Academic Libraries Never Die: Undergraduate Students' Use of the Walton Whaley Library at Valley View University Oyibi Campus, Ghana

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ABSTRACT: *This study examined the use of Walton Whaley Library by undergraduate students at Valley View University, Oyibi Campus, Ghana. This study used a descriptive survey design. The population comprised undergraduate students. The population of the study was one thousand, nine hundred and ninety-four (1994) students. Yamane's (1967) method was used to determine a sample size of 332 respondents from a population of 1994 undergraduate students at the university. The researcher employed a questionnaire to collect data. Three hundred and thirty-two (332) copies of questionnaire were administered. However, 326 copies of the questionnaire were filled out correctly and deemed valid for analysis. The Statistical Package for the Social Sciences (SPSS version 22.0) was used for data analysis. The findings revealed that students were highly dissatisfied with the number of computers available in the library. Regarding the seating capacity, students were highly dissatisfied with the insufficient seats. Students were also dissatisfied with the poor internet services in the library. Based on the findings, suggestions were made to library management and university authorities to improve the library's resources and facilities to meet user needs. The study recommends that management should increase the number of computers, seats, and internet bandwidth in the library.The study concluded that management should address all the challenges associated with library use.*

INTRODUCTION

University libraries have been established in university communities to facilitate users' academic performance, intellectual growth, research activities, and personal development. Academic libraries support teaching, learning, and research activities. Academic libraries are responsible for ensuring that the parent university's objectives, mission, and vision are

fulfilled. One of the significant roles of university libraries is to build vibrant collections that adequately meet the needs of lecturers, students, and research scholars. They play a critical role in disseminating relevant and timely information to the right users in the academic community. Academic libraries play an essential role in improving the academic performance of students in any educational system (Maya et al., Rodigrues & Bala, 2020). University libraries are an essential component of university communities. These libraries are expected to respond quickly and positively to the demands of their users. Verma (2015) argued that an academic library is tasked with attaining academic excellence in the learning community. The author indicates that educational institutions are incomplete without a well-stocked library. Library customers include students, researchers, lecturers, support staff (non-teaching staff), and the entire community in which the university is established. Therefore, these libraries are regarded as the heartbeat, backbone, reservoir of knowledge, and lifeline for academics in the university community. This assertion buttressed Kaur's (2010) stance that academic libraries positively influence academic staff, researchers, and students to achieve educational goals. Satisfaction with library resources may be measured by the rate of resource use and the number of users who visit the library daily. The consistent demand for particular information indicates that users are satisfied with the library's services and available resources. Academic library collections should be dynamic, suitable for meeting the current and future demands of users. In this era of technology, library collections may comprise paper-based, electronic formats, and tangibles that have been set aside for teaching and learning. Satisfaction with materials and resources reflects the library's quality of staff and services, provision of relevant information resources, and access points. They also include a favourable learning environment, teaching, and research, which leads to increased library use (Adeniran, 2011). Daily statistics of undergraduate students collected by the researcher from the library's circulation department revealed a sharp decline in the use of library resources. This, among other factors, has inspired the researcher to conduct this study to determine the factors hindering the use of library resources and provide recommendations for library management.

Purpose of the Study

The Walton Whaley Library at VVU was the focus of this study, which aimed to investigate undergraduate students' use of the academic libraries. The findings of this study have the potential to help university library management and policymakers become more proactive in providing relevant services that will meet the expectations and requirements of students.

Objectives of The Study

Below are the objectives that guided the study:

1. To find out the purposes of students visiting the WWL library.

2. To determine students' satisfaction levels with library resources and services.
3. To identify the challenges students face when using the WWL library.

LITERATURE REVIEW

Students' purposes for visiting the library
Academic libraries are considered social institutions and the heartbeat of universities. These libraries are challenged to propagate the parent institution's core objectives and the welfare of all users in the university community. These libraries exist in the university community as agencies that support all academic programmes. Academic libraries are storehouses of knowledge that provide users with information to accomplish their educational mission, including information on politics, economic activities, and sociocultural development.

