan city and Ilorin Township. These locations were chosen because they have closely related representative seminary user samples needed for conducting this study.

Population and Sampling

The participants sampled were the students of the seminary library under studied, all of different ages, locations, schools and ethnicity. Thus, purposive sampling technique was used as the sampling technique modality in this study. Thus, they were selected without bias, so as to get, the desired result used to generalize the findings of the study. Purposive sampling is a form of non- probability sampling technique in which decision concerning the participants included in the sample are taken by the researcher.

Instrument for data collection

For data collection, the use of questionnaire was adopted and also verbal interview was used where necessary to elicit information from the respondents. In this study therefore, a two page structured questionnaire, with a few open-ended questions was administered. The content of the questionnaire were categorized into three sections with section A which sought response on demographic information of the respondents. It comprised items such as age, sex, highest educational qualification, level of study in the seminary as well as marital status. Section B was comprised of items aimed

at eliciting information on user' information needs in seminary library while section C was dedicated to user's satisfaction in seminary library.

Data collection procedure

The data collection was carried out via questionnaire. The researchers were assisted to administer the instrument by a research assistant who personally visited the seminary libraries under studied and also collected the dully completed copies of questionnaire that was eventually used for this study.

Data analysis

The data obtained were analyzed using descriptive and inferential statistics of frequency count, percentages and charts. The descriptive statistics was used for the analysis of demographic variables while inferential statistics; t test was used to determine correlation between user information needs and user satisfaction in the selected seminary libraries.

Information needs of user of seminary libraries

The Researchers sought to identify the information needs of users of selected seminary libraries in Oyo state. In order to achieve this, respondents were asked to respond to the question "What are the information needs of users in seminary libraries? The responses are shown in Table 1.

Table 1 revealed that journals ranked highest as the information types mostly sought after by users in the selected seminary libraries with 65(21.7%) of the respondents indicating that their most information needs as seminary library user are journals. This is closely followed by non book materials as 56(18.7%) of the respondents prefer to use non book materials such as data bases, internet services, manuscripts, audio visual materials and a host of other non book materials. 35 respondents (11.7%) indicated that text books on secular fields are sought after. This result is further summarized in Figure 1.

Figure 1 clearly reveals that journals retains the longest bar indicating highest preference to other information while newspapers and magazines are the least sought after in selected seminary libraries.

Users' information satisfaction by seminary libraries in Oyo State

This paper posed a question to users in selected seminary libraries in which they were asked to respond to the level of satisfaction each time they visit their respective libraries. This is aimed to provide answer to research question two which stated that "How are users information needs met by the seminary libraries in Oyo state". The responses were as summarized in Table 2.

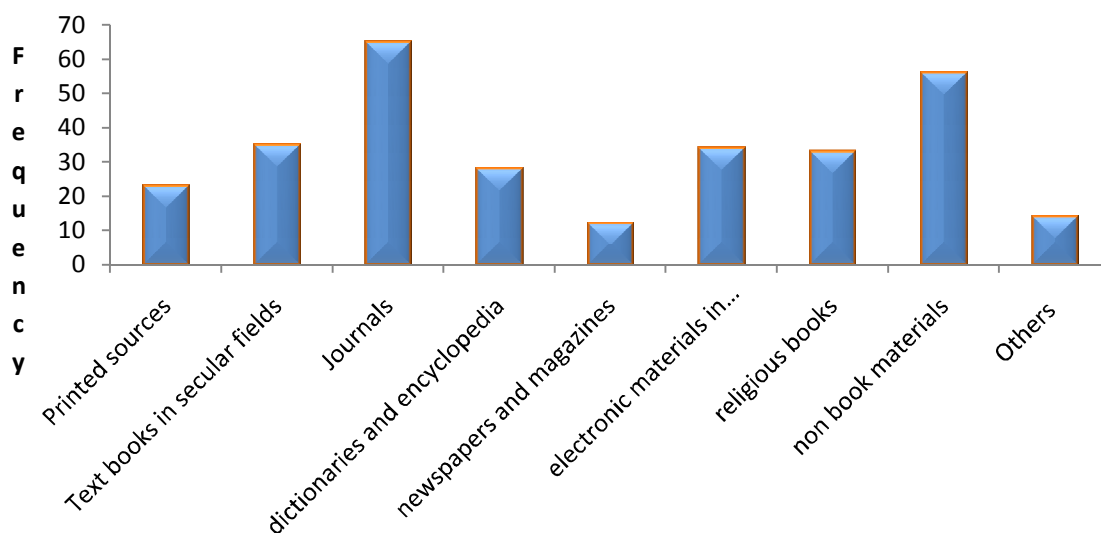
Table 2 revealed that 71.3% of the respondents disagree with the statement that " I always achieve my aim of visiting the library". Most of the responses were responded to in the negative by majority of the respondents. This indicated that users of seminary libraries are not always satisfied with library and information services received from their libraries. The reason for this is not far fetched as table 2 also indicated that 198(66%) of the respondents agreed that "it is difficult to locate materials on the shelves".

