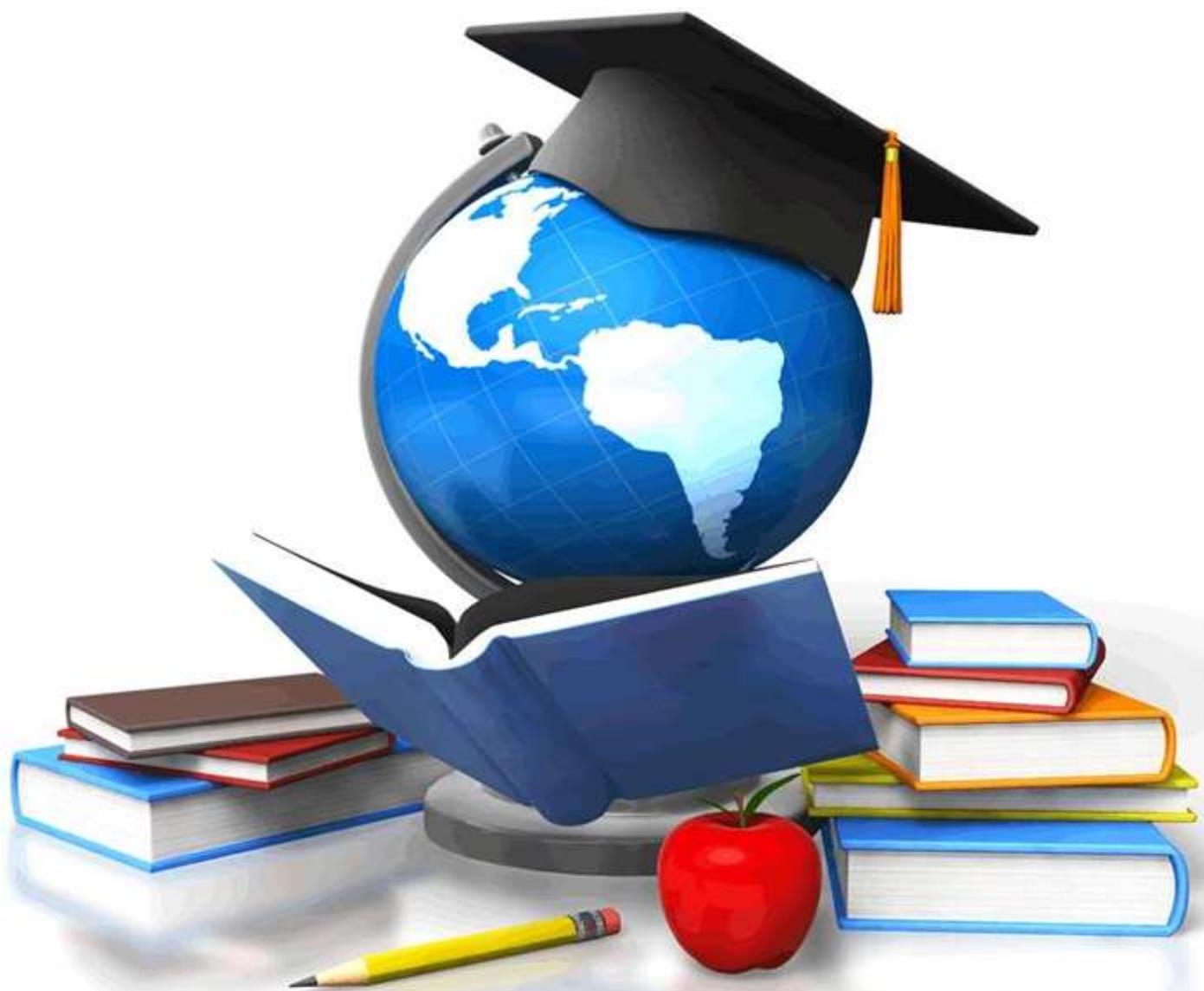


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Library Users' Satisfaction with Information Resources and Services at the University of Bamenda, Cameroon: Perspectives for Improvement in the Era of Transformative Education



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Library Users' Satisfaction with Information Resources and Services at the University of Bamenda, Cameroon: Perspectives for Improvement in the Era of Transformative Education

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ABSTRACT

Purpose: The purpose of the study was to find out the extent to which library users of The University of Bamenda, Cameroon, are satisfied with the library information resources and services offered and how these could be improved.

