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2022/2023 PhD Thesis Abstract

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RT: Collection Development, Organisation of Information Resources and User Satisfaction in Federal Polytechnic Libraries in South-West, Nigeria

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AB: User satisfaction is of paramount importance to library management because it justifies investments in the library. Studies have however established low level of user satisfaction in polytechnic libraries as evidenced by low patronage and effective resources organisation. Collection development promote user satisfaction, increase patronage and market the library to current and intending users. The manner in which information resources are organized in the library can ease access and retrieval of information resources and increase user satisfaction. There is a dearth of literature that link collection development and organisation of information resources in polytechnic libraries in South-West Nigeria. This study therefore investigated the influence of collection development and organisation of information resources on user satisfaction in Federal Polytechnic libraries in South-West, Nigeria.

Survey research design was adopted for the study. The population comprised 45,499 polytechnic students and librarians from five federal polytechnic libraries in South-West, Nigeria. The sample size of 397 was determined using Taro Yamane's formula for students, and total population was used for the librarians. Structured and validated questionnaire were used for data collection. Cronbach's alpha reliability coefficient for the constructs ranged from 0.80 to 0.86 for

librarians and 0.876 for users. A return rate of 96.7% and 83.6% were achieved for the librarians and the users respectively. Data were analyzed using descriptive and inferential statistics at 5% level of significance.

The findings showed that collection development and organisation of information resources had a combined significant influence on user satisfaction ($Adj.R^2 = 0.12$, $F(2, 58) = 4.99$, $p < 0.05$) in federal polytechnic libraries in South-West, Nigeria. Collection development had a positive and significant influence on user satisfaction ($Adj.R^2 = 0.11$, $F(2, 58) = 8.19$, $p < 0.05$) in federal polytechnic libraries in South-West, Nigeria. Organisation of information resources had a significant influence on user satisfaction ($Adj.R^2 = 0.10$, $F(1, 58) = 7.54$, $p < 0.05$) in federal polytechnic libraries in South-West, Nigeria. It was further revealed that there was high level of user satisfaction on use of resources and services with overall mean of 2.94 ± 0.52 on a scale of 4.

The study concluded that collection development and organisation of information resources were vital elements for user satisfaction in Federal Polytechnic libraries in South-West, Nigeria. Therefore, the management of the federal polytechnic libraries should sustain the level of user satisfaction and improve the collection development and organisation of information resources to ensure user satisfaction.

Keywords: Federal polytechnic libraries, Information resources, Library collection development, Organisation of information resources, User satisfaction

Word Count: 397

Abbreviations: RFN: Researcher's Full Name, RD: Researcher's Department, RS: Researcher's School, RE: Researcher's Email, RAE: Researcher's Alternate Email, RP: Researcher's Phone Contact, RT: Registered Title, MS: Main Supervisor, ME: Main Supervisor's E-mail Address, SP: Main Supervisor's Phone Contact, CS: Co-Supervisor, CE: Co-Supervisor's E-mail Address, CP: Co-Supervisor's Phone Contact, AB: Abstract

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