Challenges faced by users of seminary libraries

The respondents were given a list of common challenges faced by

Table 1. Users' information needs in seminary libraries.

S/N	Variables	Frequency	Percentage (%)
a)	Printed sources	23	7.7
b)	Text books in secular fields	35	11.7
c)	Journals	65	21.7
d)	dictionaries and encyclopedia	28	9.3
e)	newspapers and magazines	12	4.0
f)	electronic materials in different subjects	34	11.3
g)	religious books	33	11.0
h)	non book materials	56	18.7
i)	Others	14	4.7

**Figure 1.** Chart showing information needs of seminary library users.**Table 2.** User satisfaction in selected seminary libraries.

S/N	Variables	No	Agreement score and percentage		Disagreement score and percentage.	
			No.	%	No	%
1	I always achieve my aim of visiting the seminary library	300	86	28.7	214	71.3
2	It is difficult to locate materials on the shelf	300	198	66.0	112	34.0
3	Library staff are always helpful in locating materials	300	165	55.0	145	45.0
4	Materials are easily accessible in the library	300	187	62.3	113	37.7
5	There is always a conducive reading atmosphere in the library	300	136	45.3	164	54.7

Seminary library users and the result is shown in Table 3.

Table 3 revealed that 125(41.7%) respondents agreed that poor internet facilities is a challenge why 175(58.3%) respondents disagreed with this fact. The most prominent challenge as indicated by respondents was lack of current materials with 187(62.3%) agreeing that lack of current materials poses a great challenge to user information needs and satisfaction in seminary libraries. This result is further depicted in Figure 2.

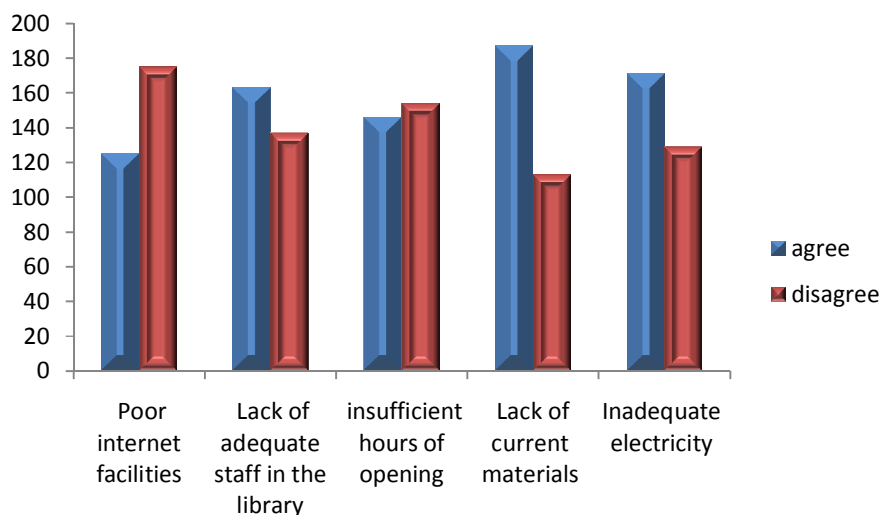
Accessibility of information resources

The question of accessibility of information resources in seminary library was investigated and the results of the findings are summarized in Table 4.

