

Original Research Article

Impact of library collections on user satisfaction in federal colleges of education in North-East, Nigeria

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Abstract

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Academic institutions of learning are attached with academic libraries to serve teaching and research needs of students and staff. These libraries serve two complementary purposes: to support the college curriculum, and to support research of the colleges and students. In process, the library plays a key role in the nation building process. Cullen (2001) noted that academic libraries today are facing their greatest challenge since the explosion in tertiary education and academic publishing the world over. The author further argued that the global digital revolution is affecting both the traditional forms of the creation, organization, and dissemination of knowledge and the world of tertiary education itself. Academic libraries should strive to survive and grow their user base focusing on meeting their users' expectations. Jayasundara (2008) in his paper notes that user perceptions and expectation studies have become one of the most popular studies in the area of service quality in many academic libraries. The user expectations and satisfaction has been used to determine the service quality which is been seen as critical for service organization to position themselves strongly in a competitive environment.

Keynote: Colleges of education, users, libraries and services

INTRODUCTION

Library collections are combinations of print and non-print resources for satisfaction of all categories of users in a particular organization (Rupak, and Wasa, 2012). The resources include; Textbooks, Periodicals, Journals, Magazines, Newspapers, and so on. While Non-Book materials include; Computers, CD-Roms, Microfiche, Photocopiers, Microfilms, Overhead Projectors, Slide Projectors, Real Projectors, internet facilities and tapes. Therefore, library collections according to Perry (2014) are collections that are used for meeting the information needs of people in timely, effective and efficient manner. Library collection could also be geared towards the needs of its users to serve the information need of its parent institutions. However, research has shown that over time library users are battling in accessing current and up-to-

date information resources in Nigerian libraries (Saleh and Manu, 2015). Therefore, the purpose of library collection is to assemble categories of information resources for quick access to users seeking for information and knowledge. Interestingly, academic libraries formed the nucleus of proving resources that will improve learning, teaching and research needs of students and staff. However, the inadequacy of current and relevant information resources in academic libraries have been a major challenge hampering effective teaching, learning and research to higher education in Nigeria.

Therefore, satisfying users' needs in the academic libraries has been the primary objective of librarians. Every year, new students come to higher institution with

different needs and expectations. Furthermore, new technologies, databases, and more innovative systems for accessing information, have made the library more complicated and challenging for librarians and users alike. Hence, Sowole (1995) noted that users are described as the reason of the existence of any library, meeting the information needs of users required the provision of the actual information resources through library services that will satisfy their needs. However, the inability to easily identify the specific use of a library services because of the new technologies, and the difficulty to access information resources can all contribute to users' dissatisfaction among academic library users. As such, this study is carried to investigate the impact of library collections on user satisfaction in Federal Colleges of Education in the North-East. Summonds and Andaleeb (2001) are of the opinion that providing quality services in academic libraries is now a major issue among academic libraries. Study on library user satisfaction, library service evaluation and users satisfaction issues have been discussed in literature and many researchers have observed that user satisfaction is a central variable in most user-oriented research (Kotler and Anderson, 1996). The concept of user's satisfaction includes a broader focus on the user's perspective of the library. Applegate (1997) defines user satisfaction as a personal, emotional reaction to a library service or product. Bitner and Hubbert (1994) assert that user's satisfaction consists of service encounter satisfaction, the consumer's dissatisfaction with a discrete service encounter and overall service satisfaction. Thakuria (2007) describes different factors which contribute to user satisfaction;

- Availability of up-to-date information brings about satisfaction in the users, accessing the facility and assistance.
- Library should organize its facilities to be visible to users.
- The library services and resources are easily accessible.
- The library staff should be very courteous and friendly in their engagements with the users.

The appearance of a library, its facilities, collections, staff and services should be attractive and pleasant. The users should find the environment of the college libraries more conducive for reading and research successfully. However, the study explores to investigate the impact of collections on user's satisfaction; user's satisfaction is considered as dependant variables while the independent variables are the component of libraries. Library collections available in colleges of education include reference materials, lending materials, periodicals, archival materials and electronic resources. The library subscribed titles of periodicals, covering a wider range of disciplines. Books are shelved in different areas of studies. The academic libraries are currently facing their