Yusuf and Iwu (2010) surveyed the use of an academic library at Covenant University in Nigeria. Their findings revealed that 88% of the students visited the library to read for examination purposes, while most of the faculty visited the library to read electronic journals or print resources. Academic libraries collect and organise a wide range of materials for easy access. Libraries must make their resources known and accessible to the appropriate users. It is anticipated that academic libraries will facilitate easy access to information by encouraging the standardisation of resources to meet the needs of patrons. The purpose of users visiting an academic library may also depend on their access to correct information, which is a prerequisite for intellectual empowerment. Students can exhibit their full potential only if they have access to relevant and well-organised information.

A similar study by Hemavathi and Chandrashekara (2018) at the college of law libraries in Mysore, Karnataka, on user satisfaction with library resources and services found that out of 160 respondents, 146 (91.25 %) visited the law college libraries for borrowing purposes,and also to read materials in their specific areas. According to the study, most respondents, 91 (56.88%) were satisfied with newspaper clippings. The survival and success of any academic library may depend on the availability and accessibility of its materials to users. Libraries are repositories of knowledge geared towards the academic and social development of users in the university community. It is anticipated that the library's resources will be adequate and up-to-date to cover all subject areas. An academic library's goal is to provide users with resources that meet their needs and interest in learning. To educate users about their resources and improve their academic performance, university libraries offer lifelong skills, extensive resources, and user orientations.

Mohindra and Kumar (2015) studied user satisfaction regarding the quality of library services at the A.C. Joshi Library, Panjab University, Chandigarh. The study found that most respondents (86.36%) visited the library for study purposes, followed by (58.63%)

who visited the library to borrow books, whereas (71.49%) said that library services are helpful for academic success. Oliver and Uchenna (2015) conducted a related study on the utilisation of law library collections by undergraduate law students at Nnamdi Azikiwe University, Awka, Nigeria. The study found that students visited the library to prepare for the examinations. Foloruso and Njoku (2016) found that many students used library resources for examination purposes. Their findings stressed that students used the library to complete their assignments, conduct research, read newspapers, and provide a place for group discussions. Users' frequent visits to the library are a good sign that the library holds collections that serve their interests. An academic library is not appraised by its magnificent building but by its expertise, the relationship between staff and users, and the services it renders to its members in the community. The purpose of an academic library is to provide valuable materials and serve the interests of its users. These collections are supposed to fulfil the specific needs of users of the learning community. The purpose of every library is defeated if it fails to provide good service to users. Globally, academic libraries are not profit-making organisations; they collect, store, and disseminate information accessible to users for academic excellence.

Students' level of satisfaction with library resources
It is widely alleged that university libraries are fountains of knowledge and ideas that users seek to quench their academic thirst. Libraries help users to broaden their horizons through the availability and accessibility of credible materials. The university library is purported to be a centre of excellence on the university campus, providing every user with quality services that satisfy their information needs. The collections of academic libraries vary based on the programmes and objectives of the parent institution. Apart from providing materials to students and lecturers, other people troop into libraries to satisfy their desire for knowledge or to obtain information for leisure-hour exercises. Different users have different means of expressing their satisfaction when using library resources. It is crucial for librarians, who are custodians of information, to ensure that relevant materials are provided in the library to meet user needs. Veerna and Kotari (2016) studied user satisfaction with library facilities, resources, and services in a college library. Their findings showed that most students were satisfied with the textbook collection, library space, and circulation services. The authors suggested user orientation and awareness creation at the beginning of each academic session. User education can foster the effective use of available resources in libraries. User satisfaction levels may depend profoundly on the quality and provision of resources. Therefore, libraries must have suitable collections to fulfil the vision and mission of the university. Users of academic libraries are key stakeholders; they are judges who can evaluate library resources and services in the learning environment. Odu (2017) conducted a study at the University of Calabar Library, Calabar, Nigeria, on users' apathy for library resources and services. The findings revealed that the vast majority of the respondents ranked insufficient seats as the highest cause of not using the library, followed

by library attitudes towards users and poor power supply. The researcher stressed further that noise and disturbances significantly deter library use. Studies by Gunasekera (2010; Ranawella & Rajapaksha, 2017) revealed that users were satisfied with the general library services and facilities in the libraries they studied.