As shown in Table 4, opinions of respondents were clearly spelt on the question of accessibility of circulation services, with a majority (186. 62%) having the view that circulation services were

Table 3. Challenges of information satisfaction.

S/N	Type of challenges	Agree (%)	Disagree (%)
1.	Poor internet facilities	125 (41.7%)	175(58.3%)
2.	Lack of adequate staff in the library	163(54.3%)	137(45.7%)
3.	insufficient hours of opening	146(48.7%)	154(51.3%)
4.	Lack of current materials	187(62.3%)	113(37.7%)
5.	Inadequate electricity	171(57.0%)	129 (43.0%)

**Figure 2.** Challenges of information.**Table 4.** Accessibility of information sources.

Information needs constructs	No of respondents	Agreement Score and Percentage		Disagreement Score and Percentage.	
		F	%	F	%
A Circulation services (e.g borrowing of books) etc.	300	186	62	114	38
B serial service	300	108	36	192	64
C reference services	300	98	32.7	202	67.3
D photocopying facilities	300	158	52.7	142	47.3
E internet services	300	136	45	164	55

accessible for use in selected Seminary libraries. Another facilities needed by seminary library users and which are made accessible by selected seminary libraries was photocopy services with 158 respondents agreeing that the service was available and accessible. However, reference services were partially accessible by users of selected seminary libraries. This was obvious from the table as only 98 (32.7%) of the respondents found reference services accessible while a decisive majority of respondents indicated that reference services were not accessible. Nearly 80 percent agreed that the use of library services depended on the accessibility of information sources, and a roughly equal number found that accessibility influences their use of the library. Fewer than half (78, 46.4%) were satisfied with information accessibility. Analysis of the five indices showed that information sources were not easily accessible and that there was relationship between the accessibility of information sources and the use of library services.

DISCUSSION OF FINDINGS

User information needs and satisfaction are key roles to be considered by any functional library as users are the target of information service providers. Seminary library as a special library is not an exception to this. The findings of this study revealed that most of the respondents who were in their active years of information use preferred to use reference sources. Hence the needs of seminary library users range from journals to non book materials. Journals ranked highest as the information types mostly sought after by users in the selected seminary libraries while non book materials such as data bases, internet services, manuscripts, audio visual

materials and a host of other non book materials closely follow the list of needs by seminary library users. In order for seminary to enhance effective service delivery to its users, Aina (2004) explained that through users studies, libraries are well placed to know those who use their services, what their information needs are, and what services needs will likely meet the information needs.

The findings from this study further revealed that user's satisfaction was generally low as the satisfaction indices in the study showed a negative trend in the responses. This finding is in line with what Norliya and Khasiah (2006) observed which made them opined that in meeting or satisfying seminarians information needs, seminary libraries must provide the latest collections, opening hour should stay longer, staff should be more friendly and knowledgeable, and the library should organize more workshops on how to find information for users and the library should develop its own internet information. Norliya and Haslinda (2008) reported that a study on information provision on customer satisfaction revealed many things that the seminary libraries can do in term of activities that would benefit seminarians. The result of their study found that the largest proportion of the respondents were of the opinion that the library should publish a guide on information researching skills.

In the same vein it was revealed in this study that the challenges faced by Seminary library users ranges from lack of internet access to lack of recent information sources as well as limited hours of opening. This therefore supported the view of Diamond (2011) that with an increase in technology comes to the need of seminary libraries or librarians to be aware of how to authenticate online resources and the limit of electronic resources as a whole. This is especially important when instructing seminarians on how to use electronic resources and the internet to research on their own. This means that, librarians should make it their responsibility to provide internet accessibility to their clients in seminary libraries as well as introduce extended opening hours in order to create an enabling environment for library consultation. The librarians should also make sure that the services being offered to seminarians are current and of high quality. However, this finding is contrary to that of Nicholas and Rowland (2010) who stated that like the rest of the sectors, seminary libraries are now facing a renewed and intensified period of challenges especially financial stringency.

