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by Neil Evans

Access to and Use of Public Library Services in Nigeria

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Abstract

The study investigated the factors hampering the access to and use of public library (urban and rural) services in Nigeria. A survey research design was employed for the study. The quantitative research method was deployed through the administration of a questionnaire to users in both urban and rural public libraries in Nigeria. The population was the registered public library users from which 394 users were randomly sampled from 12 purposively selected libraries – two from each of the six regions. The findings of this study showed that the respondents were a mainly educated male user group representing a wide variety of occupations. Awareness of services was restricted to a few services, and accessibility to the major library services was found to be a challenge to many. Utilisation patterns indicated infrequent utilisation of only a few services, and very low satisfaction with what is being offered. Challenges identified included: unawareness of services, too few copies of materials and lack of information literacy skills. Recommendations included the enhancement of community participation in decision-making concerning services, that relevant/enough materials be supplied, and effective marketing be employed to improve access and to promote services among users and potential users.

Keywords: Public library access, Public library use, Public library services, Public library users, Nigeria.

1. Introduction

Access to and use of public library services are fundamental human rights which cannot be ignored. The Universal Declaration of Human Rights (UDHR), established in 1948, emphasises the right of individuals to provide, access, and use information (United Nations, 2008). Article 19 of the Universal Declaration of Human Rights, for example, stipulates that "*Everyone has the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers*" (UDHR, 1948). Furthermore, Article 27 stipulates that "*Everyone has the right freely to participate in the cultural life of the community, to enjoy the arts and share in scientific advancement and its benefits.*" The IFLA Public Library Service Guidelines (Koontz & Gubbin, 2010) describe the

public library as an institution that provides access to knowledge, information, and works of the imagination through a range of resources and services, while the IFLA/UNESCO Public Library Manifesto (1994) states that a public library is a local gateway to knowledge by providing the basic conditions for lifelong learning, independent decision-making and cultural development of an individual and social groups. Appraising the indices of access to and use of public library services in Nigeria, Obasi (2015) posits that a public library should be seen as the embodiment of the principle of the right to access and use information, and acquire knowledge. His study established that the development of public libraries in Nigeria has been low owing to the limited number of branch libraries, unavailability of information and communication technologies, the lack of mobile library services, inadequate rural information networks, the lack of adequate literacy and community information, and the lack of human and information resources. This implies that awareness of, access to and use of public libraries are affected by the availability of the quantity and quality of resources and services.

2. Purpose of the study

This study set out to establish the current levels of access to the services and facilities offered by the public library system in the whole of the country, and to gauge the use thereof, and satisfaction with service delivery among the public library users. The objectives of the study were:

- To determine the awareness and accessibility of services currently offered by the public libraries.
- To establish the utilisation patterns among library users.
- To establish the factors impacting on access and use of the available public library services.
- To establish the level of satisfaction among the users concerning the public library services rendered to them.

3. Literature review

Amodeo and Carter (1999) posit that the services provided by public libraries are essential for both individual and collective development, as public libraries are the only libraries that make their services available to all members of the community, without any form of discrimination. Services provided by public libraries can vary in

terms of responsibilities, which include individual support and development, commerce, and social and cultural advancement (Uzuebgu and Onyekweodiri, 2014). Oyeronke (2012) advocate that public library services' main concern is to provide timely, accurate, current and reliable information to a community served Public libraries could also render services such as lifelong learning by providing a range of material on a variety of topics which will allow people to follow their interests and support them in the development of their formal and informal education (Amodeo and Carter, 1999).

Accessibility in a library environment refers to unrestricted access to public library services. To Clarke, et al. (2011) access to public library services to all members of the community address the issue of equality in a community, with no form of discrimination against any potential user. Adeniyi and Subair (2013) advocate that the services of a library can only be easily accessed if the library is centrally located in a community and the documents therein are described in accordance with standardised cataloguing and classification procedures. Additionally, they point out that public library services should be repackaged and disseminated through rural information dissemination activities in public libraries and community centres in order to be accessible to the rural illiterate. Ocholla (2006) in his study looked at information accessibility via public libraries to South African marginalised communities, and found it to be poor because of the libraries' inconvenient location, and the formats in which information was made available to those who wanted it. The formats found in the public libraries studied were found to be mainly aimed at users from information-rich environments. Bamise and Oyedapo (2012) point out that the accessibility of public library services in Nigeria has always been challenge as services are not made readily available to users, and are in most cases outdated or irrelevant. They observed that the services mostly accessible and used in most Nigerian public libraries are the photocopying service and access to the Nigerian newspapers, which by government policy are provided on a regular basis to all the parastatals.

Use can be described as the action to "take hold or deploy something as a means of accomplishing or achieving something" (Oxford dictionary, 2016). In a library this refers to the ability of public library users to use the services in the public library for

gaining information or for entertainment purposes. However, the set objectives of a public library can only be achieved through the adequate use by the intended community of the library services offered, for example, in the case of illiterate rural communities, additional library services such as repackaging of information might be required to make it usable to community members (Adeniyi & Subair, 2013).

