

COLLECTION DEVELOPMENT AND USER SATISFACTION IN FEDERAL POLYTECHNIC LIBRARIES IN SOUTH-WEST, NIGERIA

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Abstract

The study investigated the influence of collection development on users' satisfaction in Federal Polytechnic Libraries in South-West, Nigeria. The population comprised 45, 499 polytechnic students from 5 Federal Polytechnic Libraries in South-West, Nigeria. Stratified sampling technique was employed for selecting the users. A structured and validated questionnaire was used for data collection. The findings revealed that Collection Development activities ($\beta=0.354$, $t(56)=2.861$, $P=<0.05$) has a positive and significant influence on users' satisfaction in Federal Polytechnic Libraries. In conclusion, collection development contributes positively to users satisfaction especially in the aspect of types of materials acquired to the library and weeding of collections at regular interval can enhance users satisfaction of the library. The study recommends that Federal Polytechnics management should fund the libraries by creating enabling environment for the libraries to provide services that result in users' satisfaction.

Keywords: Collection, Collection development, User, User Satisfaction, Federal Polytechnic

Introduction

Library is a knowledge repository, a dynamic social institution, an essential resource center for reliable information, and a repository for man's recorded knowledge. Library is concerned with the collection, processing, storage, and dissemination of recorded information for reading, study, and consultation. Therefore, to achieve this purpose, it must engage in a variety of activities related to library and information services. Users' satisfaction, according to Tiemo and Ateboh (2016), is the achievement or fulfilment users derive from using library information resources and services to achieve their information needs. This can be achieved greatly with the availability of quality information resources and services. The satisfaction derived from library resources and services will improve patronage, user satisfaction and also promote the image of the library, which is also a way of marketing the library to current and intending users. It could be noted that the library must ensure that the right information at the right time is made available to the library users. The holdings of the library are intended to meet the information needs of library users based on the vision and mission of the institutions concerned (Demekaa & Demekaa, 2018). Adequate satisfaction and effective patronage in any library depend on the cream of the resources acquired, processed and organized. The

fundamental functions of academic libraries rest solely on the build-up of relevant and current information resources to satisfy users' needs educationally, recreationally, traditionally, socially, economically and politically. Therefore, the collection of resources (print and non-print) have to be supported with the organization and arrangement of human knowledge recorded in different formats.

In recent years, user satisfaction regarding library services has become a top priority. It refers to how users feel after using library resources and services, as well as their readiness to return to the library when next they need information (Bashir, Soroya & Khanum, 2018). User satisfaction, according to Ikenwe and Adegbilero-Iwari (2014), is a key aspect that influences whether or not people use library services. They went on to say that user satisfaction, particularly in academic libraries, is highly dependent on resource availability and adequate service delivery. To retain present users and attract new customers, libraries can justify their establishment and survival by providing appropriate information resources and provide effective and efficient services. Research has highlighted some of the reasons responsible for user dissatisfaction as poor collection, poor service quality and absence of library use instruction programmes. It was observed from literature that many reasons given for users' dissatisfaction are generated mostly from poor collection, lack of adequate collection, poor organisation of information and poor services provided (Odu, 2017). The level of satisfaction of users were identified through the resources, services and the facilities of school of engineering, Mizoram University by Model Town Library, Karachi. The researchers evaluated the discontentment of users which was due to the scarce resources of the library (Abukari, 2019).

Effective library management would require physical facilities because inadequate physical facilities could result in poor use of the library. This may of course affect user satisfaction of the resources and services. It is essential to consider the following factors (availability of library facilities, well prepared and equipped library) in establishing effective and quality environment which will increase users' satisfaction and academic performance. To Luke and Evelyn in Omehia (2018) inadequate material resources, poor infrastructures, inadequate ICT facilities, poor network, inadequate information resources, staff training and inadequate power supply are factors militating against conducive reading environment for effective facilities in the library and they are directly related to user satisfaction or dissatisfaction. It is therefore important that, conducive environment is essential to user satisfaction of both resources and services of the library.