Methodology: The convergent parallel mixed-methods research design was adopted and the data collection instrument was a structured questionnaire. The target population of the study was all lecturers and students who used the library of The University of Bamenda regularly. 220 responses were obtained through a simple random sampling technique. The quantitative data was analysed using frequency counts, percentages, means and standard deviations aided by SPSS version 25.0. Thematic approach was used to analyse the qualitative data.

Findings: The findings revealed that library users of The University of Bamenda, Cameroon, are to a considerable extent satisfied with the information resources provided with an overall mean of 3.15. They are largely satisfied with services provided with an overall mean of 3.17. Library users suggested the need for expansion, modernization, and inclusivity.

Recommendations: The study recommended an expansion in online databases, staff training programs, and collaboration with faculties to align acquisitions with academic needs.

Keywords: *Library Users, Information Resources, Library Services, Satisfaction, The University Of Bamenda.*

Background to the Study

Introduction

Academic libraries are libraries in higher education institutions serving different categories of users such as students, lecturers and non-teaching staff with varied information needs. According to Anyanwu (2016), academic libraries are libraries found in institutions of higher learning such as universities, polytechniques, colleges of education and other tertiary institutions. The academic library is described as the “heart” of the institution and a “pivot” on which an institution stands. It enhances research in the university and acts as a center of academic life. The library, which is the “backbone” of every higher institution of learning, has a very vital role to play in the institution’s achievement of its set goals. The library generally is a service organization that serves users by providing various information resources and services (Abraham & Sabu, 2022). The academic library is the major stakeholder in a higher institution that enhances the production of graduates with the right skills and competences producing the workforce of a nation. The students need the information resources and services of the library for research, assignments, and decision-making (Shafack, 2020). According to Alkali and Muhammed (2024), universities are equipped with libraries that enhance teaching, research, and learning by providing information resources that are relevant to courses taught. Alkali and Muhammed (2024), citing Brophy (2005), describe university libraries as the lifeblood of universities, because they offer collection and material storage that enable users to obtain the information resources required. Reitz (2016) opine that the university library is a structure found in a university, and houses knowledge in diverse formats for the satisfaction of users’ needs. The university library is the ‘heart’ of the university. In this light, Kim (2016) reiterates that universities had long seen their libraries as valuable due to their importance in the teaching/learning process.

Muthuraja, Surendra and Halyal (2018) assert that a library with adequate resources and services is a foundation for transformation in the modern educational structure. Moreover, to keep pace with the ever changing and expanding technology in education, the library should be updated according to users’ changing needs. Satisfying the needs of library users in this era of transformation in education is the primary objective of libraries and library personnel (Mawia, 2021). The library is becoming more complicated and challenging for library personnel and users due to new technologies, databases and innovation in systems for accessing information resources and services. In spite of these technological changes, it is obligatory that the academic library delivers quality services and resources to satisfy teaching, learning and research needs of the users.

