

**Assessment of physical facilities and users' satisfaction: a case study****Information Impact:**

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This study is an assessment of the new physical facilities and users' satisfaction in University of Jos Main Library. Survey research method was adopted for the study and questionnaire was used to generate the necessary data using 834 respondents. Major findings of the study revealed that most of the respondents 395 (47.36%); were very satisfied with the type of reading tables/chairs. Also 368 (44.12%), respondents were very satisfied with the available type of computer systems. But in contrast, most of the respondents, 398 (47.72%) were very dissatisfied with the strength of the furniture and noise level from ring tones and phone conversations 351 (42.08%). They were also dissatisfied with the size of the reading space 344 (41.24%); brightness of the library when there is no electricity light 274 (32.97%); number of computers 303 (36.33%); number of charging points 271 (32.49%); number of lockers 254 (30.45%), noise level of library staff discussions 392 (47%) and other users' discussions 501 (60.07%). Although, the majority of the respondents 678 (81.29%) prefer the new facilities rather than the old and majority of the respondents 693 (83.09%) would like the new facilities to be replicated in other satellite libraries. It was therefore recommended amongst others that user education should be given to the various library patrons on how to behave while in the library so as to minimize noise, and on how to use the library facilities so as to prolong the lifespan of the facilities.

**Keywords:** Assessment, physical facilities, users' satisfaction, library resources**Introduction**

Most academic libraries in developed countries like Germany, United Kingdom and the United States of America have standard facilities such as chairs, reading

tables, book shelves, periodical racks, fans, carrels, vehicle parking space, computers, photocopiers and other facilities that would encourage, attract and make users

comfortable in the library. But in developing countries like Nigeria, most academic libraries are still trying to meet up to standard in terms of provision of physical facilities. Kulkani and Deshpande (2012) defined library physical facility as the physical condition where services are provided in the library which basically includes a study room, furniture, ventilation, and lighting.

Libraries are service providers with the primary objective of satisfying the information needs of the users. Hence they ought to have adequate and standard physical facilities that would attract the users to come in and use the services provided. According to Basil and Okorodudu (2012), physical facilities are important to the library but the extent to which they satisfy the users' information needs is more important. Users' satisfaction in terms of facilities refers to how users judge the facilities of the library, it refers to whether users get the desired services expected to be provided by the library (Saliu 2002).

Considerable studies have been conducted on the assessment of user satisfaction and libraries. Kumar (2013) carried out a study to evaluate the satisfaction level of users with regards to physical facilities using 100 respondents each from Technological Institute of Textile and Sciences (TITS) and Panipat Institute of Engineering and Technology (PIET) respectively, both located in Haryana, India. The findings of the study reveal that some respondents of TITS are very satisfied with the noise levels 50 (62.5%), directional signs

46 (57.5%) and lighting facilities 30 (37.5%) of the library. Similarly, some PIET respondents are also very satisfied with the furniture, 42(42%), availability of computer 35(35%), and behavior of staff 50(50%). Furthermore, 40 (50%) of TITS respondents are very satisfied with the temperature inside the library because the maximum area of the library is air conditioned, whereas only 18 (18%) respondents are of the same view in PIET library. Although the majority of respondents of PIET (80%) are satisfied with drinking water and toilet facilities.

In the same vein, Khan, Bhatti, Khan and Ismail (2014) also carried out a study on user satisfaction of library facilities at the University of Peshawar, Pakistan using 91 respondents. Findings of the study reveal that majority of the respondents are satisfied with the library physical facilities such as lighting system (mean=4.12), ventilation facilities (mean= 3.90), reading tables (mean=3.87), reading space (mean = 3.86) and computer facilities (mean = 3.56). However, some respondents are dissatisfied with the research corner facilities (mean= 2.36) and the air conditioners ( mean = 2.33). Similarly, Basil and Okorodudu (2012) carried out an assessment of user satisfaction of library facilities using 196 respondents at Edo State Central Library, Benin-City. Findings of the study reveal that users are satisfied with the furniture, reading space, fans, air conditioners, lighting, and ventilation.