Bea, et al., (2018) found out that among the factors responsible for lack of satisfaction are; low patronage of users and poor organization of information resources. This has severally resulted in wasting the precious time of the users. Onwukanjo and Men (2017) revealed low level of user satisfaction owing to inadequacy and poor currency of available collections as well as poor and non-functional information retrieval tools which is as a result of poor organization of information resources. Collection development is one of the library's most important duties (Okwu & Echem, 2019). It involves the selection and acquisition of resources that librarians will deploy to meet users' information needs. Building collections that do not meet users' information needs is a waste of time (Khan & Bhatti, 2020), but if a library's collection is at par with users' information needs, users will be satisfied naturally. This is because users' satisfaction is influenced by the collections of library materials. All library activities and functions are mostly determined by the collection's appearance, sufficiency, currency, and relevancy, which will result in undiluted services that will inform the users' level of satisfaction or dissatisfaction.

Statement of the Problem

Recently, libraries are being confronted with the challenges such as inadequate information resources at any given time thus causing a drawback in the library service delivery that could as well result in users' dissatisfaction. Although, there are collection development policy in place there seems to be inadequate consideration of users demand in the choice of collection to the library holding that thus discouraging users information use in the library. Although, there are several attempt by the federal polytechnic to provide collection relevant to their users community needs there seems to be inadequate funding by the federal government to facilitate the acquisition of current information resources at regular interval. Since the main aim of every type of library is need to make available resources and provide adequate services that will increase users' interest and trust to the fulfilment of their information needs. However, tremendous focus is

now placed on the users of the library and how library resources and services should aim at satisfying their diverse and various information needs. Users of federal polytechnic libraries, especially students, seem not to be very satisfied with the resources and services as evidenced by their low usage of the libraries as showed from readers' hourly statistics from some of the libraries under study. Therefore, this study investigated the influence of collection development on users satisfaction in federal polytechnics in South-West, Nigeria.

Objective

The main objective of this study is to investigate the influence of collection development on users' satisfaction in federal polytechnic libraries in South-West, Nigeria. The specific objectives are to:

1. examine the level of user satisfaction on the resources in federal polytechnic libraries in South-West, Nigeria;
2. establish collection development activities in the federal polytechnics libraries in South-West, Nigeria;
3. ascertain the influence of collection development on users' satisfaction in federal Polytechnic libraries in South-West, Nigeria;

Research Questions

1. What is the level of user satisfaction on the resources in federal polytechnic libraries in South-West, Nigeria?
2. What are the collection development activities in the federal polytechnic libraries in South-West, Nigeria?

Hypothesis

The null hypothesis was tested at 0.05 level of significance:

H₀1: Collection development has no significant influence on users' satisfaction in federal polytechnic libraries in South-West, Nigeria.

Literature Review

Collection development broadly includes many activities in relation to policies and procedures of selection, acquisition and evaluation of all library materials hence, the users are in the best position to conclude how quality the collection of a library's resources are and if the collection is satisfying their needs or not. Fatima (2018) explained that the processes/procedures are not only confined to selection, acquisition and evaluation, but also organization of information resources such that users can effortlessly access the collection. Collection development is an important and valuable process for libraries to provide quality services to users, and it refers to the process of adding value to library collections by ensuring that they are in the most appropriate format and are easily and quickly accessible to those who need them.

Needs assessment is the process of using one or more techniques to collect and analyse data on library users or potential users. It is applicable to all types of libraries with the methodology and techniques for carrying out the needs assessment programme ranging from short-term to long-term assessment in terms of comprehensive collection assessments. Users' needs assessment in the library becomes inevitable because there are various types of users with different or individual needs. Information needs vary from function to function, environment to environment, discipline to discipline, and from age to age. Therefore, the librarians and other staff of the library are to acquire and make available resources according to the needs of the users. Librarians and other library staff assess the needs of the users and, in collaboration with the readers, select the necessary materials while keeping the parent organization's goal in mind. Users' needs assessments are important in academic libraries for collection development and it is the first step in developing a good library collection. User's needs assessments can offer libraries with essential information for reorienting their collections, services, and activities to fulfil their information needs more effectively (Salaudinn, 2018). Collection development policy is the official guideline that must be strictly followed in developing exceptional and relevant materials that will project and promote any type of library to the users. It is therefore crucial to understand that there cannot be meaningful collection without a standard collection development policy in place (Okwu & Echem, 2019).