Obinyan, et al. (2011), in their study on usage patterns in four branches of a state public library in Nigeria, found that students and youths mostly frequented the public libraries, wanting information mainly for examinations, or just for personal enlightenment. A study conducted at the Delhi public library (Tyagi, 2011), established that the library was mostly used on a daily basis by people who were retired and unemployed. This is an indication that in most libraries' patterns of use can be linked to distinct groups making use of library facilities for various reasons, but it also hat many groups might not feel catered for, and hence do not use the library services as often as they might.

Within the African context, underutilisation remains a huge problem which the Zambia Library Association (2008) and Abolaji (2009) ascribe to dispersed populations, poor transportation, lack of communication systems, illiteracy, lack of financial resources, inappropriateness in the provision of library collections and services, a poor economy, and the unavailability of community information.

According to Iwhiwhu and Okorodudu (2012), and Kim-Soon, et al (2013), ensuring customer satisfaction with the public library services depends on the provision of good quality and quantity of the services for learning, information and research. The study done by Ikenwe and Adegbilero-Iwari (2014) among public libraries in the South-West region of Nigeria established that the level of customer satisfaction affects the use or non-use of library services. They found that the large majority of library users were not satisfied with the library service rendered; citing issues such as the lack of adequate facilities, inadequate/outdated information resources, and inadequate internet/ICT services as major reasons for their lack of satisfaction. These complaints clearly indicate that services that meet readers' expectations and satisfy their needs should be provided by public libraries.

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4. Contextualisation: An overview of public library development in Nigeria

Within the Nigerian context, public library development is linked to the history of education and colonial settlement with the first public library system established in Northern Nigeria in 1952. From the onset a number of challenges were experienced such as inappropriate reading materials, inadequately trained staff and their fear of being held responsible for lost materials, high illiteracy rates and the lack of a reading culture – all of which hampered proper use of the available services (Harris, 1970:49; Salman, 2006:13).

At the UNESCO seminar on the development of public libraries in Africa held in Ibadan, Nigeria, in 1953, a decision was taken that appropriate legislation be put in place to ensure the development of public libraries in Nigeria, and that the control of the libraries be put in the hands of a state agency that would be established by the federal government (UNESCO, 1953). Coinciding with the advent of free primary education, public libraries, as institutions that could, on the one hand, provide continuing education for children who had to exit the school system at an early age, and on the other hand, act as a remedy for existing educational deficiencies, were welcomed by both the government and the general public (Obasi, 2015).

Public library services in Nigeria, however, experienced a decline in the quality of service delivery after the advent of national independence in 1960, owing to the unstable economic and political structure in the country (Omotosho, 2014). Appraising the access to and use of public library services in Nigeria, Obasi (2015) posits that a public library should be seen as the embodiment of the principle of the right to access and use information, and to acquire knowledge. His study established that the development of public libraries in Nigeria has been low owing to the limited number of branch libraries, unavailability of information and communication technologies, the lack of mobile library services, inadequate rural information networks, the lack of adequate literacy and community information, and the lack of human and information resources. Access to and use of public libraries is, then, obviously affected by availability of the quantity and quality of resources and

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services. According to Ojo-Igbinoba (1993), despite these setbacks, steady development of public or state regional libraries has taken place since 1967. Currently there are 316 public libraries in Nigeria (Librarians' Registration Council of Nigeria, 2015), including 36 Public Library Boards and the National Library of Nigeria.

Governance of public libraries in Nigeria is essentially the responsibility of the government because the public library is regarded as a service institution, established and managed with public funds. Despite the fact that public libraries were recognised as instruments of general education and social welfare for the general population long before the modern states' legal frameworks existed, many countries, both developed and developing, have not promulgated effective public library legislation until very recently (Gardner, 1971:17). Within Nigeria the lack of effective public library legislation has hindered the growth and development of library services in the country (Yusufu, 2010). Although legislation such as the National Library Act of 1970, and the National Library of Nigeria Legal Deposit Law exist, it is not sufficiently regulating the services required by communities in the country.

According to Iwhiwhu and Okorodudu (2012), the physical infrastructure mostly found in Nigerian public libraries includes tables, chairs, lighting, ventilation, flooring, bookshelves, library space, fans, a circulation desk, photocopiers, study carrels, computers, periodical racks, binding machines, meeting halls, vehicle parking space, and restaurants. In terms of available services Iwhiwhu and Okorodudu (2012) established that resources such as fiction books, non-fiction books, textbooks and newspapers/magazines are commonly found in the public libraries, whereas posters, records, tapes, pictures, fax machines, audio-visual material, Braille material, CD-ROMs and toys are less commonly found. According to the Librarians' Registration Council of Nigeria (2015), print material still dominates the available book material with 21 382 356 books being available, though recently 26 147 items of e-material have also been made available in 12 of the State Board libraries. In terms of ICT facilities, 1 593 desktops, 79 laptops, 169 printers and 87 photocopiers are available within the public library system, though not always for the sole use of the public. Internet connectivity was also only reported in 15 State Board libraries (Librarians' Registration Council of Nigeria, 2015). In addition, Ebiwolate (2010) found that

services such as bookmobile services, information and referral services, outreach programmes, current awareness programmes, children's library services, selective dissemination of information, and entertainment services are also less commonly found in the majority of the Nigerian public libraries.