In contrast, Oyedum and Babalola (2014) carried out an assessment of physical facilities and readers' satisfaction at Federal University of Technology Minna Library

using 700 respondents. In terms of ventilation, 17.9% users agree that the temperature is okay and can comfortably read during the heat period in the library, while 82.1% disagree. Furthermore, with regards to furniture, 16.4% respondents agree that the library seats are good, while 83.6% disagree. More-so, 92.9% said that the reading tables are also good while 7.1% disagree. Regarding the noise level in the library, 50% respondents agree that students' discussion in the library distract them while reading, while 35.7% agree that movement of people inside the library distracts them, and 7.1% are affected by library staff discussion. On lighting situation in the library, 21.4% are of the opinion that the library is generally bright for reading, while 78% disagree. Generally, the users are not comfortable with the physical facilities provided by the library. According to Liu and Allmang (2008) libraries periodically examine users' satisfaction with their collections, services, and facilities in order to ensure that the information needs of the users are met at all times. In University of Jos Main Library, the transformation of the physical facilities from traditional to modern created the need for an assessment of user satisfaction with the facilities. This would enable the library to know the extent by which the new facilities are enhancing learning so as to improve upon the present and plan for a better future. Hence the present study is very timely.

### **Background information on university of Jos library**

The university of Jos started as the Jos Campus of the University of Ibadan in

November 1971, after which the library was established in February 1972. Presently, the University of Jos Library consists of the Main Library which is located at Bauchi Road Campus, Naraguta Campus Library located at the University permanent site, Medical Library located at the Old Campus along Murtala Mohammed way and the Law Library also located at Bauchi Road Campus. The library like any other traditional library has a physical structure that houses the library facilities and resources such as tables, chairs, shelves, racks, photocopiers, computers, books, and journals.

After surviving about four decades, the physical facilities of the Main Library started deteriorating. There was the problem of a leaking roof, broken furniture, broken tiles, malfunctioning fluorescent tubes, faulty sockets, broken louvers etc. This gave rise to the need for renovation of the entire library. Hence, the University Management started renovating the library in 2013 and ended the renovation in 2015. In the course of renovation, the roof was changed from zinc to long span aluminum roofing sheets; the ceiling board was also changed from hard fiberboard to polyvinyl chloride (PVC). Likewise, part of the floor was changed from interlocking rubber tiles to ceramic tiles, while the lighting system was changed from fluorescent tubes to fluorescent bulbs. The seating arrangement and furniture were also changed. Cushions, settees, center tables, seating puffs/side tables, throw pillows, armless chairs, reading tables and carrel desks were introduced to replace the old reading chairs and tables. New desktop computers (HP all-in-one) were also

introduced with new and additional charging points to accommodate the desktop computers and students' laptops. More so, Venetian blinds were mounted at the windows and new lockers were also acquired by the Student Union Government (SUG) and stationed opposite the library building. The function of the lockers is to enable the students to keep/ lock their bags inside before entering the library in order to avoid acts of terrorism. At the end of the renovation, the library was repainted, pictures and artworks were fixed in the reading area and a bigger sign post was mounted to direct users to the library.

The renovation of the University of Jos Main Library from 2013- 2015 created a new reading environment for the users. But at the same time from observation, there were diverse views and opinions about the new environment. Some users view the new facilities as satisfactory while others are of the opinion that the old facilities were better. This renovation gave the library a brand and attractive new look. It is against this backdrop that this study was designed to assess users' satisfaction of the new physical facilities as an essential tool for future planning. This study is significant because the finding would greatly assist the Library and University Management to plan adequately for the future with regards to physical facilities in the library.

### **Objectives of the study**

The general objective of this study is to assess the users' satisfaction level of the new physical facilities in University of Jos

Main Library. The specific objectives are to assess:

- i. the users' satisfaction level of the reading space and new furniture in the library.
- ii. the users' satisfaction level of the ventilation and lighting systems of the library.
- iii. the users' satisfaction level of the new computers and charging points.
- iv. the users' satisfaction level of the new lockers installed opposite the library building.
- v. the users' satisfaction level of the noise level in the library.

### **Research questions**

- i. What is the users' satisfaction level of the reading space and new furniture in the main library?
- ii. What is the users' satisfaction level of the ventilation and lighting systems of the library?
- iii. What is the users' satisfaction level of the new computers and charging points in the library?
- iv. What is the users' satisfaction level of the new lockers installed opposite the library building?
- v. What is the users' satisfaction level of the noise level in the library?

### **Methodology**

Survey research method was adopted for the study in order to adequately sample the opinion of the users. The target population of the study comprises the entire staff and students of the University of Jos who are all entitled to use the library.