Amarasekara and Marasinghe (2020) examined user satisfaction with library resources and services in the Open University Library of Sri Lanka. According to these findings, users were satisfied with library staff attitudes. Ijiekhuamhen et al. (2015) conducted a study at the Federal University of Petroleum Resources (FUPRE) in Nigeria to assess user satisfaction with academic library performance. Their findings established that most users were highly satisfied with the library's services. According to the study, many users visit the library daily to access the internet. It is critical for academic libraries to assess their collections in order to determine whether these materials serve the interests of their patrons. Libraries can be compared to human organs in this context. Consequently, the entire body is impacted by any organ that fails to function properly.

This suggests that the sections and departments of the library must effectively collaborate to achieve a common objective. The library system and its resources are severely impacted when any department fails to provide satisfactory services. Kaushamalika et al. (2020) conducted a related study on user satisfaction with library services and facilities at three regional centre libraries, Kandy, Matara, and Anuradhapura, of the Open University of Sri Lanka. Their results showed that users were satisfied with the library's physical facilities. However, they were dissatisfied with the library collections and computer facilities in the libraries that they investigated. Veram and Prang (2015) surveyed the use of and user satisfaction with library resources and services by students at the School of Physical Sciences, Mizoram University. Their findings established that users were satisfied with the library's collection and services. For an academic library to accomplish its goals in a university community, users must have access to diverse materials to facilitate learning. Libraries should incorporate print and non-print materials and make them accessible to users to enhance their teaching and learning. An academic library is perceived to play a central role in fulfilling a university's instructional goals and objectives. Academic libraries should handle all types of user queries, especially in technical areas such as the reference section. Verma and Laltalanmawii (2016) concluded that library users were satisfied with print books, journals, and online databases. However, fifty-one (51) respondents expressed dissatisfaction with the library reference collection. Filson and Agyekum (2014) evaluated the College of Education Libraries in Ghana. Their results established that 21.4% of colleges had no computer facilities, whereas 64.3% had only one to three (1-3) computers. An academic library can be branded as a "house of knowledge" if a vast collection of materials is made available to the members of the learning environment. Tiemo and Ateboh (2016) conducted a study at the College of Health Sciences Library (CHSL) of Niger Delta

University, Nigeria. Their findings indicated that users were satisfied with lending services, the renewal of library materials, and the number of hours spent on internet services in the library. However, they were not satisfied with the inadequate reference materials and journals because they were outdated. The quality and quantity of resources provided by university libraries determine the degree of user satisfaction. Therefore, there is a need for utmost care when selecting library materials

Challenges that students face in the library
Several factors may influence the frequency of use of academic libraries. These may include the quality of materials, types of materials, satisfaction level of students with library resources, and challenges they face when attempting to use library collections. The management of libraries must address problems related to the use of library resources. Hindrances can limit the successful use of particular library resources, regardless of their location and magnification. Good customer care practices are critical elements in the library profession. In this era of information explosion, academic libraries should adopt vigorous measures to combat any challenges that may impede the use of the library and its resources because users can now access information through the internet without visiting the physical library premises. Shukla and Mishra (2011) supported a similar assertion by Madhusudhan (2010), who indicated that low internet connectivity was the main problem in accessing e-resources in the library. Adeniran (2011; Oyedum, 2011) added that re-shelving and insufficient physical facilities, such as reading chairs, tables, and lighting, resulted in low library use. Bukhari et al. (2010) conducted a related study on library use by Foundation University College of Liberal Arts and Sciences students in Rawalpindi, Pakistan. Their results revealed that 47% of respondents admitted that the library had sufficient reading space for users, whereas 53% disagreed.

Amina and Uji (2016; Anaraki, 2011; Ansari, 2006) listed similar challenges facing library users, such as poor internet services, a lack of adequate power supply, inadequate time to access information, and challenges in downloading information. Nkamnebe et al. (2014) conducted a study at Paul University, Awka, Anambra State, Nigeria, to evaluate academic library resources and student services. Their study revealed that most students only visited the library during the examination period. The internet has now become a source of knowledge for every learner or information-seeker in the learning environment because of its content. Information can now be accessed anywhere and anytime without restrictions, provided internet connectivity is available. It is presumed that some users no longer visit the physical library building for information or research. They can now sit comfortably in their rooms and access whatever information they need. Libraries are urged to search for innovative ways to attract and maintain users and to win the hearts of more users visiting physical libraries. Undoubtedly, the tremendous development of the internet is now competing with libraries in terms of accessibility and information delivery. Libraries must

rebrand their services and debunk the notion that physical libraries are no longer relevant. Libraries must ensure that their environments, seats, chairs, and interior arrangements appeal to users. Noise and non-academic activities must be minimised to the minimum level. The results of this study provide insight into the gaps identified in the literature. The results will help library management address all identified challenges and deliver satisfactory services to users who are the prime stakeholders.