Academic libraries face a slew of obstacles when it comes to collection development. Many scholars have discussed a variety of challenges that the academic libraries face when developing library collections. Khan and Bhatti (2020) in their study found out that users are neutrally satisfied with the collections of their libraries and this is as a result of complete absence of collection development policies in the university libraries. Therefore, absent of collection development policy could eventually lead to inadequate collection that can result in dissatisfaction or lack of satisfaction of users. Nwosu and Udo-Anyanwu (2015) observed non-availability of collection development policies in Nigerian University libraries. However, little confirmation of collection development policy availability was made by Ameyaw and Entsua-Mensah (2016) in their survey of university libraries of Ghana. Invariably, a greater percentage of academic libraries both outside and in Nigeria lack collection development policy for the building up of their resources which calls for questioning. In other for libraries and librarians to achieve the primary objective of satisfying users' needs in the academic libraries, there are standard policies to guide the effective selection of library collection to enhance quality service delivery to users.

The goal of the collection development policy is to bring together library selection and acquisition procedures in order to increase and update library resources for users' interest in using the library. The library, as a service organization, is organized into numerous divisions and units to ensure that the library's goal of acquiring knowledge to answer users' information needs is met. The library's acquisition section is in charge of obtaining the library's essential information resources. It is critical that this section of the libraries follow the policies since they serve as a pattern for avoiding inadequate library collections which can lead to user dissatisfaction. Collection development policy is the vehicle through which the library accomplishes the objective of its readers' services. Yet, according to Okwu and Echem (2019), many libraries do not follow this policy when building their collections, possibly due to lack of standard and uniformity in the implementation of this policy among the staff involved. This, in turn, has an impact on the users' satisfaction with their information needs. An academic library's collection development policy should be driven by the aims and objectives of the organization/institution, the needs of the users' community, and the availability of financial and other resources. It is necessary to examine the primary users of the collection and determine the materials which are mainly sought on a particular topic by researchers and academics in order to establish collection development policies, standards, and guidelines.

The importance of collection development policy in academic libraries cannot be overemphasized; any collection made without following a set of guidelines will be done haphazardly, potentially jeopardizing service delivery, patronage, and satisfaction. As a result, the services provided by polytechnic libraries, should be tailored to satisfy the demands of its users who are students, lecturers, professors, technicians, and administrative personnel. This is accomplished by the selection and acquisition of information materials in accordance with their collection development policies. The selection and acquisition of quality and adequate collections are crucial and difficult task for any library, including academic libraries. Also, the selection aspect of library materials is essential and necessary to adequate collection development. Selection is a process of deciding which information resources or materials to be added to a library collection. It is an essential and inevitable element in collection development and management. This is because it is not possible to acquire all available information resources due to lack of funds, exponential growth in knowledge and published materials.

Shou and Anna (2021) saw selection as the process of choosing while acquisition is the process of obtaining library materials. Selection has to precede acquisition, that is what is selected depends on the type of library and its interest in serving primarily its users who could be homogeneous or heterogeneous. Book selection is used as a generic term covering the selection of both book and non-book materials of the library in this work. Okolo and Eserada (2019) defined selection in a library setting as the process whereby the librarian and other stakeholders choose from the numerous alternatives of materials to increase the information resources that support the programmes of the parent organisation which the library is responsible to. When the needs assessment has been done, it is then the duty of the librarian and the stakeholders to pick out of many materials suggested items to satisfy users' needs.