Satisfaction generally is the pleasure one feels when doing something or getting something that one wanted or needed to do or get (Collins English Dictionary, 2018). User satisfaction is the fulfillment of a specific desire or goal. It is the degree to which a user is contented with a service or a product. This shows how adequate users’ needs or expectations are realized. As concerns library user satisfaction, it is the extent to which a library meets the needs and expectations of its users. These needs are the information resources and services the library offers its users. Every

library's main objective and purpose is user satisfaction. The library plays a significant role in the provision of information and services to users thereby enhancing teaching, learning and research. Ike et al. (2023) citing Zeithman and Bitner (2000) define user satisfaction as a way users feel that a service or resource meets their required needs and expectations. Users' satisfaction therefore is the satisfaction library users derive from using the services, resources, and facilities of the library. When users are satisfied with the resources, services, and facilities of the library, they use it frequently and speak well about it. To improve satisfaction, libraries should regularly assess users' needs through surveys and feedback to enhance collections, services and facilities. In the same vein, Alkali and Muhammed (2024) reviewed previous literature on students' user satisfaction with academic library services for sustainable educational growth and development in Nigeria. This review indicated that most of the universities had one study each. This is an indication that the users' satisfaction studies be carried out in universities in Cameroon to enhance academic library resources, services, and facilities.

The Structure of the University of Bamenda

The University of Bamenda (UBa) comprises 06 faculties, 02 schools, 01 college and 03 institutes as follows: the Faculties of Arts (FA); Law and Political Science (FLPS); Economics and Management Sciences (FEMS); Education (FED); Science (FS); Health Sciences (FHS); the College of Technology (COLTECH); the Higher Institute of Commerce and Management (HICM); National Polytechnic Higher Institute (NAHPI); the Higher Teachers' Training College (HTTC); and the Higher Technical Teachers' Training College (HTTTC). The structure of the Central Administration comprises of the Vice-Chancellor, Deputy Vice-Chancellors, the Registrar and the Directorates, then the library (Decree No. 2010/371 of 14 December 2010 creating The University of Bamenda). The total number of students at present is 22,848. There are 545 teaching staff, 361 administrative staff, 312 support staff, sanitation agents and campus police (The University of Bamenda Statistical Year Book, 2023-2024).

The University of Bamenda library has the following structure: the Chief librarian's office and a secretariat. There are five Divisions as follows: Administrative Archives and Museum; Media (Public Service Division); Technical Services/Collection Development, Acquisition; Printing Press; and Theses/Dissertations Repository. The total number of staff is 32. In addition to the Central library, the Higher Teacher Training College (HTTC) and the Higher Institute of Commerce and Management (HICM) have libraries. The central library has a total collection of more than 40000 books, reference information resources and serials. The library has Open Access (OA) resources and resources with restricted access are Research4Life electronic information resources. Some of the services offered in the library include; circulation, interlibrary loan, reference, internet, photocopy, lending/borrowing, orientation, book display, support for transformative learning, and library opening hours.

Statement of the Problem

In every tertiary institution, the library is the 'hub' of learning because of its vital role in teaching, learning and research. The library provides various information resources and services to enhance teaching, learning and research and above all to satisfy the needs of library users. The purpose of a library is defeated if the users do not meet their satisfaction from the information resources and services provided. The students and lecturers of The University of Bamenda are the most important users of the library. This study is to find out if they are satisfied with the information resources and services rendered to them. The findings of the research will help to revise collection development policy of the library and enhance the existing services and designing new library services.

Review of Related Literature

Academic libraries

Academic libraries are those libraries within institutions of higher learning and their main goal is to support the research and learning needs of students, staff and the faculty. According to Ike et al (2023), academic libraries are libraries in tertiary institutions that serve the dual purpose of teaching and learning. These tertiary institutions include universities, polytechnics and higher teacher training colleges. Tseh (2021) asserts that academic libraries are libraries attached to academic institutions of higher learning whose purpose is to serve teaching and research needs of students and staff. These libraries support the curriculum of their parent institutions and are in great support of research of the university, students and the faculty. Gyau, Liu and Kwakye (2021) opine that academic libraries are part and backbone of educational institutions and have a major part to play for every educational institution to achieve its set goals. Academic libraries have an obligation to deliver quality library services to satisfy student and staff learning, teaching and research needs. Muthuraja, Surendra and Halyal (2018) assert that the academic library's status as the 'heart' of any educational institution is justified by its role in teaching, learning and research. In line with Mawia (2021), the academic library's function is to sustain research and development in the university. From the above it can be said that academic libraries play important roles in the institutions they serve. The academic library's main goal should therefore be to satisfy the information needs or requirements of all users.