**Table 1. Population of study at university of Jos**

S/N	Library users	Number
1	Academic staff	1,222
2	Non-academic staff	2,044
3	Students	20,753
	<b>Total</b>	<b>24,019</b>

Source: Academic Planning Office, University of Jos; January 201

In determining the sampling technique and sample size, stratified random sampling was adopted because the population is not homogenous. On the other hand, in

obtaining the appropriate sample size, the table of sample size created by Krejcie and Morgan (1970) was used.

**Table 2. Sample size of staff and students**

Library users	Population size (N)	Sample size (S)
Academic staff	1,222	291
Non- academic staff	2,044	322
Students	20,753	377
<b>Total</b>	<b>24,019</b>	<b>990</b>

The data collection instrument used for this study is the questionnaire which comprises two sections (A and B). Section A consists of questions on the demographic data of the respondents such as gender and age, while section B consists of seven sub-sections with various questions on the users' level of satisfaction of the library facilities. In order to validate the instrument, copies of the questionnaire were given to senior colleagues in the library who made the necessary inputs in order to make sure that

the questionnaire generated the desired data. After-which, Cronbach - alpha test was carried out to determine the reliability of the questionnaire at  $r = 0.78$

### Findings and discussion

Out of the 990 number of questionnaires distributed, 834 (84%) were completed, returned and found usable. Hence, all the respondents (834) were used for the analyses of results of the study.

**Table 3. Distribution of participants based on gender, age, and category of user**

Variable	Frequency	Percentage (%)
<b>Gender</b>		
Male	405	48.56%
Female	404	48.44%
Not indicated	25	2.99%
<b>Total</b>	<b>834</b>	<b>100%</b>
<b>Age</b>		
15-25	335	40.16%

26-35	334	40.04%
36-45	53	6.35%
46-55	84	10.07%
56-65	17	2.03%
65 and above	5	0.5%
Not indicated	6	0.7%
<b>Total</b>	<b>834</b>	<b>100%</b>
<b>Category of user</b>		
Remedial	119	14.26%
Undergraduate	302	36.21%
Post graduate	155	18.58%
Non academic	98	11.75%
Academic	149	17.86%
Not indicated	11	1.31%
<b>Total</b>	<b>834</b>	<b>100%</b>

Table 3 clearly shows that almost equal number of males 405 (48.56%) and females 404 (48.44%) participated in the research. Based on age, the majority of the participants are between the ages of 15 and

25 who fall into the category of young people, while the majority of the participants based on the category of the user are undergraduates (36.21%).

**Table 4. Users' satisfaction level of the reading space and new furniture in the main Library**

<b>Item</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neither</b>	<b>Dissatisfied</b>	<b>Very dissatisfied</b>	<b>Total (%)</b>
Are you satisfied with the size of the reading space?	61 (7.31%)	77 (9.23%)	68 (8.15%)	344 (41.24%)	284 (34.05%)	834 (100%)
Are you satisfied with the distance between one reading table and the other?	14 (1.67%)	46 (5.51%)	56 (6.71%)	401 (48.08%)	317 (38%)	834 (100%)
Are you satisfied with the type of cushions/ settees?	352 (42.20%)	391 (46.88%)	52 (6.23%)	39 (4.67%)	-	834 (100%)
Are you satisfied with the type of centre tables?	403 (48.32%)	337 (40.40%)	55 (6.59%)	28 (3.35%)	11 (1.31%)	834 (100%)
Are you satisfied with the type of side tables/ puffs?	181 (21.70%)	601 (72.06%)	-	52 (6.23%)	-	834 (100%)
Are you satisfied with the	355	313	15	57	94	834

type of throw pillows?	(42.56%)	(37.52%)	(1.79%)	6.82%	(11.27%)	(100%)
Are you satisfied with the type of armless chairs?	335 (40.16%)	347 (41.60%)	13 (1.55%)	74 (8.87%)	65 (7.79%)	834 (100%)
Are you satisfied with the type of reading tables/carrels and swivel chairs?	395 (47.36%)	377 (45.20%)	-	31 (3.71%)	31 (3.71)	834 (100%)
Are you satisfied with the arrangement of the furniture?	365 (43.76%)	368 (44.12%)	11 (1.31%)	37 (4.43%)	53 (6.35%)	834 (100%)
Are you satisfied with the furniture strength?	33 (3.95%)	99 (11.87%)	32 (3.83%)	272 (32.61%)	398 (47.72%)	834 (100%)
Are you satisfied with the comfort of the library furniture?	423 (50.71%)	297 (35.61%)	7 (0.83%)	57 (6.83%)	50 (5.99%)	834 (100%)