METHODOLOGY

A descriptive survey design was employed. A well-designed questionnaire was used for the data collection. The population consisted of all undergraduate students at the Oyibi Campus of Valley View University. The researcher limited the survey to undergraduate students because statistics showed that they were heavy library users. The total population of students during this survey period was one thousand, nine hundred and ninety-four (1994) registered students, excluding distance education students. This includes one thousand and thirty-four (1034) males and nine hundred and sixty (960) females.

Sample and Sampling Technique

Yamane's (1967) method was used to calculate the sample size.

$n = N/1+N (e)2$ where n is the sample size, N is the population, and e is the = margin of error (0.10, 0.05, or 0.01).

As a result, $n = 1994/1 + 1994 (0.05)2$

; $1994/1 +1994 (0.0025)$

$1994/1+5 = 361;1994/6=332$

Hence, the sample size for the study was three hundred and thirty-two (332) students. A questionnaire was designed based on the objectives of the study. Before the final distribution, the questionnaire was sent to an expert for screening and modification. The questionnaire was closed-ended, and a four-point Likert scale was used to collect data from the respondents. This helped the researcher solicit opinions from respondents regarding the usage of library resources by undergraduate students. A list of undergraduate students was obtained from the Admissions and Records Office of the university. The administration and data collection took three weeks, with the help of two library staff members. The respondents were informed of the study and assured of their confidentiality. The researcher administered three hundred thirty-two (332) copies of the questionnaire. However, 326 were filled correctly and deemed valid for analysis, representing a response rate of 98.2%.

Data analysis

The collected data were descriptively analysed using the Statistical Package for Social Sciences (SPSS, version 22.0. The findings were displayed in simple frequency distributions and percentages.

RESULTS

This section of the study presents the demographic information of the respondents who responded to the questions. Table 1 shows that out of 326 respondents, 174 (53.4%) were males and 152 (46.6%) were females. This finding is evidence that more male students participated in the study than their female counterparts. Table 1 reveals that the majority of the respondents, 221 (67.8%), were aged 19 and above, while 62 (19%) and 43 (13.2%) fell between the ages of 21–30 and 31–40, respectively. As shown in Table 1, the majority (26.4%) of the respondents who responded to the questionnaire were students from the School of Nursing and Midwifery, followed by students from the Faculty of Social Sciences (23.9%), whereas (21.2%) were students from the Department of Education. Students from the School of Business and the School of Theology Mission accounted for (17.2%) and (11.3%, respectively. Table 1 indicates that level 300 students (28.2%) answered the questionnaire more than other levels, followed by level 200 (26.4%), while levels 400 and 100 accounted for (24.8%) and (20.6%) respectively. The results show that the majority of level 300 students answered the questions.

Table 1: Demographic Information of Respondents

Gender	Frequency	Percentage (%)
Male	174	53.4
Female	152	46.6
Total	**326**	**100**
Age groups		
19 years and above	221	67.8
21-30 years	62	19.0
31- 40 and above	43	13.2
Total	**326**	**100**
Department/School/ Faculty	**Frequency**	**Percentage (%)**
School of Business	56	17.2
School of Theology Mission	37	11.3
Department of Education	69	21.2
Faculty of Social Sciences	78	23.9
School of Nursing & Midwifery	86	26.4
Total	**326**	**100**
Levels	**Frequency**	**Percentage (%)**
100	67	20.6
200	86	26.4
300	92	28.2
400	81	24.8
	326	**100**

Source: *Field Data, 2021*

Table 2: Purpose of Library Visits by Students

Responses	Frequency	Percentage (%)
To read for an examination	89	27.3
To borrow books	82	25.2
To read newspapers	50	15.3
To make a photocopy	49	15.0
To browse/use the internet	33	10.1
For the purpose of research	23	7.1
Total	**326**	**100**

Source: *Field Data, 2021*

Academic libraries are citadels of knowledge. The types of resources available in the library can reinforce students' satisfaction levels. The findings revealed that out of three hundred and twenty-six (326) respondents, 89 (27.3 %) visited the library to read for examination purposes, and 82 (25.2%) indicated that they visited the library to borrow books. Fifty (15.3 %) visited the library to read newspapers, followed by 49 (15.0%) and 33 (10.1%), who indicated that they visited the library to make a photocopy and use the internet, respectively.