Selection involves looking for the strength and weakness in a material collection and ways it may or may not match the users' needs. Library and information resources are selected based on their perceived importance to readers. This is so because the maximum satisfaction readers get in the library depends solely on the information resources the librarian has and make available for use. Therefore, the rationale for library selection is to add to the existing collections a maximum number of desirable titles from a plethora of titles published on yearly basis. An effective selection process may not sufficiently translate to an efficient library system, usage and satisfaction without proper attention to how the selected and acquired information resources are organised. Selection of information resources in the library is not without its own guiding principles called selection policy on which all activities of selection rest and should be followed strictly.

Weeding is another critical aspect of collection development in a library. It is a systematic and articulate removal of materials from the library upon selected criteria. Weeding is more tedious and direct opposite of selection and de-selection; it often involves some thoughtful process. Weeding is an active collection development because it measures current, relevant, and good condition of resources, because unwanted resources can be cluttered and unattractive with unreliable information. As continually as the curriculum evolves in academic institutions, some programmes are phased out while new ones are implemented, so also will the library collections changes as a growing organism.

Weeding is selection in reverse because it removes resources from collection when they are no longer useful. It is called renewal or re-evaluation which is more proactive and has positive concepts rather than being referred to as retirement, pruning, reverse selection, de-selection, relegation and discarding, all which have negative connotations. In addition, as collection of the library grows on daily basis, and new resources become interspersed with older ones, the ability of the users to locate the best sources possibly becomes increasingly limited. Many users are impatient to wade through too many inaccurate obsolete and out-dated materials to locate the valuable materials. Hence, removal of the obsolete resources makes it easier and quicker for the users to locate what they need.

Methodology

Survey research was adopted for the study. The study population comprised forty-five thousand four hundred and ninety-nine (45,499) Polytechnic students in five (5) Federal Polytechnics in South-West, Nigeria. Hence, the overall total population in the study is 45,561. These Polytechnics are the Federal Polytechnic, Ado-Ekiti, Ekiti State; Yaba College of Technology, Lagos State; the Federal Polytechnic, Ilaro, Ogun State; the Federal Polytechnic, Ile-Oluji, Ondo State; and the Federal Polytechnic, Ede, Osun State. A sample size of 397 was derived from the population of 45,499 using multi-stage sampling technique for this study. Multi stage sampling technique creates room for a researcher to select his samples in stages until he gets the required sample for the study (Asika, 1991). The research instrument used for data collection in this study was a structured questionnaire. The researcher used a self-developed questionnaire which are in accordance with the objectives of the study.

Results and Discussion of the Findings

Research Question One: What is the level of user satisfaction of resources in the federal polytechnic libraries in South-West, Nigeria?

Table 1: Level of User Satisfaction of Resources and Services (Users' Perspective)