Table 4 shows that majority of the respondents are very satisfied with the type of center tables 403(48.32%), type of throw pillows 355 (42.56%), type of reading tables/carrels and swivel chairs 395(47.36%), and comfort of the reading tables 423 (50.71%). Furthermore, the majority of the respondents are satisfied with the type of side tables/puffs 601 (72.06%), type of armless chairs 347 (41.60%), type of cushions/settees 391 (46.88%) and arrangement of the furniture 368 (44.12%). This could be due to the fact that the furniture are new and attractive, making the reading environment look inviting to the users. This finding supports the finding of Kumar (2013) of Panipat Institute of Textile and Engineering where majority 42 (42%) of the respondents were

satisfied with the type of furniture in the library. In the same vein, the finding also supports the finding of Anantapur (2015) at Gat Institute of Technology Central Library were 194(90.7%) respondents were satisfied with the furniture in the library.

But in contrast, the majority of the respondents are very dissatisfied with the strength of the furniture 398 (47.72%). They are also dissatisfied with the size of the reading space 344 (41.24%) and the distance between one reading table and the other 401 (48.08%). This could be due to the fact that few of the furniture have started showing signs of disintegration as a result of pressure. At the same time, after the renovation; the rush into the library by numerous users could make the reading space to appear inadequate.

**Table 5. Users' satisfaction level of the lighting and ventilation in the Main Library**

Item	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	Total (%)
Are you satisfied with the natural light that penetrates the library through the windows when there is electric light?	289 (34.65%)	397 (47.60%)	58 (6.95%)	85 (10.19%)	5 (0.5%)	834 (100%)
Are you satisfied with the brightness in the library when there is no electric light?	103 (12.35%)	166 (19.90%)	35 (4.19%)	274 (32.85%)	256 (30.69%)	834 (100%)
Are you satisfied with the type and number of bulbs in the library?	363 (43.52%)	342 (41.00%)	45 (5.39%)	72 (8.63%)	12 (1.43%)	834 (100%)
Are you satisfied with the brightness of the electric light in the library when reading?	451 (54.07%)	322 (38.60%)	31 (3.71%)	25 (2.99%)	5 (0.5%)	834 (100%)
Are you satisfied with the natural ventilation in the library?	394 (47.24%)	340 (40.76%)	52 (6.23%)	34 (4.07%)	14 (1.67%)	834 (100%)
Are you satisfied with the type of ceiling fans in the library?	395 (47.24%)	341 (40.88%)	53 (6.35%)	35 (4.19%)	10 (1.19%)	834 (100%)
Are you satisfied with the number of ceiling fans in the library?	283 (33.93%)	292 (35.01%)	115 (13.78%)	112 (13.42%)	32 (3.83%)	834 (100%)
Are you satisfied with the ventilation in the library without an air conditioner?	231 (27.69%)	290 (34.77%)	48 (5.75%)	194 (23.26%)	71 (8.51%)	834 (100%)

Table 5 shows that majority of the respondents are satisfied with the type and number of bulbs 363 (43.52%), the brightness of the bulbs 451 (54.07%) and the type of ceiling fans 395 (47.24%). More so,

majority of the respondents are satisfied with the natural ventilation in the library 394 (47.24%), the natural light that penetrates the windows when there is electric light (397 47.60%), the number of ceiling fans in

the library 292 (35.01%), and the ventilation in the library without air conditioners 290 (34.77%). This could be due to the fact that the weather in Jos is relatively cold most times of the year, allowing residents to stay comfortably without necessarily using air conditioners compared to other parts of Nigeria that experience warmer weather conditions. Thus this finding supports the finding of Basil and Okorodudu (2012) where the majority of the respondents were satisfied with the lighting and ventilation in Delta State library.

Although, most of the respondents are dissatisfied with the brightness of the library when there is no electric light 256 (30.69%).

This could be due to the fact that the curtains and Venetian blinds may be obstructing the penetration of sunlight through the window or some windows may be closed at the time of power failure thereby preventing the penetration of natural light. It is worthy of note that the main purpose of windows in libraries is to provide natural light and allow the passage of natural air into the library building. The windows also help to promote good health of the staff and users of the library, at the same time prolonging the life span of library materials. On the other hand, curtains and blinds are mounted on the windows in order to prevent ztoo much sunlight or the wind from coming into the library building.