User satisfaction with information resources

Library information resources are very crucial as they raise the level of satisfaction of users. When library resources are properly available, they indicate the level of satisfaction of users. These resources include both print and electronic information resources. Verma and Lalrokhawma (2018) carried out a study focusing on the assessment of user satisfaction with library resources and services in Lunglei Government College library. The survey research method was used with a structured questionnaire as the data collection instrument. The findings revealed that majority of respondents were satisfied with library information resources; printed resources like textbooks

(77%) and magazines/periodicals (25%). They did not use the electronic information resources. In the same light, Abraham and Sabu (2022) in their evaluation of users' level of satisfaction with the Pontifical Institute of Theology and Philosophy, Alwaye (PIA), library at Mangalapurza campus opined that the availability of proper resources decides the satisfaction level of users. Their findings revealed that 41.45% were satisfied with the books available in the library, 48.68% were very satisfied with reference books, foreign journals (50.66%), popular magazines (49.34%) and non-book materials (38.16%). The total satisfaction of library and information resources, according to the respondents, was average. Muthuraja, Surendra and Halyal (2018) carried out an investigation of users' satisfaction in library facilities, resources and services of the students of C.S.Bemballagi Arts, SHA M.R.Palaresha Science and G.L.Rathi Commerce College library. The questionnaire was used to collect data from students. Looking at users' satisfaction with the library resources, the majority of the respondents 95(55.88%) were highly satisfied with the collection of general books, majority 90(52.74%) were satisfied with collection of textbooks. With the online web resources 89(52.36%) were satisfied. The study recommended that the college library should investigate user satisfaction regularly and user guidance should be a priority to help library users meet their information needs. This present study is similar to the above study except that it used lecturers' opinions too. Geographical locations also differ.

Mawia (2021) examined the purpose of the use of library resources and the level of satisfaction of users with library resources and services in the School of Engineering and Technology, Mizoram University. The structured questionnaire was the data collection instrument. The population of the study was 211. The findings revealed that majority of users were satisfied with the usage of library resources. This present study is similar to the above study but in different geographical locations. Rahman et al. (2025) investigated user satisfaction and staff behavior at the university library in Bangladesh. A quantitative survey method was used and the data collection instrument was a structured questionnaire. In the light of library collections, the findings revealed that majority of users were satisfied. The findings also indicated that staff behavior and skills mediate user satisfaction by influencing perceptions of library resources and the environment. The study recommended that in order to improve user satisfaction, academic and research collections and infrastructure-related issues should be enhanced. Padohinog and Ariate (2024), investigated the level of perception and satisfaction of students and faculty members of the Dominica Learning Resource Center, Higher Education Department. A descriptive survey research design was adopted. A total of 120 students and 30 faculty members were used for the study. The findings revealed positive perceptions about library collections by both students and faculty members. They were also satisfied with internet availability. The authors recommended that continuous improvement be done every year to evaluate user satisfaction for positive actions to be taken. Looking at the various investigations on user satisfaction by different authors as seen above, it can be concluded that this study is necessary, as no study on user satisfaction with library resources had been carried out in The University of Bamenda library.

