

**STUDENTS' USE AND SATISFACTION WITH REPROGRAPHIC SERVICES AT
DELTA STATE UNIVERSITY LIBRARY**

By

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Abstract

This study focused on the state of reprographic services/activities in federal, state and private university libraries in Delta state, Nigerian. The main objective is to appraise the state of reprographic services in university libraries in Nigeria. In order to achieve the main objective of the study, the researcher formulated some specific objectives. The study employed descriptive–survey research design in the course of the study. Questionnaires and observable checklists were the instruments used for data collection. The target population includes librarians and registered library users of university libraries in Nigeria. Findings from this study showed that; reprographic services are being carried out in most of the universities libraries; Reprographic service/activities are not effective; Library users do not make use of reprographic services frequently because. There are strategies that university libraries in Nigeria can use to improve the state of reprographic services with provision of alternative source of power and improved funding of reprographic as most appropriate. Based on the above, the study recommends that Nigerian universities libraries should continue to carry out reprographic services to continue to satisfy the needs of users. The researchers also recommend that Nigerian university libraries should enlarge the reprographic service they render for commercial purposes so that they can meet the need of more people in the community where the library is situated.

Introduction

Reprographic service is one of the cardinal functions of the library and this is to make information resources available to library users, particularly when the materials cannot be borrowed out on a long term or when the student desires to have a personal copy of such materials. The main thrust of reprographic service in the library is to make information available to library patrons. This is because information is the spin on which the continued existence of any society rely on (Okiki, 2011). Information is key to the well-being of humanity and stands as the major determinant for decision making. Information is so significant and could be equated to any other economic resources to which an increased in the investment on information leads to

increase in productivity and a catalyst to national development. The library as an information store where different forms of information resources are kept, is seen as a gateway to information in any institution, because it houses information bearing resources in different formats. In this regard, Mohammed (2017) considered libraries as, veritable portals of organized information useful for coping with varieties of information needs, expectations and challenges. Traditionally, libraries are known for housing information in print and non-print format and are used for educational development of individuals in the society.

University libraries are essential component of the university. It is built to satisfy the information needs of students, staff, researchers, and other users in the university's environment. Edom (2013) notes that the university library as a repository of the wisdom of great thinkers of the past and the present. Its collections and services are designed to meet the instructional programme of the institution involved. Rejendran (2005) and Okafor (2011) notes that the primary capacity of a University library is to fill in as an assistant to a parent organization in providing supportive roles in the teaching, learning and research roles of the university. Generally, the university library's objective is to support academic activities in their university community. For libraries to accomplish their objectives, libraries need to stock current materials, especially through the provision of relevant and current information resources in both print and non-print formats.

In spite of the current resources stocked in the libraries, Libraries find it challenging to effectively access and reproduce the accessible resources in the library, due to either complete absence or shortage of reprographic facilities, this calls for great concern (Udochukwu, 2019).

Consequently, the importance of effective reprographic facility and the need to stock library with relevant and current information resources cannot be under estimated.

In view of the above, university librarians' function is to effectively provide services to meet user's information needs. However, for libraries to adequately serve its patrons there is need for librarians to explore other means of providing services and making library materials available to patrons, this can be done through reprographic service. Anyanwu (2008) cited in Udochukwu (2019) lend credence to the above and highlighted the importance of reprography in library services to comprise saving space, helping in the preservation and conservation of library materials, assisting in the reproduction of rare books, of print and archival materials for the purposes of storage and use, supporting inter-library corporation resources and sharing, improving the use of library materials and facilitating the reproduction of exact copies of document.

Arome, Nathaniel & Alfred (2020) posits that reprographic services are services that are rendered in the reprographic units of libraries. Reprographic service has been variously defined by different scholars. Reprographic services according to Sacket, (2002), Anyanwu (2008) and Ashikuzzaman (2018) is the reproduction of graphics through motorized or electrical means such as photography or xerography. They further explained that it is the art of producing single or numerous copies of documents either by photography, cinematography or other means. The term reprographic was first introduced as "office printing" at the first international congress on reprography held in Cologne, Germany in 1963. Reprography, as explained is a term that is currently utilized instead of photograph copying, printing, record proliferation, or narrative

propagation, (Sacket, 2002, Anyanwu 2008 and Ashikuzzaman 2018). According to Sambo, Aghojare, and Ahutu (2016) the significant import of reprographic units in libraries is to decrease expense of printing, copying, and other relative administrations delivered in the unit for library clients. Furthermore, other reprographic business focuses inside and outside the scholarly organization such as dispersal of data for a huge scope among libraries and among libraries and their benefactors, proliferation of reports and to avoid mutilation of library assets by clients are some of the reasons for establishment of reprographic services.