5. Methodology

According to Creswell and Plano Clark (2007), a research design has as its purpose to guide and direct the collection and analysis of data. Owing to the problem to be investigated, the study adopted a survey research design. A survey design has the capacity to generate mainly quantifiable data on a large population group that is representative of a wider population (Leedy & Ormrod, 2001). According to Mugenda and Mugenda (1999), surveys are useful methods to describe, explain and explore the existing status of two or more variables. According to these authors, they are also used to establish the current status of the population under study.

The population was the 29 277 registered public library users in Nigeria. Using Israel's (1992) sampling model, 394 users were sampled. Within each of the six regions of Nigeria one State Board library (which is usually in an urban area), and one rural library were purposively selected. Purposive method was used because of the extremely large distances between geographical areas within each region, and for both political and security considerations, which did not always make it possible to select a sample using a very structured method.

The data were collected by way of a questionnaire to users in both urban and rural public libraries in Nigeria. The questionnaires were handed out to users conveniently available in each library. Of the 394 users sampled, 363 (92.1%) returned usable questionnaires. A reason for the high return rate was the fact that the researcher waited for the users to complete and return the questionnaires. However, in the case of two of the rural libraries, no responses were received as no users visited the library during the period of the study. Even when questionnaires were left with the librarians for later retrieval no respondents were found. The SPSS was used to sort, code and analyse the quantitative data. This software was used as it had the ability to process, organise and interpret large quantities of data (Polit & Beck, 2004).

6. Results and discussions

The findings are discussed in sections 6.1-6.5 below:

6.1 Demographic characteristics of respondents

To establish the profile of the respondents a number of demographic questions such as gender, age, occupations and qualifications were asked. As the questionnaires were handed out only to registered library users, it can be assumed that this profile will also give a glimpse of what the user profile of public libraries in Nigeria looks like in general.
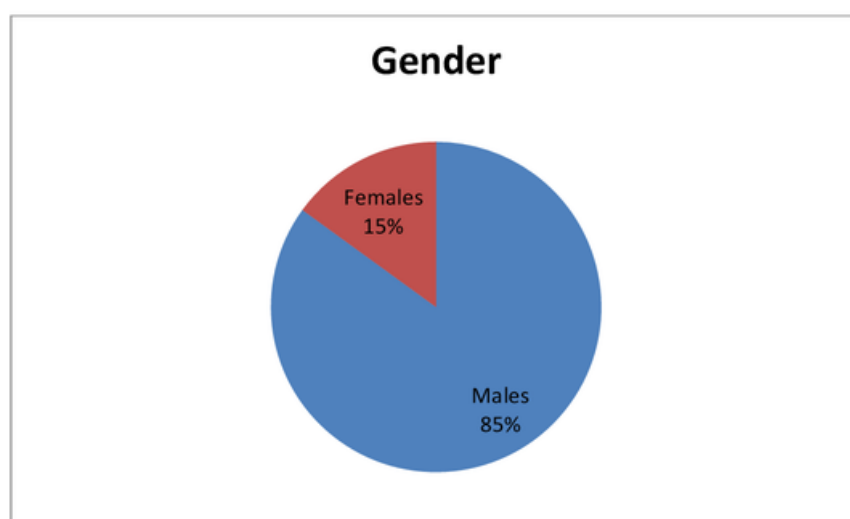

Fig.1: Gender N=360

The responses indicate a strong predominance of male users (85%) over that of female users (15%). Interesting to note was that this male predominance was even more pronounced in the Northern regions of the country, which could possibly be attributed to stricter religious and social structures than in the Southern regions.
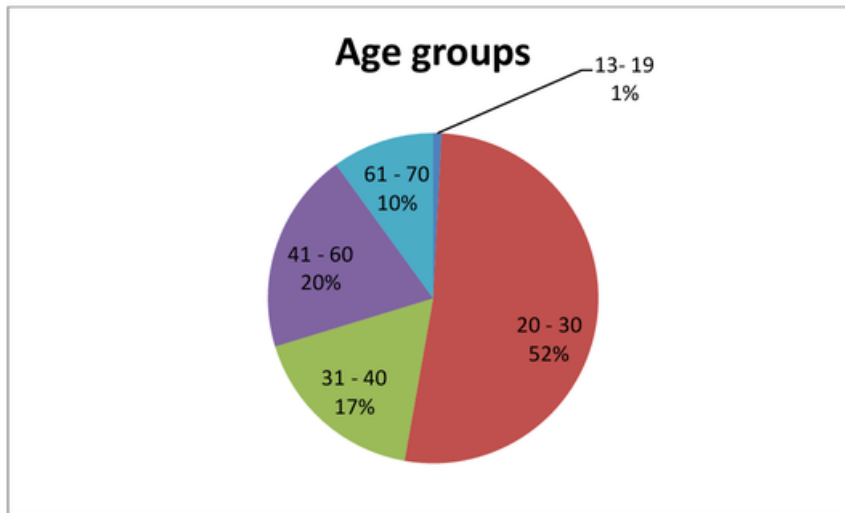
Fig. 2: Age N= 360

Figure 2 indicates that more than half (190; 53%) of the respondents were younger than 30 years old, while the older generation of 40 years and above only made up 107 (30%) of the total response. The reason for the interest in using the library among the younger generation might be employment-related, as Salman (2016) found that most of the young people using the libraries were doing so with the aim of scanning/printing documents required for employment or university applications, or finding information related to schoolwork or their tertiary education.