User satisfaction with services

Library services are ways of meeting the information needs and users' requirements. In order to understand how library users use the library, one should know their feelings about different services offered in the library. The two main categories of library services are the conventional or traditional services and services for promoting library use. Examples of the traditional or conventional services include; circulation, reprography, and interlibrary loan. Some of the services for promoting library use include; orientation service, reference service, current awareness service (CAS), selective dissemination of information (SDI) service, ICT related services and internet service. Assessing users' satisfaction with library services is of prior importance. Verma and Lalrokhawma (2018) carried out a survey assessing user satisfaction with services offered in Lunglei Government college library. The questionnaire was the data collection instrument. The results of findings depicted that majority of the respondents were mostly satisfied with the services rendered in the library; circulation (88%), reference (81%), reprography (75%), newspaper clippings (74%) and library orientation (84%). The authors recommended that library orientation services be improved for the smooth functioning of the library. The study is in line with the present study that seeks to investigate the satisfaction of lecturers and students with The University of Bamenda library services. Abraham and Sabu (2022), conducted a case study to evaluate the users' level of satisfaction with the Pontifical Institute of Theology and Philosophy, Alwaye (PIA) library at Mangalapuzha campus. 152 responses were received with a response rate 86.86%. The findings revealed that all the services of Mangalapuzha campus library got the status of "satisfied", according to respondents' opinions as follows: circulation desk (53.95%), opening and closing hours (47.37%), interlibrary loan (40.03%), and loan periods (50%). The reference service, internet service, and other services had 40% each. The present study used a mixed research method and focused on lecturers and students who regularly use the library. The above study was done in a special library while the present one is in an academic library. Tseh (2021), in his paper, examined the relationship between service quality and users' satisfaction at the University of Health and Allied Sciences, Ho. He adopted a survey research method with a population comprising 200 faculty and students. The study revealed that the faculty and students who formed the population of the study used the library frequently and were satisfied with the library services. The findings attest that users' satisfaction is a function of the quality of staff and services of the library. The staff in this library were very qualified and experienced. The study in line with the present study have a population of study comprising lecturers/faculty and students. Gyau, Liu and Kwakye (2021) evaluated user satisfaction of academic library services based on students' perspectives, and determined the relationship between user satisfaction and the overall library service quality. The authors adopted a survey research method and a questionnaire as data collection instrument. The population of the study comprised of international students who used the Jiangsu University library. The findings of the study indicated that users were satisfied with the library support for learning and research, and the library treatment of users. The students rated the overall quality of services provided as "good". It was recommended that the academic library should improve on

services as few students indicated dissatisfaction with the library services. It was further opined that academic libraries should regularly analyze users' satisfaction of services offered. The present study is in contrast with the authors above as it investigated user satisfaction with library services based on the perspectives of both students and lecturers. Ike et al (2023), researched on library services and users' satisfaction in academic libraries in Imo State, Nigeria. Their study examined the extent of users' satisfaction with services in the libraries and the relationship between library exhibition/display and user education services. The study adopted correlational design. The population of the study was 15,310 and a sample size of 393 students. The Pearson Product Moment Correlation Coefficient (PPMCC) to answer the research questions, while the t-test was used to test the hypothesis at 0.05 level of significant. The results of findings revealed that there was a low extent of satisfaction with library services and a significant relationship between library exhibition/display services and users' satisfaction. The study recommended that library management should embark on feasibility study to ensure the provision of user-oriented services thus enhancing users' satisfaction and patronage of libraries.

Objectives of the Study

The objectives of this study were as follows:

- 1) To find out the extent to which library users of The University of Bamenda are satisfied with the information resources in the library.
- 2) To investigate the level of satisfaction of library users in The University of Bamenda with the services offered.
- 3) To determine how information resources and the services offered to library users of The University of Bamenda can be improved.

RESEARCH QUESTIONS

The following research questions guided this study:

- 1) To what extent are library users of The University of Bamenda satisfied with the information resources in the library?
- 2) How satisfied are library users with the services offered to them in The University of Bamenda?
- 3) How can information resources and the services offered to library users of The University of Bamenda, be improved?