Statement of the Problem

The study on students use and satisfaction with reprographic services was necessitated by the researcher's observation from his visit to the Delta State University Library and interaction with library patrons particularly the students. Reprographic service is key and vital in dissemination of information to library users within the university community, a functional reprographic unit will no doubt enhance provision of library materials for teaching, learning and research. Over the years reprographic unit of the university library is faced with some challenges, this is evident in the movement of staff and students for reprographic purposes. Consequently, this study seeks to examine students use and satisfaction with reprographic services at Delta State University Library, Abraka.

Research Questions

Based on the general and specific objectives of this study, the following research questions were formulated to guide this study.

1. What is the state of reprographic services at Delta State University Library?

2. What is the level of effectiveness of reprographic services in the University Library?
3. To what extent do students make use of reprographic services in the University Library?
4. What is the level of students' satisfaction with Library routine services at the Delta State University Library?
5. What are the problems associated with reprographic services in the University Library?

Literature Review

Reprographic service is one of the cardinal functions provided to users in the library to improve the provision of library materials to library patrons in time of information resources needs. Singh and Garg (2002) defined reprographic services as the production of documents of all kinds by any process using light, heat, or electric radiation-photocopies, micro-copies, blueprints, electro copies, and thermos copies. Reprographic services are the reproduction of graphics through mechanical or electrical means, such as photography or xerography (Popoola, 2008). Reprographic, as explained is a term that is now used in place of photo duplicating, photocopying, duplicating, printing, document reproduction, or documentary reproduction, (Anyanwu, 2008). Reprography serves many roles in libraries and these roles amongst others include: dissemination of information on a large scale among libraries and between libraries and their patrons; reproduction and catalogue preservation of records; security; storage of important documents; securing the protection of information in rare and important texts; extensive reproduction of information of unique collection of data such as out of print books; manuscript; volumes of periodicals and saving of space in the library.

Reprographic services are essential to the realization of the goals of university libraries. Ashikuzzaman (2018) opines that the advantage of reprographic services by university libraries

is that, users have easy access to photocopying services and it enables library users to reproduce required information from textbooks and journals. Rotundo and Sackett (2002) identified other benefits of reprographic services in university libraries to include, converting hard copy drawings and originals to secure digital files, creating crisp, clean image on plain bond paper, digital files can be made available in internal works and scanners can compress files to manageable sizes. Reddy (2017) believes that reprographic services are of advantage in the following areas, saves labor in the sense that both users and library staff expends less labour in reproducing a large number of information materials, saves time as it conserves the time that would have been spent by users to copy. Furthermore, it enhances quality service, the accuracy of service, gets rid of monotony, enhances the image of the library, encourages accurate control of the library, saves cost, and reduces burden at work.

According to Eze (2004), reprographic service is a fast and cheap means of recycling information and has become a major activity in the modern library. In other words, a reprographics service is a way of reproducing a copy of information material and making them available for library clients. Eze (2004) further noted that reprographic service helps university libraries to produce a fresh copy of a document, and it is now taking the center stage in library services by making an original document available to the user. Eze (2004) echoes that reprographic services help the university libraries in sharing resources through reprographic services. It is worthy to note that libraries not only provide multiple copies of original documents to their clients, but they can also obtain copies of information resources they need from other libraries through resource sharing and networking. Collaborating on this, Anyaoku (2008) adds

that reprographic service serves the roles in libraries and these roles amongst others includes dissemination of information on a large scale among libraries and between libraries and their patrons, reproduction and catalogue preservation of records, security, storage of important documents, securing the protection of information in rare and important texts, extensive republication of information of resources such as books, serials materials and other library resources. This in addition to reprographic services will enable the library to render quality services to her patrons.