Table 1: Qualifications N=360

Qualification	Number	%
Bachelor's degree	109	30.3
Diploma	56	15.6
National Certificate	53	14.7
Primary schooling	8	2.2
Secondary Senior Certificate	118	32.8
Informal Education	16	4.4
Total	360	100

The qualifications of the respondents as reflected in Table 1 shows a well-educated user group. As the study did not target non-users, this does not necessarily mean that the information reflected in the table is an accurate reflection of the community at large. Nor does it mean that the libraries are therefore mainly providing services to

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a largely literate community, while those who are in desperate need of information, such as illiterates and semi-literates, are not efficiently catered for by way of the available services in the libraries. Saleh and Lasisi (2011), for example, found that up to 90% of all information material provided in Nigerian public libraries comprised print-based monographs – sources which are inaccessible to the illiterate.
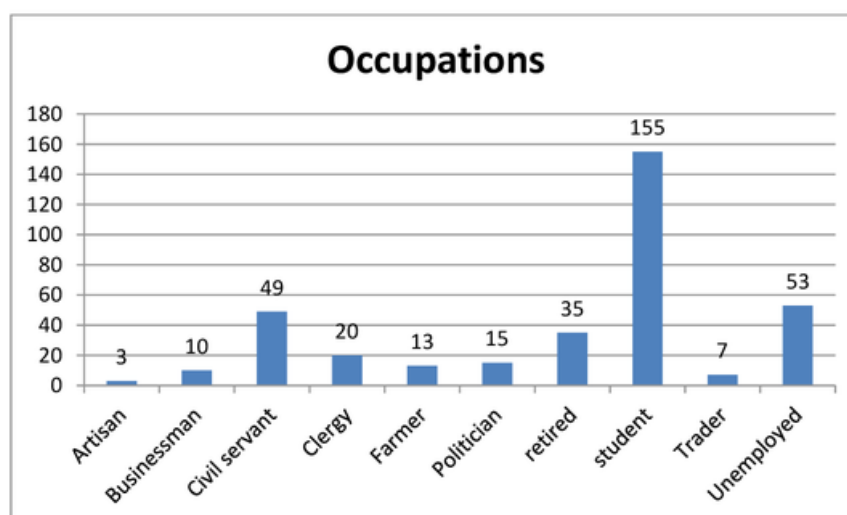

Fig 3: Occupations N= 360

Figure 3 clearly illustrates that the most active user group is students with 155 (43.1%) respondents, followed by the unemployed (53; 14.7%), and civil servants with 49 (13.6%). The high number of students using the public libraries seems to be a persistent feature, as has been reported in several studies over the last decade or two for example Opaleke (1997); and Obinyan et al 2011). The high number of students might be attributed to the fact that the library is seen as a safe and quiet haven for young people and children to go to, to either wait for their parents to pick them up after work, or where they can do their schoolwork or study (Obinyan, et al 2011; Salman, 2016). Those unemployed and some of the students indicated that they used the library to look for vacancies.

6.2 Awareness of services offered by the public libraries in Nigeria
The use of sources and services offered by public libraries is only possible if a user is aware of what is available or on offer; and therefore this question aimed to

establish the level of awareness of the services/sources that are commonly offered by public libraries. The result is shown in Table 2.

Table 2. Awareness of services offered N=360

Services/sources	Aware	%	Not aware	%	Not sure	%
Newspapers	292	81.1	0	0.0	68	18.9
Children's library	276	76.7	0	0.0	84	23.3
Bag cabinets	289	80.3	71	19.7	0	0.0
Photocopying	273	75.8	0.0	0.0	87	24.2
Car parks	272	75.6	88	24.4	0	0.0
Reference	249	69.2	5	1.4	106	29.4
Computer	228	63.3	0	0.0	132	36.7
Internet	223	61.9	0	0.0	137	38.1
Social magazines	201	55.8	0	0.0	159	44.2
Study carrels	153	42.5	29	8.1	178	49.4
New arrival display	117	32.5	69	19.2	147	48.3
Meeting room	95	26.4	111	30.8	154	42.8
Bindery	89	24.7	87	24.2	184	51.1
Posters	58	16.1	89	24.7	213	59.2
Scanning	42	11.7	62	17.2	256	71.1
Exhibition	13	3.6	144	40.0	203	56.4
Talking books	11	3.1	165	45.8	184	51.1
Borrowing	0	0.0	163	45.3	197	54.7
Library orientation	0	0.0	204	56.7	156	43.3
Film show	0	0.0	201	55.8	159	44.2
Awareness talks	0	0.0	186	51.7	174	48.3
Reading clubs	0	0.0	202	56.1	158	43.9
Entertainment	0	0.0	198	55.0	162	45.0
Braille	0	0.0	219	60.8	141	39.2
Large print	0	0.0	205	56.9	155	43.1
Fax	0	0.0	160	44.4	200	55.6