**Table 6. Users' satisfaction level of the new computers and charging points**

<b>Items</b>	<b>Very satisfied</b>	<b>Satisfied</b>	<b>Neither</b>	<b>Dissatisfied</b>	<b>Very dissatisfied</b>	<b>Total (%)</b>
Are you satisfied with the type of newly installed computers (HP all- in- one) in the Main Library?	368 (44.12%)	329 (39.44%)	59 (7.07%)	56 (6.71%)	22 (2.63%)	834 (100%)
Are you satisfied with the number of the computer?	79 (9.47%)	100 (11.99%)	81 (9.71%)	303 (36.33%)	271 (32.49%)	834 (100%)
Are you satisfied with the space/ size of the computer laboratory?	90 (10.79%)	129 (15.46%)	42 (5.03%)	336 (40.28%)	237 (28.41%)	834 (100%)
Are you satisfied with the seating arrangement in the computer laboratory?	272 (32.61%)	374 (44.84%)	22 (2.63%)	56 (6.71%)	110 (13.18%)	834 (100%)
Are you satisfied with the number of charging points for desktops and laptops?	133 (15.94%)	196 (23.50%)	68 (8.15%)	271 (32.49%)	166 (19.90%)	834 (100%)

Are you satisfied with the comfort of the computer laboratory?	217 (26.01%)	376 (45.08%)	50 (5.99%)	85 (10.19%)	106 (12.70%)	834 (100%)
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Table 6 shows that majority of the users are very satisfied with the type of computers 368 (44.12%), satisfied with the seating arrangement 374 (44.84%) and comfort of the computer laboratory 376 (45.08%). This could be due to the fact that the newly installed computers (HP 3-in-one) could be operated just like smartphones and since most of the library patrons are youths who own and know how to operate smartphones they find it easy and convenient to use the new computers without many difficulties.

However, they are dissatisfied with the number of computer 303 (36.33%); the size of the computer laboratory 336 (40.28%) and also dissatisfied with the number of charging points 271 (32.49%). The dissatisfaction could be due to the fact that the influx of users is more than the computers and charging points. This finding is in line with the finding of Bukhari; Bukhari, Ahmad and Naz (2010) where 81% respondents indicated that their computers were inadequate.

**Table 7. Users' satisfaction level of the newly acquired lockers for keeping bags opposite the Main Library**

Items	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	Total (%)
Are you satisfied with the type of locker acquired for keeping your bags before entering into the library?	215 (25.77%)	308 (36.93%)	116 (13.90%)	137 (16.42%)	58 (6.95%)	834 (100%)
Are you satisfied with the size of the locker?	187 (22.42%)	292 (35.01%)	121 (14.50%)	175 (20.98%)	59 (7.07%)	834 (100%)
Are you satisfied with the number of the locker?	119 (14.26%)	224 (26.85%)	137 (16.42%)	254 (30.45%)	100 (11.99%)	834 (100%)
Are you satisfied with the location of the locker (opposite the library building)?	217 (26.01)	377 (45.20%)	106 (12.70%)	85 (10.19%)	49 (5.87%)	834 (100%)

Table 7 shows that majority of the respondents are satisfied with the type of locker 308 (36.93%), the size of the locker

292 (35.01%) and location of the locker 377 (45.20%). This could be due to the fact that the lockers are secured enough to keep the

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bags of the users safely. Although, the majority of the respondents are dissatisfied with the number of the locker 254 (30.45%).

This could also be due to the fact that the users seem to outnumber the lockers provided.

**Table 8. Users' satisfaction with the noise level in the Main Library**

Items	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Total (%)
Are you satisfied while studying with the noise level of other users' discussions?	56 (6.72%)	13 (1.55%)	15 (1.79%)	501 (60.07%)	249 (29.85%)	834 (100%)
Are you satisfied while studying with the noise level of library staff discussions?	144 (17.22%)	83 (9.95%)	3 (0.35%)	392 (47%)	212 (25.41%)	834 (100%)
Are you satisfied while studying with the noise level of other peoples' movement within the library?	103 (12.35%)	156 (18.70%)	-	379 (45.44%)	196 (23.50%)	834 (100%)
Are you satisfied while studying with the noise level from ring tones and phone conversations within the library?	125 (14.89%)	93 (11.15%)	4 (0.47%)	261 (31.29%)	351 (42.08%)	834 (100%)
Are you satisfied while studying with the noise level outside the library building?	191 (22.90%)	392 (47.00%)	31 (3.71%)	125 (14.98%)	95 (11.39%)	834 (100%)