Furthermore, Information Professionals in seminary libraries use the concept of anticipated information needs when building and developing information collections for their users. Each year, new students enter the learning environment with different needs, expectations and information gathering skills (Norliya, 2009). He added "that one element of high quality service is the incorporation of user's personal needs and expectations into development of program and service.

The study also revealed that the seminary libraries are

not well equipped electronically to meet the needs and satisfaction of their users most especially in the twenty first century librarianship. The concept of user's satisfaction in the seminary libraries content likewise has evolved to include a broader focus on the user's perspective of the library. Applegate (1997) defines user's satisfaction as "a personal, emotional reaction to a library service or product". Customers are usually involved in some (if not all) of the production processes and therefore have an impact on the outcomes of the services delivery and their satisfaction with it. Hermon and Altman (1996) corroborated this finding as they opined that seminary libraries today are faced with challenges on several element such as mega book stores, online information providers, e-learning and multimedia products, document delivery services and other competitive sources of information that seem to be threatening the role of seminary libraries. As a result, seminary libraries may have not adopted a more strategic direction in which the creation and delivery services satisfaction for their users play an important role. Hence, there is a need for seminary libraries to understand the user's needs and satisfy their information and research needs. Therefore, support in an ongoing learning activities.

Finally, on the question of accessibility and use of information resources by users of seminary libraries, the finding revealed that information resources was largely inaccessible due to borrowing policy and some other peculiar factors such as limited availability of materials. This is in agreement with what Gwang (2011) observed and according to Aguolu and Aguolu (2002), resources may be available in the library and even identified bibliographically as relevant to one's subject of interest, but the users may not be able to lay hands on them. One may identify citations in indexes, but may not have access to the resources containing the relevant articles. The more accessible and ease of use of information resources are, the more likely it is to be used. Readers tend to use information resources that require the least effort to access. The users may encounter five possible types of inaccessibility. The types are conceptual, linguistic, critical, bibliographic and physical inaccessibility (Gwang, 2011). The finding also supports the findings of Olowu (2004) that the library poor reputation was attributed to lack of accessibility of information resources and Gwang (2011) also identified accessibility as one of the pre requisites of information use and that action of information seeking depends on the needs, the perceived accessibility, sources and information seeking habits.

RECOMMENDATIONS

Based on the findings of this study the following recommendations were considered appropriate in order to enhance effective library and information service

delivery among seminary libraries so that users need and satisfaction will be adequately and effectively catered for.

1. Seminary libraries in Nigeria should be considered as academic libraries in that it caters for users in the academic environment such that they are well and adequately equipped with information resources that will meet the needs of diverse users. Such information resources should include journals up to date, electronic databases such as HINARI, PROQUEST, Jstor etc.
2. Wrongly shelved or inaccessible information is lost information. As such seminary libraries should make their information resources available to their users. This could be achieved by reviewing the borrowing policy as well as hours of opening to give room for users to put the resources into maximum use.
3. In order to meet user' information needs and satisfaction by seminary libraries it is recommended that there should be periodic feedback by users through periodic survey and by taking daily statistics of materials consulted. This will enhance effective information service delivery by seminary libraries

Conclusion

The essence of information service in any library is to satisfy the patrons by meeting their information and research needs as well as community service. It therefore behooves on the seminary libraries to wake-up from their slumber and keep abreast of the development in the twenty first century librarianship in order to meet the needs of their users and satisfy their information requirements.

This study investigated user information needs and satisfaction among selected seminary libraries in Oyo state. Five research questions were raised in order to achieve the set objectives for the study and the major findings were as stated thus:

That the information needs of users of selected seminary libraries in Oyo are availability of journals, non-book materials such as electronic databases, inter library loan services as well as internet access. These are largely scarce in the selected seminary libraries. They were either not available or not sufficient or commensurate with the number of users available in such libraries. The users of selected seminary libraries do not always achieve their aims of visiting the libraries each time they do so due to certain inhibiting factors such as inadequate hours of opening, non availability of needed materials and borrowing policies of the concerned libraries. As a result the satisfaction level of seminary library users is very low.

