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USERS' PERCEPTIONS OF THE QUALITY OF LIBRARY RESOURCES AND SERVICES AT CHALIMBANA UNIVERSITY

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Abstract

Using the five laws of library science theory proposed by Ranganathan as the lens, this study surveyed the usage, satisfaction, relevance of material of Chalimbana University Library. To collect data, a questionnaire was administered to a sample of 200 students and interviews were conducted with 3 key informants. A total of 183 questionnaires were successfully completed. Quantitative data was analysed descriptively using Statistical Package for Social Sciences (SPSS) Version 26 while qualitative data was subjected to a constant comparative analysis to arrive at common themes. Overrally, respondents indicated that the library collection was inadequate and did not meet their academic needs. Lack of adequate qualified library staff and inadequate storage facilities and limited study space were cited as limiting factors. On the other hand, students were satisfied with the level of cleanliness in the university library and quality of customer service rendered by library staff. The study further established that the quality of library services at Chalimbana University as perceived by students was generally good, although there was still room for improvement. Thus, it was recommended that priority be given to enriching e-resources, conducting continuous professional development programmes for the library staff, updating the library collection with materials that are more current and relevant to faculty needs, as well as expansion of the library study space.

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