A very high awareness of available sources and services seems to be limited to a very few of the services/sources on offer, with awareness of the availability of newspapers (292; 81.1%), bag cabinets to lock away belongings while using the library (289; 80.3%), and children's libraries (276; 76.7%) ranking the highest, while a relatively large number of these services/sources received a very low awareness response rate, or no responses at all. Abdel-Motey and Al-Ansari (2012) found the same trend in their study, and while attributing it to factors such as low funding, staff issues and outdated materials, they also warned that the obvious lack of information services in most of the public libraries should be a cause for grave concern among library professionals. The lack of awareness of the existence of certain library services/sources was found to be more prominent among the rural libraries.

One of the most common services offered by libraries, i.e. the borrowing of information materials, receiving a zero (0%) response rate could possibly be attributed to a general lack of material available for borrowing, as well as previous experiences by libraries of high non-return rates of borrowed material, and therefore the services are not offered.

Though a relatively high awareness concerning the availability of computers (228; 63.3%) and the Internet (223; 61.9%) existed among the respondents, Salman's study (2016) found that these services were mostly not functional, or not available to the general public. The fact that public libraries in Nigeria generally do not provide users, especially rural ones, with access to digital information services is lamented by Omekwu and Echezona (2009) as this is preventing users from accessing global resources. Eze (2013) advocates that it has become imperative for Nigerian public libraries to modernise their library services by making Information Communication Technologies (ICTs) generally available so as to help the population overcome the 'digital divide' that is depriving the society of a wider worldview, and a share in the global conversation. Okeke and Owoeye (2012) also warn that especially in times of financial crises it is important that libraries engage in community priorities and reach out to local governments and stakeholders to ensure that they are not marginalised through being underused owing to irrelevant service delivery. Leong and Higgins (2010), in their study on the use of public library services in Singapore, describe the

effects of low awareness on patronage of a library, and say that lack of awareness of services could indicate that the promotion of services or resources is inadequate, or that the services are not relevant to the needs of the community, and therefore the community do not take cognisance of their existence.

6.3 Factors impacting on access to public library services in Nigeria

Being aware of an information service or source might result in a user accessing and using it. Access can, however, be hampered by a number of factors, be they of a physical, mental or psychological nature. Table 3 below provides some insight into some of the factors preventing library clients from using available service.

Table 3. Factors hampering the access to and use of public library services N=360

Factors hampering access	Yes		No		Not sure	
	N	%	N	%	N	%
Material not what I need	201	55.8	20	5.6	139	38.6
Lack of awareness	191	53.1	35	9.7	134	37.2
Cannot operate OPAC	152	42.2	67	18.6	141	39
I cannot borrow and take material home	146	40.6	20	5.6	194	53.8
I do not know how to search the internet and find information	121	33.6	103	28.6	136	37.8
Lack of literacy skills	118	32.8	121	33.6	121	33.6
Do not know how to search for information in books	99	27.5	119	33.1	142	39.4
Staff attitude	97	26.9	185	51.4	78	21.7
Material not usable	89	24.7	58	16.1	213	59.2
I am too busy	84	23.3	102	28.3	174	48.3
No time to listen to talking books	73	20.3	204	56.7	83	23.1
Location	70	19.4	223	61	67	18
Transportation	4	1.10	181	50.3	175	48.6
Accessibility to library building	0	0	266	73.9	94	26.1
Other hindrances	0	0	273	75.8	87	24.2

Adding the responses of those that could not really express an opinion about a factor to those who clearly indicated that it is problematic for them creates a very bleak picture in terms of the accessibility of public library services in general. The biggest problem inhibiting access to the services was identified as the fact that the material was not what the users required, and the lack of borrowing facilities (340, 94.4% each), followed by a lack of awareness of what services are being offered (325, 91.3%), and the material not being usable (302, 83.9%). The fact that only 5.6% of the respondents expressed satisfaction with the available material, and that it is mostly deemed unusable is a grave concern. Aniebo (2007), Abolaji (2009) and Sultana (2014) in their studies found similar trends where their respondents identified disorganised and non-current library material, too few copies, non-functional library catalogues, inadequate resources/facilities, staff attitudes, and a lack of professionally qualified library staff as factors hampering access to the library facilities. The lack of information literacy and information-seeking skills was also identified in the current study as contributing factors hampering access to library services and their use.