User Satisfaction on Resources and Services My level of satisfaction with...	Very High	High	Low	Very Low	Mean	SD
Library environment					3.0	.54
Seating arrangements	183(55.1)	85(25.6)	35(10.5)	29(8.8)	3.27	.97
Staff competence	144(43.4)	148(44.6)	25(7.5)	15(4.5)	3.27	.79
Serenity atmosphere within and outside the library	135(40.7)	138(41.60)	41(12.3)	18(5.4)	3.18	.85
Adequate spacing	137(41.3)	120(36.1)	58(17.5)	17(5.1)	3.14	.88
Noise-free environment	141(42.5)	110(33.1)	49(14.8)	32(9.6)	3.09	.98
Staff attitudes to users	105(31.6)	137(41.3)	65(19.6)	25(7.5)	2.97	.90
Cooling atmosphere in the library (e.g air-condition / fan)	106(31.9)	102(30.71)	69(20.8)	55(16.6)	2.78	1.07
Adequate lighting	86(25.9)	128(38.6)	71(21.4)	47(14.2)	2.76	.99
Regular power supply	96(28.9)	79(23.8)	83(25.0)	74(22.3)	2.59	1.13
Library services					2.97	.46
Library registration process is	174(52.4)	129(38.9)	21(6.3)	8(2.4)	3.42	.71
Reference services is	141(42.5)	125(37.7)	42(12.7)	24(7.2)	3.15	.90
Current Awareness Services (CAS) is	96(28.9)	174(52.4)	53(16.0)	9(2.7)	3.08	.74
Selective Dissemination of Information (SDI) in my library is	109(32.8)	158(47.6)	41(12.3)	24(7.2)	3.06	.86
Circulation services is	113(34.0)	146(44.0)	52(15.7)	21(6.3)	3.06	.87
Serials services is	123(37.0)	135(40.7)	43(13.0)	31(9.3)	3.06	.94
Charging and discharging services is	110(33.1)	146(44.0)	45(13.6)	31(9.3)	3.01	.92
User orientation services is	108(32.5)	139(41.9)	50(15.1)	35(10.5)	2.96	.95
Referral services is	94(28.3)	145(43.7)	76(22.9)	17(5.1)	2.95	.84
Inter-library loan services is	101(30.4)	121(36.4)	75(22.6)	35(10.5)	2.87	.97
Book exhibition services is	92(27.7)	138(41.6)	56(16.9)	46(13.9)	2.83	.98
Reserve loan services is	62(18.7)	155(46.7)	82(24.7)	33(9.9)	2.74	.88
Reprographic services is	55(16.6)	160(48.2)	72(21.7)	45(13.6)	2.67	.91
Photocopying services	75(22.6)	116(34.9)	93(28.0)	48(14.5)	2.65	.99
Internet services is	77(23.2)	108(32.5)	101(30.4)	46(13.9)	2.65	.99
Overall Mean (User Satisfaction = 2.96, 0.50)						

Users' perspective on their satisfaction with library resources and services is presented in Table 1. Information on users' perspective on Library satisfaction was collected to validate responses from the Librarians. Overall Likert findings indicate that users' satisfaction had an overall mean of 2.94, on a scale of 4. This indicates that generally that the users experienced high level of satisfaction with resources in the federal polytechnic libraries in South-West, Nigeria. There were three dimensions representing users' satisfaction namely library environment, library services and information resources.

The analysis indicated that library environment sub-scale attracted a weighted mean score of $\bar{x} = 2.94$, with all of its items above the criterion mean of 2.5. Items like 'seating arrangements ($\bar{x} = 3.27$)' and 'staff competence ($\bar{x} = 3.27$)' polled the highest mean scores under the subscale while 'regular power supply ($\bar{x} = 2.59$)' had the lowest mean which is still higher than the criterion mean. This implies that users in federal polytechnic libraries in South-West, Nigeria experienced high level of satisfaction with library environment. Further finding revealed that the users in the federal polytechnic libraries in South-West, Nigeria are highly satisfied with library services ($\bar{x} = 2.97$), with all of the research items following the pattern. Item on 'library registration process' recorded the highest mean ($\bar{x} = 3.42$) while 'internet services' polled the lowest mean

(\bar{x} =2.65) which is still higher than the criterion mean. By implication, the users in federal polytechnic libraries in South-West, Nigeria enjoyed high level of satisfaction with library services.

Research Question 2: What are the collection development activities in the federal polytechnic libraries in South-West, Nigeria?