Table 8 shows that majority of the respondents 392 (47.00%) are satisfied while studying with the noise level outside the library building. But on the contrary, the majority of the respondents 501 (60.07%)

are dissatisfied with the noise level while studying of other user's discussions. This could be due to the fact that the arrangement of the furniture is in such a way that the settees and the individual carrels are close

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together, hence those using the settees for group discussions are close to those using the carrels for individual studies. More so, the majority of the respondents 379 (45.44%) are also dissatisfied with the noise level while studying of peoples' movements within the library. This could also be so because some library staff/users were very noisy shoes that could cause a distraction to other users within the library. These findings support the findings of Oyedum and Babalola (2014) where 50.0% and 35.7% respondents indicated that noise from students' discussions and movement of people within the library distract them while studying. Furthermore, the majority of the

respondents 392 (47.00%) are also dissatisfied while studying with the noise level of library staff discussions. This could be so because some staff offices are located close to the reading areas, therefore, their discussions may be affecting the users that are studying close to them. The majority of the respondents 351 (42.08%) are also very dissatisfied while studying with the noise level from ringtones and phone conversations. This may likely be because some users may forget to put their phones on silence while in the library while some are in the habit of answering calls in the library thus distracting their counterpart who are studying.

**Table 9. Users' preference of physical facilities before and after renovation**

Which do you prefer?	Yes	Neither	No	Total (%)
Facilities in the library before renovation	156 (18.70%)	15 (1.79%)	663 (79.49%)	834 (100%)
Facilities in the library after renovation	678 (81.29%)	19 (2.27%)	137 (16.42%)	834 (100%)

Table 9 shows that majority of the respondents prefer the physical facilities in the Main Library after renovation 678 (81.29%), while few 156 (18.70%) prefer the facilities before the renovation. This could be due to the fact that in life generally,

people prefer modern facilities. Hence since the facilities are new, attractive and more comfortable, the users seem to be more relaxed in the learning environment compared with the facilities before the renovation.

**Table 10. Users' preference for having the new facilities in the Main Library only or replicating the facilities in other Satellite Libraries**

Would you prefer the new facilities to be in the Main Library only or be replicated in other Satellite Libraries?	Yes	Neither	No	Total (%)
Facilities should be in the Main Library only	141 (16.90%)	5 (0.59%)	688 (82.49%)	834 (100%)

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Facilities should be replicated in other Satellite Libraries	693 (83.09%)	3 (0.35%)	138 (16.54%)	834 (100%)
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Table 10 shows that majority of the respondents prefer the new physical facilities to be replicated in other Satellite Libraries 693 (83.09%), while few 141 (16.90%) prefer the facilities to be in the Main Library only. This could be so because the respondents would like all the libraries to have the same facilities such that any of the libraries they desire to use, they would be able to enjoy the same comfort. This could also be so because the respondents would like their counterparts that use other Satellite Libraries to also enjoy the same facilities as they do in the Main Library.

### Conclusion and recommendations

The assessment of the new physical facilities and users' satisfaction in University of Jos Main Library has clearly shown that users are generally satisfied with the "wind of change" except in some few areas where they expressed dissatisfaction. Hence based on the findings of this research, the following are strongly recommended:

1. The Library Management should constitute a maintenance committee whose duties would include amongst others, the monitoring of how the various users use the new physical facilities and also the general maintenance of the facilities. This should be done with the aim of identifying and possibly withdrawing from use any damaged or faulty facility.
2. The Library Management should also ensure that these damaged or faulty facilities are either repaired or replaced immediately in order to prevent further deterioration and to prolong the lifespan of the facilities.
3. The library staff should be sensitized generally on work ethics so as to minimize unethical behaviors such as making loud noises while in the office.
4. The porters should endeavor to open the windows and curtains/blinds especially when there is a power failure. This would definitely improve the lighting condition of the library in the absence of electricity.
5. User education should be given to the library patrons on how to use the new facilities and on library rules in general. By so doing, the life span of the facilities would be prolonged at the same time; unruly behaviors such as making loud noises while in the library would also be minimized.

6. Finally, the Library management should extend the new facilities to other Satellite Libraries, in order to ensure uniformity, comfort, beauty and attractiveness of all the libraries in the University. By so doing, the Main Library would be decongested and the users would be evenly spread.

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