Some reprographic services are: for making copies for library users; in making copies for addition to the existing library stock; can be used for inter-library lending; for making copies of library guides for users or instructions to the user; useful for administrative process correspondence, communication; for preservation purposes; the original copies are preserved while the reproduced copies are made available to users; for security purposes; the original copy of a document is perfectly secured, security reasons while the photocopy is only made available. The original copy is never given out. It minimizes theft, mutilation, and pilfering of books; for publication purposes; as in micro-publishing; for document conservation or restoration purpose.

In spite of the usefulness of reprographic services in the library, it is still faced with some challenges. This is because offerings reprographic services in the library require using machines which need to be maintained or serviced now and again to enhance their efficiency. However, It has been observed that reprographic services in most Nigerian university libraries are hampered due to the fact that reprographic gadgets are not regularly maintained and when they are sooner or later broken down, then are dumped outdoor the library. Igbegher (2009)

additionally, itemized a few troubles related to reprographic services in the library which include a lack of spare parts and investment and Know-how, Igbegher sees adequate funding as a catalyst to potent reprographic services in universities libraries and other academic institutions libraries. This is due to the fact that while libraries are underfunded, each activity is at a standstill and it may pose a serious problem, because the library needs money to enable her function properly. When libraries are underfunded, there will be trouble with purchase of library materials and this will impact negatively on the image of the library.

Rimiru (2017) taken into consideration a few issues associated with reprographic services and noted that with the use of photocopying gadget, copies of reproduced files may also fade with time, price of photocopying files may be an awful lot if a big quantity of copies are worried, simplest selected colours can be copied and photocopy machines can't be used whilst there's no energy supply. In addition, Reddy (2017) opines that, the expensive nature of reprographic machines, forms of equipment smash down any minute, can make human beings lazy and that it creates fewer jobs for human beings as machines do the process that would were given to people. Reddy views are both on the impact of lack of fund in the library and human resources which are very fundamental in the operations of the library.

Ajayi (2012) opines that reprographic machines need ordinary preservation for prolonged lifestyles span and excellent output. Ajayi further highlighted some of the problems facing reprographic services to include inadequate personnel and absence of investment. Apart from the value incurred in acquiring reprographic devices, funding that is needed for the overhaul and replacement of the machines and other broken elements are not readily available.

Methodology

This study elicited data from the respondents (undergraduates of Delta State University, Abraka) on issues relating to students' use and satisfaction with reprographic services at Delta State University Library. The descriptive survey design was used for the study. A target population of 1,500 respondents which consisted of undergraduates from different faculties of the Institution was used for the study. From the target population of 1,500 respondents, a sample size of 350 respondents which is 23% of the total population was selected for the investigation by means of accidental sampling technique. The sampled population was determined in line with krejcie and Morgan (1970) recommended population and sample size for research activity. However, out of the 350 copies of the questionnaire administered only 254 copies of the questionnaire were returned and found useful for conducting the study which represent 72% response rate.

The instrument (questionnaire) was designed by the scholar and titled "Students' Use and Satisfaction with Reprographic Services Questionnaire (SUSRSQ)". Research question 1 was answered using percentage and frequency counts, while research questions 2 to 5 were answered using mean. The Real limit of numbers was used with a mean rating of 0.00 to 1.49 (very low), 1.50 to 2.49 (low), 2.50 to 3.49 (high) and 3.50 and above (very high). The analysis was done with the aid of SPSS version 22.

Results and Discussion of Findings

This section of the research addressed the presentation and discussion of the research findings in line with the research questions that were raised in the study. This is presented as follows:

Research Question One: What is the state of availability of reprographic services at Delta State University Library?

Table 1: Availability of Reprographic Services

Item	Responses			
	Agree		Disagree	
	Freq.	%	Freq.	%
Delta State University Library has reprographic service unit	163	64.2	91	35.8

Data in Table 1 shows the availability of reprographic services in Delta State University Library. It was revealed that majority of the respondents (163, 64.2%) agreed that reprographic service is available in Delta State University, Library.