Methodology

To accomplish the objectives of this study, the convergent parallel mixed-methods research design was adopted. According to Maxwell and Chmiel (2014), a target population of a study is that population which the researcher wants to generalize results. The target population of the study consisted of all the lecturers and students of The University of Bamenda who regularly visited the university library. This was justified by their borrowing history. A total of 220 responses were

obtained through a simple random sampling technique. The instrument for data collection was a structured questionnaire designed by the Librarian of The University of Bamenda to gather information on users' satisfaction with library resources and services. It comprised both closed-ended items measured on a four-point Likert scale (Very Satisfactory to Very Dissatisfactory) and open-ended questions for respondents to provide suggestions for improvement. The questionnaire ensured confidentiality and anonymity, allowing students and lecturers to freely share their experiences and perceptions of the university library's effectiveness in meeting the needs of 21st-century learners. Data analysis methods like frequency counts, percentages, means and standard deviations were used to analyse the quantitative data and presented on table formats. The analysis was aided by the Statistical Package for the Social Sciences (SPSS) version 25.0. On the other hand, the thematic approach was used to analyse the qualitative findings of the study using the narrative approach.

Presentation of Results

Research Question One: To what extent are library users of The University of Bamenda satisfied with the information resources in the library?

Table 1: Satisfaction with Information Resources

Questions	VS*	S	DS	VDS	Mean	Std. Dev.	Decision
How satisfied are you with the library's collection of books (general, reference)?	61	15	9	0	3.24	.513	Satisfied
How satisfied are you with the availability and accessibility of online databases and electronic resources?	63	123	31	3	3.12	.686	Satisfied
How satisfied are you with the availability of journals (printed and online)	70	122	23	5	3.17	.698	Satisfied
How satisfied are you with the quality and currency of the information resources?	61	135	22	2	3.16	.625	Satisfied
How satisfied are you with the library's search tools and catalogue?	49	130	34	7	3.00	.712	Satisfied
Overall Mean of Items					3.15	0.647	Satisfied

* VS – Very Satisfied, S – Satisfied, DS – Dissatisfied, VDS – Very Dissatisfied,

The results presented in Table 1 revealed that library users at The University of Bamenda are generally satisfied with the information resources provided by the library. The overall mean score of 3.15 (SD = 0.647) indicates a positive level of satisfaction across the various items assessed. Specifically, users expressed the highest satisfaction with the library's collection of books (M = 3.24, SD = 0.513) and the availability of journals (M = 3.17, SD = 0.698), suggesting that both printed and electronic materials adequately meet their academic and research needs. Similarly, satisfaction with the quality and currency of information resources (M = 3.16, SD = 0.625) implies that most users find the library's materials up-to-date and relevant to their studies.

However, relative satisfaction was slightly lower regarding the library's search tools and catalogue (M = 3.00, SD = 0.712) and online databases and electronic resources (M = 3.12, SD = 0.686). This suggests that while users appreciate the availability of digital materials, there may be challenges in accessibility or ease of use of electronic platforms. Nonetheless, since all mean scores fall above the midpoint (2.50) of the rating scale, it can be concluded that library users at The University of Bamenda are, to a considerable extent, satisfied with the library's information resources, though improvements in electronic access and search systems could further enhance user experience.

Research Question Two: How satisfied are library users with the services offered to them in The University of Bamenda?

Table 2: Satisfaction with Services

Questions	VS	S	DS	VDS	Mean	Std. Dev.	Decision
How satisfied are you with the library's opening hours?	108	97	13	2	3.41	.646	Satisfied
How satisfied are you with the library staff's helpfulness and knowledge?	133	79	8	0	3.57	.565	Very Satisfied
How satisfied are you with the library's reference and research assistance?	76	127	15	2	3.26	.620	Satisfied
How satisfied are you with the library's circulation services (borrowing and returning)?	63	131	23	3	3.15	.651	Satisfied
How satisfied are you with the library's interlibrary loan services?	46	134	35	5	3.00	.679	Satisfied
How satisfied are you with the availability of computers and other technologies?	48	93	66	13	2.80	.847	Satisfied

How satisfied are you with the library's printing and scanning facilities?	45	134	31	10	2.97	.727	Satisfied
Overall Mean of Items					3.17	0.676	Satisfied