6.4 Use of public library facilities and sources

The respondents were asked to indicate how often they used the public library facilities. Figures 4 and 5 give an indication of the user patterns in terms of frequency and gender.
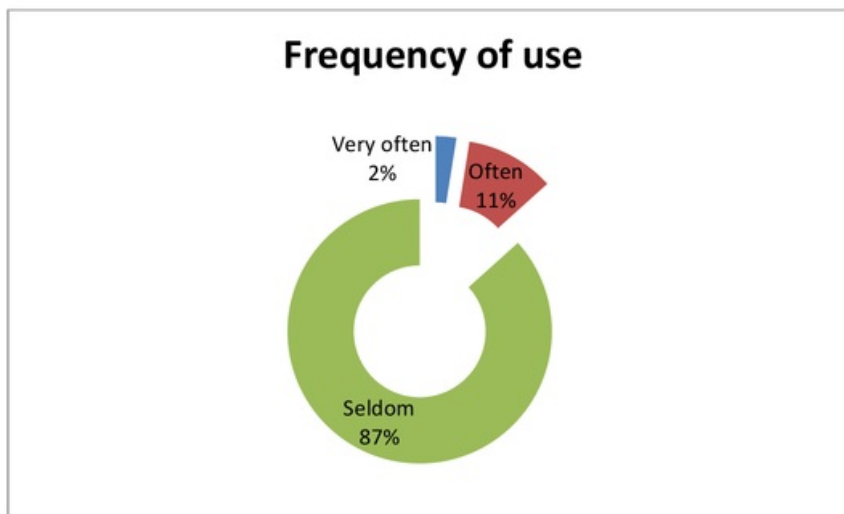
Fig. 4: Frequency of use N= 360

Frequenting the public libraries to make use of the available services seems to be mainly an ad hoc rather than a regular occurrence, with only 9 (2%) respondents indicating that they use the library on a very regular basis, and 39 (11%) using it regularly. Within the rural libraries none indicated that they used them on a very regular basis.

When the respondents were asked to indicate which services they used, using a scale of "often", "seldom", or "never", the response painted a sombre picture as to the use of most of the services normally offered by public libraries (see Table 10). In contradiction of this finding, Ikenwe and Adegbilero-Iwari (2014) found that 42% of users of public libraries in the South-West region of Nigeria used them on a daily basis. This trend was also confirmed by Oluwaseunfunmi's (2015) study, which found that 57.6% of the young adults sampled frequented the Oyo State public library on a daily basis. A reason for this contradiction could be the fact that these two studies concentrated on areas near major cities where access to libraries is much easier than in the more remote areas or smaller cities in the other regions.
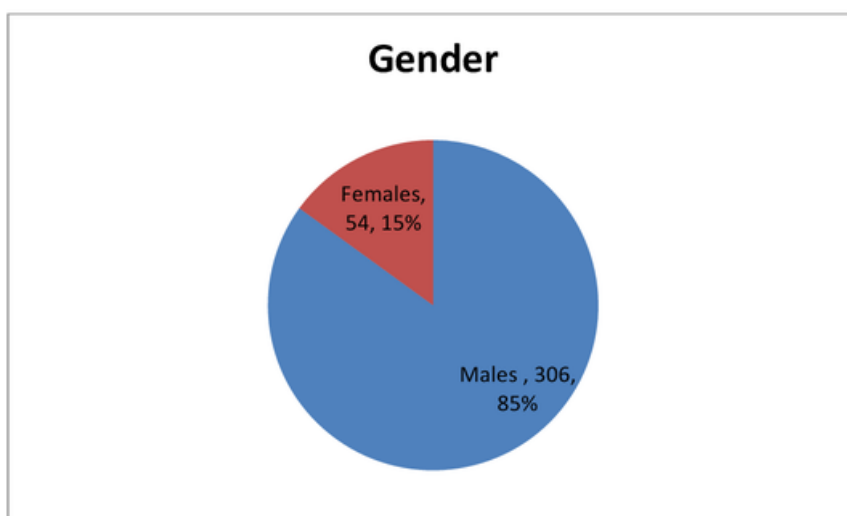
Fig. 5: Gender

Most of the respondents were males (305, 85%), with only 54 (15%) females. Though the study did not explore gender and the reasons for not using the library services, some of this big disparity can be explained by way of a number of factors such as cultural and religious practices, illiteracy and patriarchy that still prevent females from fully participating in and using available resources such as libraries (Nwagbara, Etuk & Baghebo, 2012).

To establish the patterns of usage among the available services the respondents were asked to indicate which services they used based on a scale ranging between "often", seldom" and "never". Table 4 reflects their responses.