Table 2: Collection Development Activities in the Federal Polytechnic Libraries

Collection Development Activities In my library, users' needs are assessed for the following activities	Strongly Agree	Agree	Disagree	Strongly Disagree	Mean	SD
Types of materials					3.45	.60
Serials (newspapers, magazines)	42(70.0)	12(20)	6(10)		3.60	.66
Electronic materials (e-journals, e-books etc.)	44(73.3)	11(18.3)	2(3.3)	3(5.0)	3.60	.78
Books (conventional books, references)	44(73.3)	8(13.3)	5(8.3)	3(5.0)	3.55	.85
ICT resources	42(70.0)	10(16.7)	4(6.7)	4(6.7)	3.50	.89
Audio-visual materials	9(15.0)	43(71.7)	7(11.7)	1.1(7)	3.00	.58
Weeding					3.32	.57
to keep the resources up to date	32(61.7)	16(27.1)	6(10.2)		3.53	.68
to make room for new resources	36(60.0)	16(26.7)	7(11.7)	1(1.7)	3.45	.76
to save time of users	37(61.7)	14(23.3)	5(8.3)	4(6.7)	3.40	.90
to conserve space	37(61.7)	14(23.3)	5(8.3)	4(6.7)	3.19	1.01
to stimulate circulation of information resources.	12(20.3)	39(66.1)	4(6.8)	4(5.8)	3.00	.74
Selection					3.27	.71
My polytechnic library selects resources through polytechnic's selection committees	35(58.3)	13(21.7)	12(20)		3.38	.80
Through polytechnic's library committees	35(58.3)	13(21.7)	12(20.0)		3.30	.88
My library involves users in the selection process	33(55.0)	14(23.3)	10(16.7)	3(5.0)	3.29	.92
Other community members are involved in selection of library resources	28(46.7)	15(25.0)	9(15.0)	8(13.3)	3.05	1.00
Acquisition					3.23	.56
Direct purchases	42(70.0)	13(21.7)	2(3.3)	3(5.0)	3.57	.78
Endowments	37(62.7)	16(27.1)	4(6.8)	2(3.4)	3.51	.78
Gifts	37(61.7)	15(25.0)	3(5.0)	5(8.3)	3.42	.94
Legal deposits	29(49.2)	18(30.5)	8(13.6)	4(6.8)	3.22	.93
Exchanges of materials	7(11.9)	41(69.5)	9(15.3)	2(3.4)	2.90	.64
Professional associations	7(11.9)	41(69.5)	7(11.9)	4(6.8)	2.86	.71
Users' needs assessment					3.23	.46
selection of books	35(58.3)	16(26.7)	4(6.7)	5(8.3)	3.35	.93
acquisition of new materials	34(56.7)	21(35.0)	4(6.7)	1(1.7)	3.47	.70
acquisition of serials publications	9(15.0)	42(70.0)	5(8.3)	4(6.7)	2.93	.71
acquisition of reference collections	11(18.3)	44(73.3)	2(3.3)	3(5.0)	3.05	.64
acquisition of audio-visual materials	12(20.0)	45(75.0)	3(5.0)		3.15	.48
acquisition of ICT resources	32(53.3)	24(40.0)	4(6.7)		3.47	.62
Collection development policy					2.93	.55
Collection development policy of my library includes preservation of materials for current and future use	7(11.7)	49(81.7)	2(3.3)	2(3.3)	3.02	.53
My library collection development policy supports the library's mission and objectives	10(16.7)	43(71.7)	4(6.7)	3(5.0)	3.00	.66
Collection development policy of my library includes maintenance of a balanced collection management program in light of increasing resources	9(15.0)	44(73.3)	3(5.0)	4(6.7)	2.97	.68
My library has a formal written policy for Collection Development	9(15.3)	38(64.3)	7(11.9)	5(8.3)	2.86	.77
My library adheres to collection development guide in the successive addition of information resources to the library collection	5(8.3)	46(76.7)	3(5.0)	6(10.0)	2.83	.71
Overall mean (Collection development = 3.24)						

Source: Researcher's Field Survey, 2023

Decision Rule: If mean is 1.0 to 1.74 = Strongly Disagree; 1.75 to 2.49 = Disagree; 2.50 to 3.24 = Agree; 3.25 to 4.0 = Strongly Agree. Criterion Mean = 2.5.