VS – Very Satisfied, S – Satisfied, DS – Dissatisfied, VDS – Very Dissatisfied,

The findings in Table 2 indicate that library users at The University of Bamenda are generally satisfied with the services offered by the library. The overall mean score of 3.17 (SD = 0.676) suggests that most respondents perceive the quality of library services to be above average. Among the specific service areas, users expressed the highest satisfaction with library staff helpfulness and knowledge (M = 3.57, SD = 0.565), rated as very satisfied. This implies that library personnel are considered approachable, competent, and supportive in meeting users' information and research needs. Satisfaction was also high regarding the library's opening hours (M = 3.41, SD = 0.646) and reference and research assistance (M = 3.26, SD = 0.620), indicating that the operational schedule and support services align well with user expectations.

However, satisfaction was slightly lower in areas related to technological and logistical support services, particularly availability of computers and other technologies (M = 2.80, SD = 0.847) and printing and scanning facilities (M = 2.97, SD = 0.727). These scores, while still within the "satisfied" range, suggest potential areas for improvement. The relatively lower satisfaction with interlibrary loan services (M = 3.00, SD = 0.679) may also indicate limited awareness or accessibility of this service among users. Overall, the data demonstrate that library users are largely satisfied with the human and operational aspects of service delivery, though enhancing access to modern technologies and equipment could further strengthen the quality of library services at The University of Bamenda.

Research Question Three: How can information resources and the services offered to library users of The University of Bamenda be improved?

Suggestions for Improving Library Information Resources

Responses from users of The University of Bamenda library revealed a strong call for the expansion and diversification of the library's information resources. Many participants emphasized the need to acquire more online and printed materials, including contemporary books, journals, and international publications, to ensure that users have access to up-to-date and globally relevant knowledge. One respondent suggested, "The library should constantly update its information resources to reflect current research trends." Users also highlighted the importance of promoting open educational resources (OERs) to provide free and equitable access to learning materials. Additionally, suggestions were made for the library to purchase more shelves and computers, as well as improve Internet connectivity, to enhance accessibility and user experience. Respondents further recommended close collaboration with faculties and schools to ensure that acquisitions align with users' academic needs. Inclusivity was also emphasized, with users calling

for the acquisition of Braille books and journals to support visually impaired learners. Moreover, participants proposed the addition of research guides, videos, and interactive learning materials to promote independent learning and make the library more engaging for students and researchers alike.

Suggestions for Improving Library Services

Findings from user feedback show that library customers desire both technological and service-oriented improvements to enhance their overall library experience. Respondents consistently emphasized the need to acquire modern technologies and improve the library catalogue for easier access to materials. Several users called for extended library hours and the recruitment of more competent staff to improve service efficiency. As one respondent noted, “library staff should show a positive attitude and assist all users, including those with physical challenges.” Enhancing information literacy programs, virtual reference services, and one-on-one research consultations were also viewed as essential steps toward better academic support. Participants further suggested the establishment of inter-library loan services, mobile library initiatives, and cloud-based platforms to increase resource accessibility beyond the physical library space. Others recommended organizing orientation programs and diversity events like ‘Author Talks’ to strengthen community engagement. The need for teamwork between staff and users, improved circulation activities, and regular user surveys was also highlighted to ensure that library services remain responsive, inclusive, and user-centered.

Discussion of Findings

Satisfaction with Information Resources

The findings of this study reveal that library users at The University of Bamenda are generally satisfied with the information resources available to them. Users expressed the highest satisfaction with the library’s collection of books and the availability of journals, suggesting that both printed and electronic materials sufficiently support academic study and research activities. However, there were indications that some users experienced challenges with the library’s search tools, catalogues, and online databases, highlighting potential difficulties in accessing or navigating digital resources. This aligns with the study by Mbarha, Maringa, and Makori (2018), who reported that while students appreciate access to both print and digital materials, difficulties in finding or using electronic resources can negatively affect user satisfaction. Similarly, Ali and Mahmood (2018) emphasized that the relevance, accessibility, and ease of use of library resources are key factors in meeting users’ academic needs. The findings suggest that the University of Bamenda library may benefit from continuous updating of its resources, the provision of user-friendly digital interfaces, and improved guidance on using online platforms to enhance the overall user experience. Overall, the study highlights that while users are generally satisfied, there is room for improvement, especially in the accessibility and usability of electronic resources.