Table 4: Use of library services and information sources N= 360

Services/sources	Often	%	Seldom	%	Never	%
Bag cabinet	241	66.9	106	29.4	13	3.6
Photocopying	134	37.2	189	52.5	37	10.3
Car parks	126	35.0	73	20.3	161	44.7
Reading Newspapers	113	31.4	244	67.8	3	0.8
Reading social magazines	76	21.1	274	76.1	10	2.8
Using the	34	9.4	260	72.3	66	18.3

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computer					
Using bindery services	1	0.3	28	7.8	331	91.9
Borrowing of material	0	0.0	0	0.0	360	100.0
Using reference services	0	0.0	233	64.7	127	35.5
Children's library	0	0.0	46	12.8	314	87.2
Internet	0	0.0	176	48.9	184	51.1
Talking books	0	0.0	0	0.0	360	100.0
Attending Library orientation	0	0.0	59	16.4	301	83.6
Film show	0	0.0	0	0.0	360	100.0
Exhibitions	0	0.0	50	13.9	310	86.1
Checking new arrival display	0	0.0	129	35.8	231	64.2
Looking at posters	0	0.0	133	36.9	227	63.10
Attending awareness talks	0	0.0	0	0.0	360	100.0
Belonging to a reading club	0	0.0	0	0.0	360	100.0
For entertainment purposes	0	0.0	3	0.8	357	99.2
Using Braille sources	0	0.0	0	0.0	360	100.0
Using Large print sources	0	0.0	63	17.5	297	82.5
Scanning	0	0.0	102	28.3	258	71.7
Faxing	0	0.0	0	0.0	360	100.0
Study carrels	0	0.0	35	9.7	325	90.3
Meeting rooms	0	0.0	29	8.1	331	91.9

From the above it was clear that very few services are regularly used, with two of the

most used services, i.e. bag cabinets (241; 66.9%) and car parks (126; 35%) having no relation to information provision. The most often used information services were the photocopying service (134; 37.2%), and the reading of newspapers (113; 31.4%) and social magazines (76; 21.1%). Most of the other services offered were seldom or never used. The high use of the library to make photocopies and read newspapers was confirmed by several studies, for example Obinyan, Obinyan, and Aidenojie (2011), and Omothso and Okiki (2012).

6.4 Satisfaction with public library services and sources

Utilisation of sources is to quite an extent influenced by how satisfied a user is with the specific service or services available to them. It can be assumed that the need for a service, awareness of its existence, and its easy availability will all be factors that might play a role in the level of satisfaction a library user will experience when using the public library services available. The users were therefore requested to express their levels of satisfaction with specific services and information sources that can commonly be expected to be provided by public libraries in Nigeria. The results are shown in Table 5.

Table 5: User satisfaction with public library service delivery

Services	Totals									
	Very satisfied		Satisfied		Less satisfied		Not satisfied		Don't use	
	N	%	N	%	N	%	N	%	N	%
Bag cabinet	0	0.0	206	57.2	116	32.2	1	0.3	37	10.3
Photocopying	0	0.0	117	32.5	207	57.50	5	1.4	31	8.6
Newspapers	3	0.8	105	29.2	206	57.2	45	12.5	1	0.3
Car parks	0	0.0	76	21.1	77	21.4	19	5.3	188	52.2
Reference	0	0.0	49	13.6	180	50.0	43	11.9	88	24.4
Social magazines	3	0.8	44	12.2	219	60.8	60	16.7	34	9.4
Computers	0	0.0	38	10.6	200	55.6	32	8.9	90	25.0
Internet	0	0.0	17	4.7	142	39.4	70	19.4	131	36.4
Study carrels	0	0.0	13	3.6	79	21.9	11	3.1	257	71.4
Meeting room	0	0.0	10	2.8	10	2.8	0	0.0	340	94.4
Bindery	0	0.0	8	2.2	64	17.8	1	0.3	287	79.7
New arrival	0	0.0	7	1.9	80	22.2	68	18.9	205	56.9

displays										
Posters	0	0.0	3	0.8	109	30.3	62	17.2	186	51.7
Borrowing	0	0.0	0	0.0	0	0.0	0	0.0	360	100.0
Children's library	0	0.0	0	0.0	21	5.8	13	3.6	326	90.6
Talking books	0	0.0	0	0.0	5	1.4	3	0.8	352	97.8
Library orientation	0	0.0	0	0.0	34	9.4	15	4.2	311	86.4
Film show	0	0.0	0	0.0	0	0.0	0	0.0	360	100.0
Exhibition	0	0.0	0	0.0	30	8.3	6	1.7	324	90.0
Awareness talk	0	0.0	0	0.0	0	0.0	0	0.0	360	100.0
Reading club	0	0.0	0	0.0	0	0.0	0	0.0	360	100.0
Entertainment	0	0.0	0	0.0	28	7.8	44	12.2	288	80.0
Braille	0	0.0	0	0.0	0	0.0	0	0.0	360	100.0
Large print	0	0.0	0	0.0	0	0.0	14	3.9	346	96.1
Scanning	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Fax	0	0.0	0	0.0	0	0.0	0	0.0	360	100.0

The table above shows that with the exception of three services/facilities, i.e. the availability of bag cabinets to store personal items in while using the library, the photocopying facilities and the availability of newspapers, users were in general very dissatisfied with the services/information sources delivered by the public libraries, and most of the services are not used at all. This might be due to a service not being available, or poor awareness that these services are available. The only services that attracted a "very satisfied" response were the availability of social magazines and newspapers, with three (0.8%) responses each. Among the rural libraries the levels of dissatisfaction with virtually all the services offered were found to be even higher than their urban counterparts. A study done by Akhtar (2008) and Oluwaseunfunmi (2015) found similar trends of user dissatisfaction among public library users in Nigeria, though Iwhiwhu and Okorodudu's (2012) study found that the users generally were satisfied with public library services in Edo State. It would thus seem as if service delivery levels might differ among some of the states, but as the current study covered a number of states, all of which seem to agree that service delivery is unsatisfactory, it might be an indication that high satisfaction with service delivery might be more an exception than a norm.