greatest challenges due to global digital revolution (Chandrasekhar and Murugathas, 2012). The abundance of information resources available and the difficulty in being able to evaluate these resources also create problems for users. The emergence/advent of ICT has affected the role and services of the academic libraries. As Etim (2004) noted, the rapid pace of development in the field of IT and the emergence of networked information services have prompted a comprehensive review of the library and information science profession. There is a clear paradigm shift from manual ways of carrying out information services powered by analog data to electronic ways of accessing and retrieving information powered by electronic gadgets. ICT according to Abubakar (2011) is being introduced and included into all aspects of library services. E-library and e-resources are becoming the order of the day in library and information practice. In a nutshell, the libraries especially the academic libraries have to adapt to the e-environment in line with the indications of Kumar (2009). For the university library to be where their users are, they have to fully recognize the fact that the world is living in virtual realities as was indicated by Omekwu and Echezona (2008) where library services are in cyberspace and are not affected by opening and closing hours. Users of academic libraries now expect to be given what they need, when they need it and from which ever location they may be (Ajogboye, 2010). University libraries are now expected to provide to users a range of information and communication technologies and e- resources necessary for retrieving information quickly from both immediate and remote databases, as well as creating a need for library cooperation and consortium initiatives (Okiy, 2005). Achieving 'education for all initiative' in Nigeria will be much more attainable when sound library and information services are provided in different institutions especially electronically. Through e-resources, education can get to people from physical as well as remote locations. It on this note the study seek to investigate the impact of library collections on user's satisfaction in Federal Colleges of Education in North-East.

Statement of the Problem

Library collections are expected to satisfy user's information needs for teaching, learning and research. The purpose of library is defeated if its users are not satisfied with the resources provided. However, research has shown that many academic libraries still suffered insufficient and up-to-date information resources (Bature, 2010). The provision of information resources have placed tertiary institutions in the front line of information delivery and assist the users in satisfying users' needs in academic environment. However, the inadequacy of

information resources for effective teaching, learning and research had been a major challenge to higher education in Nigeria (Okonofua, 2008). Effort has also been made to improve the situation through various intervention programmes of the government in equipping the academic libraries with relevant information resources through the conventional system of information service delivery using reference services, serial collection, interlibrary loan and document delivery services, but the challenges persisted (Adika, 2008). It was in this light that new technologies, databases and more innovative system of accessing information have been introduced into library to ease delivery of information. However, the study intent to investigate whether the availability of information resource have impact on users' satisfaction, in Federal Colleges of Education North-East Nigeria.

Objective of the research

The following objectives will guide the research

- To determine the extent of user's satisfaction with library collection in Federal College of Education in North-East Nigeria.
- The extent of the impacts of library collection (text books, serials, e-books e-journals, and government publications in the library toward users satisfaction in Federal College of Education library in North-East Nigeria.
- The extent of used of collections by users in libraries of Federal Colleges of Education.
- To identify the factors militating against users satisfaction in Federal Colleges of Education.

Research Questions

The following research questions will be used to guide the research;

- What is the extent of user's satisfaction with collections in library of Colleges of Education in North-East, Nigeria?
- What are the extent of the impacts of collection Serials, textbooks e-books, e-journals and government publications on user's satisfaction in libraries of Colleges of Education?
- What is the extent of the used of collections by users in library of Federal Colleges of Education?

Scope

The research is conducted to determine the impact of library collection on users' satisfaction in libraries of Federal Colleges of Education in North-East, Nigeria; namely: Yola, Gombe, and Potiskum (the research

covers library collection ranging from monograph collection, reference services, circulation, and interlibrary loan to digital collection particularly using internet and other multimedia collection in provision. The reviews related literature relevant to the research under the following sub-headings; Users' Satisfaction in Academic Libraries; Impact of Library Collections on Users Satisfaction; Users' Utilization of Collections in Academic Libraries; Factors associated with library collection on users' satisfaction. The research work is based on the theory of Ranganathan's five laws of library science. A library is primarily set-up to acquire, organize, store and make accessible to users within the quickest time possible all forms of library resources, which a user may require. This research work was based on this theory because of its much relevance to this work. Ranganathan, a famous librarian and information scientist in his five laws of library science made the following postulations:

- i. Books are for use.
- ii. Every user his book.
- iii. Every book its user.
- iv. Do not waste the time of the library user.
- v. The library is a growing organism.