Satisfaction with Library Services

Library users reported overall satisfaction with the services provided, particularly highlighting the helpfulness and knowledge of library staff. Users appreciated the professionalism and approachability of personnel, which reflects the importance of human resources in delivering effective library services. High satisfaction was also observed for operational aspects such as library opening hours and reference assistance, indicating that the library's service schedules and support systems meet user expectations. Despite this, users noted some limitations regarding technological and logistical support, including access to computers, printing, and scanning facilities, as well as awareness and use of interlibrary loan services. These findings are consistent with Akintunde and Osunade (2020), who observed that while competent staff enhance satisfaction, inadequate technological infrastructure could hinder library service delivery. Similarly, Khan and Ahmad (2017) emphasized that a combination of knowledgeable staff and sufficient technological support is critical to ensuring high-quality library services. The study therefore underscores the need for the University of Bamenda library to maintain strong human-centered services while also investing in modern technologies and facilities to support evolving user needs and enhance overall satisfaction.

Suggestions for Improving Information Resources and Services

Users offered extensive suggestions for enhancing both library resources and services, emphasizing the need for expansion, modernization, and inclusivity. They recommended acquiring more contemporary books, journals, and online resources, as well as improving Internet connectivity and increasing the number of computers to facilitate access and usability. Users also stressed the importance of promoting open educational resources to ensure equitable access to knowledge. Additionally, improvements in library services were suggested, including more personalized staff support, virtual reference services, one-on-one research consultations, interlibrary loan systems, and better user orientation programs. The importance of inclusivity was highlighted, with suggestions such as acquiring Braille materials to support visually impaired users and providing research guides and interactive learning materials to enhance independent learning. These findings align with Okoye, Obiora, and Agbasi (2019), who argued that library development, should be user-centered, addressing both the quality of resources and the effectiveness of services, including technological support and staff engagement. Overall, the recommendations indicate that a holistic approach, encompassing physical and digital resources, staff training, and user-focused services, can significantly enhance the library's ability to meet the academic and research needs of its diverse user population and support transformative education initiatives.

Conclusion

The study revealed that library users at The University of Bamenda are generally satisfied with both the information resources and services provided by the library. Users expressed the highest satisfaction with the library's collection of books, availability of journals, and the helpfulness and knowledge of library staff. While the overall satisfaction is positive, areas such as access to online

databases, electronic resources, library search tools, and technological facilities (computers, printing, and scanning) showed comparatively lower satisfaction. Users also provided valuable suggestions for improvement, highlighting the need for expansion and diversification of resources, modernization of technological facilities, and more inclusive and user-centered library services. Overall, the findings suggest that The University of Bamenda library effectively supports academic and research needs but could enhance user experience by addressing digital access, service efficiency, and inclusivity.

Implications/Recommendations

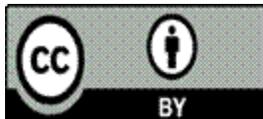
The high satisfaction with printed resources and staff assistance suggests investment in staff training and resource quality. Lower satisfaction with e-resources and technological services implies improving digital accessibility, online databases, and user-friendly search tools. Users' suggestions imply that library planning and policies should prioritize diverse learning needs, equity in resource access, and active user engagement for effective service delivery. Based on these implications, the library should expand online databases, modernize search tools, improve Internet connectivity, and increase the number of accessible computers. Staff should be trained and more recruited. The library should acquire Braille materials, interactive learning resources, and international publications. There should be collaboration with faculties to align acquisitions with academic needs.

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