Asked to elaborate on what hampers their satisfactory use of the library services, the users responded that issues such as the irregular supply of electricity; disorganised and non-current library material; too few available copies of information sources; non-functional library catalogues; inadequate resources/facilities; the attitude of staff; and the lack of professionally qualified library staff were some of the challenges affecting access to and use of the library services. These issues were also identified by studies done by Aniebo (2007), Abolaji (2009), Sultana (2014) and Oluwaseunfunmi (2015). These studies additionally established that use of, and satisfaction with, library services was influenced by a lack of awareness of what was available, an inability to use OPAC, obsolete informational material, and problematic access to the services owing to the nature of the library buildings, especially for the physically impaired, whom a lack of wheel ways prevented from visiting the upper floors of the libraries. The low level of satisfaction of public library users in Nigeria confirms the lack of the required services needed by the library patrons, which are the predictors of customer satisfaction (Okibo & Ogwe, 2013). In this regard, Shah (2013) points out that user satisfaction is enhanced by the quality and quantity of the services provided by a library because the robustness of the services is a catalyst to satisfaction. To this Oghenetega, et al. (2014) add that the extent to which patronage and satisfaction of service delivery is achieved is premised on the size and direction of product performance.

Asked how their levels of satisfaction could be improved, 219 (60.8%) respondents suggested that there is an urgent need for improvement in the quality and quantity of the services provided, and 153 (42.5%) respondents suggested that facilities should be improved, and awareness strategies put in place so that users can be sensitised on the available services. 219 (60.8%) respondents indicated that, adequate funds should be provided to run the libraries. For 181 (50.3%) of the respondents the introduction of new and relevant services was imperative in order to attract public library users and improve utilisation rates. The same number of respondents felt that the quality and quantity of library staff should be improved.

7. Conclusions
The study, covering the country as a whole, has shown that lack of awareness of services that are available, as well as the lack of access to many of the services that

they would have liked to have access to, are having a major impact on the utilisation of these services. As the study has not looked at how services are marketed to the public, it might be worthwhile to investigate whether a lack of effective marketing has contributed to the low awareness of what services are available, resulting in low patterns of usage. However, even if awareness could be raised, the issue of inappropriate available reading and information material would need to be addressed before users can be expected to be satisfied with what is available to them. User satisfaction is closely related to the issues of sufficient funding to buy what is required, and a proper needs analysis to establish what the public expect from the services rendered to them. The study found that though most of the respondents were students who use the facilities for a variety of reasons, users from a wide range of occupations and educational levels were also found to be using them, and therefore their needs should be established and reflected in the library collections and services.

Of concern was that the study found that those who frequented the libraries were mainly educated males, which might be an indication that a large group of potential users are not aware that public libraries, based on the UDHR and IFLA public library service guidelines, should provide relevant services to all community members regardless of their literacy levels, gender or cultural orientation.

Evaluated against the IFLA public library service guidelines (Koontz & Gubbin, 2010), Nigerian public libraries seem to be still struggling to provide efficient services to the general public. As there is a strong correlation between government support and proper funding, and the use of services offered, it might therefore be in the best interest of all stakeholders to start interacting with each other by way of constructive dialogue and organised meetings, both at government and grassroots level, to find common ground on user expectations and government responsibilities in terms of service delivery. Should this not happen, public libraries in Nigeria might be doomed to become unused relics serving no purpose or function. As public libraries throughout the world, based on the principles of the UDHR, are seen and used as vehicles for providing communities with crucial information for their development, empowerment and entertainment, it is imperative that the Nigerian public library services be rejuvenated and adapted to the specific needs of the

population, especially those in rural areas, so that both the country and the individuals living in it can grow and prosper.

7. Recommendations

The following recommendations are therefore made:

- Since most of the services provided in the public libraries studied were seemingly irrelevant, not current, or needed maintenance or upgrading, the libraries should embark on finding innovative ways to improve their services to become more relevant to the needs of the community. Community involvement is of paramount importance as members might have some suggestions or practical skills that can be used to assist the libraries.
- The borrowing of materials is a service that should be reintroduced as it is a core function of public libraries to allow members to use library materials at their leisure and in their own time for information or leisure purposes.
- Awareness strategies need to be developed through jingles in the media, library orientation weeks, community forums, town hall meetings and any other innovative means that can be employed to create awareness of the library as an institution, but also of the services and information sources it offers.
- The libraries should provide information literacy training so that their material can become more accessible to the library users.
- Libraries need to become aware of people with special needs within their communities in order to provide for them.
- Each section of a library should have computers with internet access for both administrative functions and for the library users.

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