Table 3: Students' level of satisfaction with library resources

Responses	Highly Satisfied	Satisfied	Dissatisfied	Highly Dissatisfied
	Frequency (%)	Frequency (%)	Frequency (%)	Frequency (%)
Number of computers	40 (12.3)	14 (4.3)	63 (19.3)	209 (64.1)
Inadequate seats	38 (11.7)	30 (9.2)	116 (35.6)	142 (43.5)
Internet services	42 (12.9)	81 (24.8)	135 (41.4)	68 (20.9)
Physical facilities	61 (18.7)	54 (16.6)	121 (37.1)	90 (27.6)
Photocopy services	80 (24.5)	41(12.6)	112(34.4)	93(28.5)
New edition of books	79 (24.2)	70 (21.5)	94 (28.8)	83(25.5)
Newspapers	109 (33.4)	105 (32.2)	83 (25.5)	29 (8.9)
Databases /E-journals	103 (31.6)	75 (23.0)	63 (19.3)	85 (26.1)
Thesis/dissertations	111 (34.0)	86 (26.4)	85 (26.1)	44 (13.5)

Source: *Field Data, 2021*

It is crucial for libraries to provide users with current information as part of their fundamental role in the university community. Table 3 presents the students' levels of satisfaction with library resources. The study found that out of 326 respondents, an overwhelming majority, 209 (64.1%), were highly dissatisfied with the number of computers in the library; nonetheless, 40 (12.3%) indicated that they were highly satisfied. One hundred and forty-two (43.5%) respondents were highly dissatisfied with inadequate seats, whereas 38 (11.7%) were highly satisfied. One hundred and thirty-five (41.4%) respondents were highly dissatisfied with internet services. However, eighty-one (24.8%) respondents were satisfied with internet services. One hundred and twenty-one (37.1%) were dissatisfied with the physical facilities, and 61 (18.7%) were highly satisfied. Another 112 (34.4%) were highly dissatisfied with the photocopy services, while 80 (24.5%) were highly satisfied with the facility.

Table 4: Challenges students face in the library

Challenges	1	2	3	4	5	RII	Rank
Inadequate seating capacity and space	47	65	57	73	84	0.650	**1st**
It is difficult to download information from the internet	36	83	74	58	75	0.633	**2nd**
Insufficient relevant books in some areas	72	66	57	77	54	0.585	**3rd**
It is difficult to locate books on the shelves	76	62	70	61	57	0.576	**4th**
Noisy environment	80	67	62	64	53	0.565	**5th**

Source: Field Data, 2021

This section of the study sought to assess challenges students' face during their visits to the library. Table 4 indicates that inadequate seating capacity and space in the library ranked first among the difficulties with a value of (RII = 0.650), followed by difficulty in downloading information from the internet, which ranked second with a value of (RII = 0.633), while insufficient relevant books in some areas ranked third with a value of (RII = 0.585). From the findings, it is evident that students are facing challenges in using the library. These challenges may be related to similar issues students face elsewhere in the libraries, which must also be addressed regardless of the challenges.

DISCUSSION

The study's results are based on the research objectives and the literature review. The purpose of the study was to examine library use by undergraduate students at Valley View University.

Purpose of a Library Visit by Students
This study sought to determine respondents' reasons for visiting library facilities. A considerable number of students, 89 respondents (27.3%), visited the library for examinations.
This finding supports Foloruso and Njoku (2016; Oliver & Uchenna, 2015; Yusuf & Iwu, 2010), whose studies have revealed that students visit the library to prepare for examinations. One of the core duties of an academic library is to provide an enabling learning environment. These services are part of their mandates and community services. Academic libraries are not profit-making enterprises. Therefore, their relevance and promotion are based on the degree of patronage of the services they provide in the community.