The father of library science in India propounded the five laws of library science in 1931. The first law is that books are for use. It is imperative to ensure library patrons use the materials we select and purchase for them. Libraries are not just about storing books, they are about people having access to books. This is something Ranganathan made clear in his own discussion of the first law (Ranganathan 1988). His talks and writings emphasize the preservation of information and knowledge to be as important as access to information and knowledge. Undoubtedly, both preservation and access are important, and the availability of digital technologies that Dr. Ranganathan could only have dreamt of having a vital role to play in preservation and access. Librarianship is now blessed to have the opportunity of making knowledge available through digitization, but digitization can best be justified by focusing on the priorities laid down in the first law.

The first law is also forward-thinking in its emphasis on the library's location. Increasingly we are seeing libraries sited, or even relocated, in more accessible locations in order to increase custom. There is debate among library professionals on the issue of merging of public libraries with other services, such as sports centres, or moving the library to main thoroughfares rather than outlying parts of the community. The implication of first law of library science in marketing library is the emphasis on the optimum use of resources, facilities, and services. Convenient location, effective signage, and longer opening hours; helping hands for using resources and services are all important. The second law, "every reader his or her book," means that we all have diverse interests

and that there is a book out there to satisfy each of us. The core need is to fight for the right of users to information of all kinds, the consistent battle against censorship and inequality of access that has governed civilization since its inception. Our duty is to help users find the information they require and ensure any blocks in the way are not blocks we have created. Barring access to knowledge is totally against the philosophy of Dr. Ranganathan's law. The second law reminds us to be impartial in our dealings with users. The implication of the second law in marketing the library is to meet user needs satisfactorily by collecting and interpreting information, understanding the needs of users, and matching the needs with its resources. The library should develop its collection keeping in mind the present and future requirements of its users.

The library collection should be a mix of old and rare material as well as of the latest material reflecting advances in various fields. The third law: every book its reader (Ranganathan, 1988) advocates easy access to materials, and one way to do so is by putting people together with what they require. Putting books into the hands of people who do not necessarily know what they need is also at the heart of the third law. We could interpret reader development as being part of the third law, since we promote books to users that may not be known to them and that may offer opportunities for enrichment that other titles do not. Historically, reference work has been identified within the third law, and this continues to be the case in the virtual library. Libraries and information centres are launching virtual enquiry services through their websites. They are accepting models created for this purpose by world-renowned libraries, especially university libraries. These are exciting developments, focused on expanding services to where and when users may need them. They allow librarians to continue to use their skills in tracking down quality information for users and will become a staple feature of library services. The implication of the third law in marketing the library is performing activities that take library products and services to the users: publicizing the value and benefits, promotional campaigns, advocacy, public relations, personal communication, etc. The library should use promotional tools to publicize its resources, facilities, and services. It should direct its efforts to attracting new users to the library and reach out to its existing users by providing library services at their doorstep. It should give its users the personal touch and develop a feeling of belonging in the library. The fourth law is "save the time of the reader" (Ranganathan, 1988). Time is important to every person. Time management is a key to success in life. Libraries must have the objective of saving the time of the reader. The entire journey of librarianship is about devising, designing, and developing methods, systems of organization and dissemination of information to provide the best service to their readers in

the most efficient, accurate, and effective manner and thus saving the reader's time. For example, we create catalogues, bibliographies, indexes, and abstracts to save the time of readers. Saving the time of the reader also relates to how we actually organize information. Noruzi rightly opines that considering the time of the user as a vital notion, and that all five laws of library science are transferable and applicable to the Web. Increasingly, saving the time of the user becomes navigating with them through the Web and creating high-quality and accurate guides to information in this challenging domain. The implication of the fourth law in marketing library is its focus on the user benefits and preferences. Consolidation and repackaging information into an appropriate form, making information available when it is needed, ensuring the quality of services and offerings, are tasks that take user benefits and preferences into account. The main objective of the library should be that the user who enters in a library for a specific purpose should not leave empty handed. At the same time, it must also be ensuring that the users' valuable time is not wasted in searching for material. The fifth law, that the library is a growing organism (Ranganathan, 1988) states that libraries will continue to grow in the future. Perhaps we can look at digital information and conclude that the growth is not as pressing from the point of view of physical space, although this remains something that libraries struggle with. Even in the digital world, the analogue continues to be important. Book publishing remains healthy, and indeed a much less expensive endeavor than it was in 1931. Libraries will continue to struggle with space problems. This is reflected in the statistics of information generation and the acquisition of information resources of libraries of any type. Even the presence of e-resources does not stop the acquisition of new print material, and the pace at which they grow has not changed. Lancaster's dream of a paperless society is not likely to come true in the near future. The sacrifices librarians have to make between space for books shelves and space for computer terminals to deliver this ever-expanding need will continue to be an issue. One can also see the library as a growing organism in terms of staff and skills. As the library grows in services, the skills necessary to deliver these new services will also grow. Perhaps we could argue that both libraries and the profession of librarianship are growing organisms. The fifth law's implication for marketing is adapting the library to future user needs, including mobilizing resources, dealing with uncertainty about future user needs, new services, new customer groups, new environment, etc. The library should also transform its services to keep up with other changes in the world. The library must not lag behind in adapting to new technologies. The library staff must be technology-literate.