The descriptive statistics for collection development activities is presented in Table 2. Overall Likert findings indicate that the concept of collection development activities have been applied for adequate collections in

the federal polytechnic libraries in South-West, Nigeria (weighted mean = 3.24, on a scale of 4). Six dimensions namely users' need assessment, collection development policy, selection, acquisition, weeding and types of materials were used to measure collection development in the federal polytechnic libraries. The analysis indicates that types of materials sub-scale attracted a weighted mean score of $\bar{x} = 3.45$, with all of its items above the criterion mean of 2.5. Items like serials ($\bar{x} = 3.60$), electronic materials ($\bar{x} = 3.60$), books ($\bar{x} = 3.55$), ICT resources ($\bar{x} = 3.50$) had very high mean scores while audio visual materials ($\bar{x} = 3.00$) polled a high mean score under the subscale. This implies that federal polytechnic libraries in South-West, Nigeria consider and assess various types of materials based on users' needs assessment. Additional finding revealed that the federal polytechnic libraries in South-West, Nigeria conducts weeding activities ($\bar{x} = 3.32$) to a high level, with all of the research items following the pattern. Item on 'keep the resources up to date recorded the highest mean ($\bar{x} = 3.53$)', while 'to make room for new resources ($\bar{x} = 3.45$)', 'to save time of users ($\bar{x} = 3.40$)', 'to conserve space ($\bar{x} = 3.19$)' and 'to stimulate circulation of information resources ($\bar{x} = 3.00$)' polled high mean scores. Furthermore, the finding established that ratings on 'My polytechnic library selects resources through polytechnic's selection committees ($\bar{x} = 3.38$)', 'Through polytechnic's library committees ($\bar{x} = 3.30$)', 'My library involves users in the selection process ($\bar{x} = 3.29$)' and 'Other community members are involved in selection of library resources ($\bar{x} = 3.05$)', are all high. In overall, the average score for selection is high, indicating high level of selection process carried out in the federal polytechnic libraries in South-West, Nigeria.

Further finding revealed that acquisition sub-scale attracted a weighted mean score of $\bar{x} = 3.23$, with all of its items above the criterion mean of 2.5. Items like direct purchases ($\bar{x} = 3.57$) and endowments ($\bar{x} = 3.51$) had very high mean scores whereas gifts ($\bar{x} = 3.42$), legal deposits ($\bar{x} = 3.22$), exchange of materials ($\bar{x} = 2.90$) and professional associations ($\bar{x} = 2.86$) polled a high mean scores under the subscale. This shows that federal polytechnic libraries in South-West, Nigeria carries out various acquisition processes while acquiring library resources, with direct purchases and endowments the most obvious among the lists acquisition processes.

Also, the result revealed that the federal polytechnic libraries in South-West, Nigeria conducts users' needs assessment ($\bar{x} = 3.32$) to a high level, with all of the research items following the trend. Items on selection of books ($\bar{x} = 3.35$), acquisition of new materials ($\bar{x} = 3.47$), acquisition of serials publications ($\bar{x} = 2.93$), acquisition of reference collections ($\bar{x} = 3.05$), acquisition of audio-visual materials ($\bar{x} = 3.15$) and acquisition of ICT resources ($\bar{x} = 3.47$) recorded high mean scores. This shows that federal polytechnic libraries in South-West, Nigeria consider various users' needs assessment while acquiring library materials. Lastly, findings showed that there are policies in place in the federal polytechnic libraries in South-West, Nigeria for collection development activities ($\bar{x} = 2.93$), with all of the research items following the pattern. Item on 'Collection development policy of my library includes preservation of materials for current and future use recorded the highest mean ($\bar{x} = 3.02$) while 'My library adheres to collection development guide in the successive addition of information resources to the library collection' polled the lowest mean ($\bar{x} = 2.65$) which is still higher than the criterion mean.

Hypothesis 1: Collection development has no significant influence on users’ satisfaction in federal polytechnic libraries in South-West, Nigeria.