Table 2: Extent of Effectiveness of Reprographic Services

Extent of Effectiveness	Responses				\bar{x}	Remark
	Very High	High	Less	Not		
Reprographic service is very effective in the university library	27	62	71	92	2.10	Low
Aggregate Mean					2.10	
Criterion mean					2.50	

Table 2 revealed the extent of effectiveness of reprographic services in Delta State University library. It was revealed in the Table that the aggregate mean of 2.10 is lower than the criterion mean of 2.50. Therefore, the conclusion was reached that the extent of effectiveness of reprographic services in Delta State University Library is low.

Table 3: Extent of Use of Reprographic Services by Students

Extent of Use	Responses				\bar{x}	Remark
	Highly used	Used	Less Used	Not Used		
To what extent do you use reprographic services in the university library	13	39	81	121	1.78	Low
Aggregate Mean					1.78	
Criterion mean					2.50	

Data presented in Table 3 showed that the aggregate mean of 1.78 is lower than the criterion mean of 2.50 which implies that the extent of use of reprographic services by student is low. The conclusion was reached that to a low extent the students use reprographic services.

Table 4: Extent of Satisfaction with Reprographic Services offered in the University Library

Extent of Satisfaction	Responses				\bar{x}	Remark
	Very High	High	Low	Not		
Very Satisfied	40	35	98	81	2.13	Low
Somewhat satisfied	41	41	83	82	2.11	Low
Neither satisfied nor dissatisfied	34	42	90	81	2.06	Low
Somewhat dissatisfied	50	101	41	62	2.55	High

Very dissatisfied	48	101	41	64	2.52	High
Aggregate Mean					2.27	
Criterion mean					2.50	

The extent of satisfaction with reprographic services offered in the university library is shown in Table 4. It was revealed that the aggregate mean of 2.27 is lower than the criterion mean of 2.50 which indicates that the extent of satisfaction with reprographic services offered in the university library is low. Therefore, it was concluded that to a low extent the students are satisfaction with reprographic services that are offered in the university library.

Table 5: Problems Associated with Reprographic Services

Extent of Satisfaction	Responses				\bar{x}	Remark
	Strongly Agree	Agree	Disagree	Strongly Disagree		
Irregular electricity supply	101	97	14	42	3.12	Agree
Insufficient equipment	83	104	27	40	2.96	Agree
Moribund equipment	84	107	30	33	2.96	Agree
Awareness of information about reprographic service	91	92	27	44	2.97	Agree
Aggregate Mean					3.00	
Criterion mean					2.50	

Data in Table 8 reveals information on the problems associated with reprographic services. It was revealed in the Table that the aggregate mean of 3.00 is higher than the criterion mean of 2.50 which implies that majority of the respondents agreed that several problems inhibit the use of reprographic services in Delta State University Library. It was therefore concluded that: irregular electricity power supply ($\bar{x}=3.12$), insufficient equipment ($\bar{x}=2.96$), moribund

equipment ($\bar{x}=2.96$), and students' awareness of information about reprographic services ($\bar{x}=2.97$), are the problems associated with the use of reprographic services in Delta State University Library.

Recommendations

Based on the findings from the study, the following recommendations are made:

1. The University Library should improve on the reprographic services, to make it more effective.
2. That in other to ensure that quality services are rendered in the University Library, reprographic services should meet the satisfaction of students within the University community.
3. The University Library should address issues such as insufficient equipment, moribund equipment, and students' awareness of information about reprographic services that constitute limitations to providing reprographic services at the University Library.

Conclusion

This study focused on students use and satisfaction with reprographic services at Delta State University Library, Abraka. Reprographic services are very vital in Libraries, particularly academic libraries that provides information resources (books and non-book) materials that support teaching, learning and research. In view of the very important role of the library and its place in the advancement of education, the importance of reprographic services in academic library cannot be under estimated. Consequently, the study found that reprographic service is available at the Delta State University Library but the extent of effectiveness is low and that

student's use of reprographic services is also very low. Students are less satisfied with reprographic services offered at the Delta State University library. The study established that irregular electricity power supply, insufficient equipment, moribund equipment, and students' awareness of information about reprographic services, are the problems associated with the use of reprographic services in Delta State University Library. For improved reprographic services in the library, the University Library should address issues such as inadequate power supply, insufficient equipment, moribund equipment, and students' awareness of information about reprographic services.

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