Ranganathan proposed in this first law that library must acquire resources (books, serial publications,

electronics resources, government publications / documents and reference materials) and make them accessible to users so that they can be used without difficulty. Library resources should be geared towards the needs of the users to serve the information needs of its parent institution. Books and other library resources to be considered for acquisition into the library that cannot serve the purpose of the institution should rather not be acquired or included in the collection development. The library should endeavor to meet the information needs of her users. The purpose of providing the resources in the library can only be achieved if they are made available and accessible to users to utilize them. The books to be used refer to resources such as books, journals, magazines, newspapers, reference materials (encyclopedias, dictionaries, theses, research reports, dissertations, atlases, and yearbooks), among others. Non-book information resources like E-journals, E-books, E-resources; and/or television, video, tapes, internet, DVD-Rom, audio cassettes, online public access (OPAC), online database are inclusive. This also includes CD-Rom, slides, microfiche, microform, overhead projectors etc.

Another proponent is that every user his/her book means every user should readily have access to the books for effective utilization of the library resources. Every user should have the right and also be allowed to utilize the collection in the library. Collections should be selected, acquired, processed, maintained and made available for use. The provision of library resources should be relevant and up-to-date. Irrelevant collections of library resources should be considered obsolete to both users and the library, and such library resources should be weeded.

Every book its user; implies that when a library user comes into the library, there should be different types of materials to meet individual users needs. It is expected that a reader coming to the library should have access to the right library resources that relevant to his/her field of study. Every reader must be provided with the right library resources to meet or satisfy his or her information needs. If a user finds what he/she is looking for, and only then is the purpose of establishing that library can be said to have been achieved.

Save the time of the reader means librarians should do everything possible to save time of the reader or user; that is, readers coming to the library should be assisted and guided to get the information they need within the shortest time possible. The librarian should organize library resources in a way that users could easily have access to them without wasting time. The catalogues (manual public access catalogue or online public access catalogue), and indexes can be used by library users to locate library resources of their choice and need. In order not to waste the time of a user, provision of library services such as, library orientation, and current

awareness service (CAS). User education, selective dissemination of information (SDI), cataloguing and classification of library resources, displaying and exhibition of library resources are vital. Librarians should bear in mind that saving the time of the reader is vital to the library mission that must be adhered to.

The library is a growing organism, is a law that tells us that libraries grow and change, (dynamic) and will always do so. Collections increase and technological changes occur in library set-up as many times as they emerge. This is to say that libraries should be acquiring up to date library resources with the changing needs and demands of users since we are in a changing world. The fifth law implores the library to continue to acquire relevant and current library resources for the users for effective utilization to take place.

Generally, it should be noted that it is the duty of the library to ensure the connection between the users and the library resources, and the user at the right time in a right way in order to meet the needs of the users, which will eventually make a potential library user a habitual library user of the resources meant for use. New and current publications and facilities should be acquired to replace obsolete ones from time to time. Discarding the obsolete collections and facilities that are irrelevant from the library is important to enhance the utilization of the library resources. The library would have now out-grown the mere book collection that it used to be, but is a repository of knowledge in different formats like CD-ROMs, electronic resources, databases, websites, internet among others. The theory of Ranganathan (1948) is relevant and in harmony to this study since it deals with the extent of user's satisfaction to library resources use. The law states that "books are for use" clearly implies that library resources are acquired for use. The books provided should always consider the users' information needs because every user his book and every book its user will be accessed in this study and will reveal the extent of users' satisfaction with the library collection. The OPAC and librarians that are there to ease accessibility to the resources are sources provided by the library. This concurs with the law that states "do not waste the time of the library user" and since the library is a growing organism there is bound to be some challenges as in every development.