Table 3: Simple regression model of collection development activities and user Satisfaction

	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
(Constant)	1.377	.543		2.536	.014
Collection development activities	.474	.166	.354	2.861	.006
Dependent Variable: User satisfaction. $F(1, 57) = 8.185, p = 0.000. R^2 = .126, Adj. R^2 = .110$					

The result relating to hypothesis one is presented in Table 3. The result revealed that collection development activities ($\beta = 0.354, t(56) = 2.861, p = 0.000$) has a positive and significant influence on users’ satisfaction in federal polytechnic libraries in South-West, Nigeria. The F-test (1, 57) is 8.185 shows that there is sufficient evidence to substantiate the model's usefulness in predicting users’ satisfaction. The R^2 (0.126) of the regression model indicates that 12.6% of the variation in users’ satisfaction is explained by collection development activities in federal polytechnic libraries in South-West, Nigeria. The finding suggests that collection development activities is a vital predictor that can enhance users’ satisfaction in federal polytechnic libraries in South-West, Nigeria.

Discussion of the Findings

Research question one was formulated to determine the level of user satisfaction on resources and services in federal polytechnic libraries in South-West, Nigeria. On the level of user satisfaction, the findings revealed that users of the federal polytechnic libraries (students) were highly satisfied with the resources and services of the library. This finding corroborated the study of Hussain and Abalkhan (2013), where the determinant of library use, collection and service among the students of School of Engineering at King Saud University, Riyadh (KSA), were found to be adequate resources and access. In the same vein, Abukari (2019) carried out a research on utilization and users’ satisfaction of resources of the Narl-Bita college library, Ghana. The result revealed that library users were generally satisfied with the collection and services of the library.

Research question two focused on collection development activities applied for resources development in federal polytechnic libraries in South-West Nigeria’ the findings revealed that the polytechnic libraries in South West Nigeria, applied all the collection development activities measured in the study. It also revealed the type of materials acquired for the library as the predominant collection development activity used for collection building in the federal polytechnic libraries in South-West Nigeria. Materials such as; serials, electronics, books, ICT resources, using direct purchase and endowment presented a very high respond rate from the respondents in this study. Invariably, these activities contributed highly to the resources collection development in federal polytechnic libraries in South-West, Nigeria. The findings supported the study of Okwu and Echem (2019) which examined the influence of collection development policy and users’ satisfaction in university libraries in River State, Nigeria. The study revealed that there is a significant influence of collection development policies on users’ satisfaction based on knowledge of collection development policy, availability of current resources and evaluation of collection development policy.

Hypothesis one postulated that collection development has no significant influence on users’ satisfaction in federal polytechnic libraries in South-West, Nigeria. The findings of this study revealed that collection development has a significant influence on users’ satisfaction in federal polytechnic libraries in South –West, Nigeria. Therefore, the null hypothesis is rejected while the alternate hypothesis is accepted. To corroborate this findings, Okwu and Echem (2019) found out from their study which examined the influence of collection development policy and users satisfaction in Rivers State, Nigeria that, there is a significant influence of collection development policies on users satisfaction based on knowledge of collection development policy. This finding again supported the work of Ekoh and Uduebor, (2017) in their examination of collection development processes in the National Library of Nigeria, Abuja and Usen Polytechnic Library in Edo state.

The finding revealed that both libraries adopted different processes in their bid to enrich their collection development and users were satisfied with their collections.

Conclusion and Recommendation

The study demonstrated that collection development and user's satisfaction is key and critical factor for improving service delivery in federal polytechnic libraries in South-West, Nigeria. Users patronizing the federal polytechnic libraries in South-West, Nigeria exhibited moderate satisfaction with resources and services in the federal polytechnic libraries in South-West, Nigeria. The users testified to the conduciveness of the library environment, library service and quality of information resources in the library as reasons for their source of satisfaction, patronage and visitation to the library. This study has generally revealed that users' satisfaction is high in all aspects. In view of this, there is need for Polytechnic libraries' management in the study areas to sustain users' satisfaction in the aforementioned areas. Thus, this study recommends that, the federal polytechnic libraries applied all the collection development activities measured in the study, thereby suggesting that the federal polytechnic libraries in the study area could further improve their collection development activities by sustaining activities such as serials, electronic materials, books, ICT resources, direct purchases and endowments which attracted very high responses.

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