Students' satisfaction level with library resources

Students have their own interests, preferences, and satisfaction levels, which tend to affect their discernment in using library resources. The study found that out of 326 respondents, an overwhelming majority, 209 (64.1%) respondents were highly dissatisfied with the number of computers in the library.One hundred and forty-two (43.5%) were highly dissatisfied with the inadequate seats. Moreover, one hundred and thirty-five (41.4%) were highly dissatisfied with internet services. One hundred and twenty-one (37.1%) were also dissatisfied with the physical facilities, and 112 (34.4%) were highly dissatisfied with the photocopies. The overall responses of this study demonstrate that users are generally not satisfied with library resources. These findings support Odu (2017) finding that a vast majority of the respondents ranked insufficient seats in the library as the highest reason why they were not using the library, this was followed by library staff attitude towards users, poor power supply, and noise, among others. Nonetheless, the present findings disagree with those of Ranawella and Rajapaksha (2017; Veram & Prang, 2015; Gunasekera, 2010), which revealed that users were satisfied with the general library services and facilities in the libraries they studied. Similarly, the findings deviate again from a study by Kaushamalika et al. (2020), which found that users were satisfied with library services and facilities at the three regional centre libraries they studied. However, their finding is slightly in line with that of the present study, which indicated that users were dissatisfied with the number of computers in the library. Libraries are non-profit organisations established to provide relevant information or materials to users to carry out teaching, learning, and research. In this context, libraries must provide good services to meet user demands. The poor patronage of library resources could mean that the library does not provide good services to its members in the university community.

Challenges that Students Face When Using the Library

The critical challenges that users were grappling with were inadequate library seating capacity, difficulty in downloading information from the internet, and insufficient relevant books in some subject areas. These results disagreed with those of Bukhari et al. (2010), whose found that the library they studied had sufficient space for library users. The results of this study deviate from those of Shukla and Mishra (2011; Madhusudhan, 2010), whose studies found that most users indicated low internet connectivity in the library.

This will help them to justify their existence in the learning community and retain their users. This study shows that undergraduate students experience some difficulties, such as inadequate learning spaces, a lack of sufficient computers, a lack of relevant books, and poor internet services, during their attempts to use library resources, which needs to be addressed urgently. Academic libraries are encouraged to increase their seating capacity, collection range, and services to the university community in this information-overloaded era.

IMPLICATIONS

The results of this study may be valuable to all academic libraries in Ghana and those around the globe regarding the use of libraries. Furthermore, the study will help library management acquire materials that may satisfy user needs. The findings will help management address the factors that account for students' poor library use.

CONCLUSION

The value of an academic library and its collections in higher education institutions cannot be overstated. This study offers a holistic assessment of undergraduate students' academic library use. Academic libraries must improve their services to meet the university's standards without reservations; Valley University is no exception. The study found that the users visited the library for examination purposes. The study also identified deficiencies that hinder library usage, such as inadequate sitting space and poor internet access, which need to be addressed urgently. The library's goal, vision, and mission may be defeated if it fails to meet the parent university's core objective. Therefore, immediate interventions should be implemented to address issues that hinder the use of library resources.

Future Studies

The current study examined undergraduate students' use of academic libraries. Therefore, these findings cannot be generalised. However, these findings will help future studies to generalise their results. Future studies can broaden their scopes and use more than one university. Furthermore, it is expected that future studies should concentrate on students and faculty members to determine their perceptions of academic library use. In conclusion, future studies should increase their population and sample size. Future studies can use a mixed-methods approach to examine users' awareness levels and attitudes towards academic library resources.

Recommendations

This study recommends that library management should ensure that there are more computers in the library for users. The study suggests that the university should increase the seating capacity to accommodate more users during peak hours of library operations. The library must enhance its services and collections to attract more users to visit the library often, not only during examination periods. Library management should increase internet capacity or broadband. Physical facilities in the library must be developed to attract more users. The library must enhance its services and collections to attract more users to visit the library often, not only during examination periods. There should be new or updated editions of books in the library. The library should have vibrant and balanced collections across all the subject areas. All problems related to library use must be addressed immediately in order to increase library patronage. The library should have a standby generator to supply consistent power during power outages.

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