➤ Academic libraries are libraries attached to academic institutions of learning to serve teaching and research needs of students and staff. These libraries serve two complementary purposes: to support the university curriculum, and to support research of the university faculty and students. In process, the library plays a key role in the nation building process. Cullen (2001) noted that academic libraries today are facing their greatest challenge since the explosion in tertiary education and academic publishing the world over. The author further argued that the global digital revolution is affecting both

the traditional forms of the creation, organization, and dissemination of knowledge and the world of tertiary education itself. Academic libraries should strive to survive and grow their user base focusing on meeting their users' expectations. Jayasundara (2008) in his paper notes that user perceptions and expectation studies have become one of the most popular studies in the area of service quality in many academic libraries. The user expectations and satisfaction has been used to determine the service quality which is been seen as critical for service organizations to position themselves strongly in a competitive environment (Jayasundara, 2008).

Library collection usage account for most reasons for library visits (Akobundu, 2007). In the library field, researchers usually approach user satisfaction in traditional way in which researchers emphasize the investigation of user material needs and fulfillment. What users requested and received from libraries, the physical objects like books and journals are the main focus of these studies. Library literature usually interprets the fulfillment of user needs by assessing whether users have obtained the materials they were seeking Popoola (2001) observes that information availability does not mean accessibility and use, and the and that academic libraries should stimulate primary demand for their products and services. An under resource library will therefore not serve it cardinal purpose and hence undermine effective academic in improving the academic facilities to suits its general expectations Applegate (1997) defines user satisfaction as a personal and emotional reaction to a library services or product. Callinan (2005) observed that there are differences in the extent to which scores of information are used by students in different years of their studies. Apart from websites and web-based lecture notes, lack of awareness is the primary reason why undergraduate students did not use the library's electronic data bases. Fizani (1998) has explored that journals, library books and textbooks are most popular sources of information for course work and research and students need to be taught how to use available services and facilities were linked to the perceptions of libraries effectiveness. Certain other factors contributing positively to the perception of library effectiveness were the adequacy and effectiveness of library promotion, involvement of users in the selection of library materials, convenient library location, and participation in user education programme, availability of assistance for using library resources and facilities and subject background of library professionals.

➤ Information is vital to the overall development of man. Libraries generally are established to cater for the information needs of people in the community. Libraries acquire and organize both printed and electronic information for accessibility and use of its clientele.

Oyegade, Nasarawa and Mokogwu (2003) posited that libraries are the people's university, the local gate-way to knowledge Journal of Studies in Social Sciences providing opportunity for life-long learning, independent decision making and cultural development of the individual and social groups. According to Olanlokum and Salisu (1985) a library is a nerve centre of an educational institution and also a place where information in print and in other forms are collected and arranged to serve all ages and interests. It is based on the above core reasons that a library most serves people of all ages and interests that the researcher has observed some dissatisfaction among users of the library over time now and would want to find out the reasons for the dissatisfaction. At regular intervals it could be read on their faces that they are not all that satisfied with the library services either because of inadequate resources and services or due to the attitude of library personnel toward them. There are complaints from users about the quality and quantity of materials available, finding numbers of materials in the catalogue cabinet but the book may not be found on the shelf, not ventilated, entrance areas, and library location unsuitable for learning.

Satisfaction may lead to users using the services of the library over and over again and even recommending to others. Humans always communicate experiences, whether good or bad, meaning that if they also received a bad service they might also tell others about it. "User satisfaction is considered as a reliable criterion for determining library effectiveness". (Thong and Yap, 1996). It is therefore very important for the library to keep their users satisfied. It is not only reliable criterion; it is also perhaps the most vital one. Thakuria (2007) describes different factors which contribute to user satisfaction; availability of up-to-date information brings about satisfaction in the users, accessing the facility and assistance. The library organize it facilities to be visible to the users. The library resources and services should be easily accessible. The staff should be very courteous and friendly in their engagements with the users. The appearance of a library, its facilities, collections, staff and services should be attractive and pleasant. This explains the importance of the library appearance and its contribution toward user satisfaction. The users should find the environment user friendly and comfortable. The study will try and discover the impact of library collection they received and also if the information facilitates are adequate. In addition to the literature of the studies relating to the field of library and information sciences as explained above, users are also going to judge and measure the quality of the services and the available facilities of these libraries.