Major constraints encountered by users of the seminary libraries in Oyo state, Nigeria in the course of using information resources were inadequate hours of opening of libraries, lack of relevant and current issues of journals, problems related to accessibility issues as well as lack of

internet connectivity within the library premises. The study also revealed that the seminary libraries are not well equipped electronically to meet the needs and satisfaction of their users most especially in the twenty first century librarianship.

The finding revealed that information resources were largely inaccessible in seminary libraries due to borrowing policy and some other peculiar factors such as limited availability of materials.

From the foregoing, it is pertinent to state that for seminary libraries to thrive in the Nigerian context, most especially in Oyo state, the libraries should be upgraded by their parent bodies to be able to cater for the ever changing information demand of the user as well as collaborating with external relevant bodies that can come to their aids.

Conflict of Interests

The authors have not declared any conflict of interests.

REFERENCES

- Aguolu and Aguolu (2002). Accessibility and utilization of internet services by graduates students. www.ijhssnet.vom/journals
- Aina LO (1983). Availability, accessibility and use of information and communication. www.nla-ng.org.
- Aina LO (2004). Library and Information Science text for Africa. Ibadan: Third Edition. World Information Service Limited.
- Allwood, Carl Martin and Barmark (1999). The role of research problem in the process of research. *Social Epistemology*, 13 (1): 59-33.
- Applegate Rachel (1997). Impact of a Library collections user Satisfaction. www.iiste.org/journal/index
- Diamond Abigail (2011). University the information needs of users. www.heacademy.ac.
- Economic commission for Africa (2001). A report of the economic commission for African on information services, library philosophy and practice.
- Gwang JM (2011), The Provision of Information Services to Nigerians: meeting the challenges of 21st Century. *Library and Philosophy Practice*, [www. Unlib.unl.edu/LPP/](http://www.Unlib.unl.edu/LPP/)
- Haranda YI (2009) Information for Industry in Nigeria: library philosophy and practice.
- Herman P, Altman E (1996). Perspectives on user Satisfaction Survey. www.ideals.illinois.edu
- Milson T, Menno, S (1995) Information and documentation, Princeton University Press.
- Nicholas Losito, Rowland Danny (2009). Accessibility of open access materials in libraries: challenges for academic libraries. [Eprints.rclis.org/...](http://Eprints.rclis.org/)
- Norliya AK, Haslinda Mohammed (2008). Assessing customer satisfaction on library services and activities in creating a learning environment. International conferences on customers focused culture, Johnor Bahru.
- Norliya AK, Khasiah Zakaria (2006). Users perceptions on the contributions of UiTM Libraries in creating a Learning Environment. Institute of penyelidikan. Film.Wtm.edu.my.
- Olowu K (2004). Access to information: myths and reality. *Nigeria libraries* 38 (1): 48-55.
- Ordenez, Muriel, Serrate Olivier (2009). Dissemi-knowledge products. [www.jddio@cornell.edu](mailto:jddio@cornell.edu).
- Osundina O (1974). The relationship between accessibility and uses made of the academic library by undergraduate students. *Nigeria Libraries* 41.

Prabha C (2006). Satisficing Information needs. www.oclc.org.
Standards and Guidelines Committee (2000). Guidelines for Information Services. Standards and Guidelines Committee, Reference and Users Service Association.
Universal access (2013). Making library resources accessible to people with disability: DO-IT publication, University of Washington.
WiseGEEK (2014). What is a seminary? www.m.wisegeek.com

Yusuf Felicia (2011). Effective communication for reference services delivery in academic libraries: library philosophy and practice.
Zeithaml VA, Bitner AR (1996). Customers Contributions and roles in service delivery. www.areas.kenan-flagler.unc.edu/~zeitham/