➤ Although students are important part of the setup of academic institutions being the major users of academic library facilities, the staff particularly the academic staff

also makes maximum use of the library. Agboola and Bamigboye (2011) maintained that the quality and strength of any educational program depends on the library; not the library as a magnificent building but the use of it. Ajibero (1995) saw a academic library as the heart of the academic institution using the human and material resources at its disposal to support teaching, learning and research objectives of the institution. Professional librarians that work in the academic libraries especially in this information era have always engaged themselves with the collection, organization and dissemination of information resources to support research and learning. These are resources in both print and electronic formats. That is why librarians in the university libraries are fully recognized as academic staff. Information is vital to the overall development of man. Libraries generally are established to cater for the information needs of people in the community. Libraries acquire and organize both printed and electronic information for accessibility and use of its clientele. Oyegade, Nasarawa and Mokogwu (2003) posited that libraries are the people's University, the local gate-way to knowledge. It is based on the above core reasons that a library must serves people of all ages. At regular intervals it could be read on their faces that they are not all that satisfied with the library services either because of inadequate resources and services or due to the attitude of library personnel toward them. There are complaints from users about the quality and quantity of materials available, finding numbers of materials in the catalogue cabinet but the book may not be found on the shelf, not ventilated, entrance areas, and library location unsuitable for learning.

➤ A good number of factors hinder the adequate provision of library and information services and resources by these college libraries. Government owned colleges libraries according to Ifijeh (2011) are suffering from a low budgetary allocation for education. An analysis of the federal government allocation to the education sector within nine years is discouraging. Ifijeh (2011) citing Mordi (2008) indicated that between 2000 and 2008, the Nigerian Federal Government allocated an average of only 9% of its budget to education. From this meager budget, the libraries are funded. Nwezeh and Shabi (2011) recommended that in order to serve the patrons better, the University libraries should readdress the issue of library orientation for fresh men, aggressive and large scale user education, providing functional library building and making library environment pleasant and comfortable amongst other things.

RESEARCH METHODOLOGY

The survey research method will be adopted for the study. The survey method is simply one in which a group

of people or items are studied by collecting and analyzing data from only a few people or items considered to be representative of the entire group (Nworgu, 2006). Thus, the design is suitable for this study because it is likely to determine the impact of library collection on user satisfaction in three Federal Colleges of Education in North-East Nigeria. According to Jacobs and Reznick (1979), survey method is design to obtain information concerning current position of phenomena. Osuala (2001) is that which seek to establish relationship between variables for making prediction. Since this study is concerned with the impact of library collection on user satisfaction in Federal Colleges of Education in North-East. Survey research is very popular form of data collection due to its efficiency (Garson, 2008).

Population and Sample

The target population of this study is 10,024 registered library users in Federal Colleges of Education in the North-East, Nigeria. These colleges are: Federal College of Education Potiskum, Yobe State and Federal College of Education Yola, Adamawa state as presented in table 1 below.

Table 1. Population and sample in libraries of Federal Colleges of Education in North-East

S/N	Name of institutions	Population of Users	Sample Size 5%
1.	Federal College of Education Technical, Gombe	4358	217.9
2.	Federal College of Education, Potiskum	2227	111.35
3.	Federal College of Education, Yola	3439	171.95
	Total	10024	501

Purposive sampling technique will be used to select the three Federal Colleges of Education in the North-East, using rule of thumb sample size; curry (1984) as cited in Gay (1987) provided that 5000-10000 population 5% will be sample has been selected above. For the fact that respondents came from the institutions, the researcher will obtained data and analyzed them on determining the level of library collection on users' satisfaction of information resources for their learning, teaching and research benefits.

Research Instrument

The research instrument used for the research is self-developed questionnaire. Instrument was intended to

obtained relevant information about the opinions of the respondents in order to provide satisfactory answer to the research questions alongside the objectives of the study. The questionnaire is made of up closed ended questions. Iheanacho and Iheanacho (2012) claimed that closed-ended questionnaire is the type of questionnaire in which optional responses or questions are provided to the questions. A4 point Likert-scale response mode was also used. The questionnaire is divided into five sections namely:

- a. Demographic data.
- b. The roles of library collection in satisfying users learning, and research ability.
- c. The impact of library of collection on user satisfaction.
- d. The extent of use of library collection benefit on user satisfaction.
- e. The categories of library collections offered on user satisfaction by the staff of the library under study.
- f. Challenges associated with library collection on user satisfaction. Nworgu (2006) stated that questionnaire is "by far the most frequently used instrument in educational research". In validating the research instrument, a draft copy of the questionnaire will be scrutinized the reviewed by specialist or experts in the department of library and information service, University of Maiduguri, for validation and pilot testing, for testing the reliability.

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