

ENHANCING USER SATISFACTION: THE PIVOTAL ROLE OF INFORMATION RETRIEVAL TOOLS IN UNIVERSITY LIBRARIES IN RIVERS STATE

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Abstract

University libraries cannot be a life transforming institution without been usable and accessible. This basic concept of usability and accessibility of a library largely depend on effective Information Retrieval Tools (IRT) which in turn ensures users' satisfaction. Hence, the study which investigated; enhancing user satisfaction: the pivotal role of information retrieval tools in university libraries in River State. Descriptive research survey was adopted. The population of the study is 99 library staff. The sample of the study is 90 library staff. A purposive sampling technique was used to gather 99 library staff; para-professional and professional staff in university libraries in Rivers State. A structured questionnaire "Enhancing User Satisfaction Questionnaire (EUSQ)" was designed and adopted for the study. The instrument was validated by experts in the field of study. Reliability was by test re-test method. This study was analyzed using simple percentages and mean scores. The result shows that online catalogues for resource discovery, electronic databases for accessing scholarly article and open access repositories for accessing free scholarly content were used as information retrieval tools in university libraries in Rivers State and they are highly utilized by users. The finding revealed that information retrieval tools assist users to find up-to-date information for their research, information retrieval tools save library users' time in locating resources, thereby improving the overall library users' satisfaction with the library. The study revealed the challenges associated with the use of information retrieval tools by library users, which are; inadequate technology infrastructure, limited access to modern technology, insufficient digital literacy skills, while possible solutions are; computer literacy training programmes, updating digital collections regularly among others. In conclusion, university libraries and librarians cannot be a life transforming institution and responsible staff without been usable and accessible. This study recommended among others that; University library managements should continuously monitor usage statistics and gather user feedback to access the effectiveness of IRT tools and make necessary adjustments, and the need for collaboration between librarians, IT staff, and academic departments to optimize information retrieval tools for specific academic disciplines.

Keyword: Information Retrieval tool, User Satisfaction, University Library, Rivers State

Introduction

In universities institutions, libraries are inseparably necessary because it plays an indispensable role in the dissemination of information and knowledge. University libraries exist in an academic context and its role is subsumed in developing a highly visible collection that is well organized and serves as academic support for teaching, learning and research by faculty and students (Ifijeh, 2021). Indeed, the university library is a center for research, a ground for intellectual activities and a home for distinguished academics. This is because the main purpose of a university library is to support the objectives of the university in the areas of learning, teaching, research and service. The main objectives of university libraries include the provision of information resources in support of learning process, serving as a storehouse of knowledge, promotion and dissemination of knowledge, encouraging and developing research and ensuring that users are satisfied (Opara, 2022). In doing this, access tools play important roles in meeting the above function by aiding the retrieval of information resources from university libraries.

User satisfaction in university libraries has become an important goal to be achieved. The library, as a matter of necessity provides information resources capable of satisfying users' needs. Users learn to cherish beautiful buildings, experienced personnel, good catalogue, OPAC, indexes, abstracts, bibliographies when their needs have been satisfactorily met (Ifidon, in Itumeleng, Malcolm & Anis, 2018). Users find the library useful if they find its services satisfactory. Users' satisfaction has a significant influence on the use of library services. Thus, to justify the existence of any university library, it must provide and make accessible current, adequate and relevant information resources and services to satisfy the community of users it was established for. Successful user's satisfaction in the library is a function of how efficient the services are rendered as well as the degree of availability and accessibility of needed information resources.

Lamenting on user satisfaction Itumeleng, Malcolm and Anis (2018) opined that satisfied users can become habitual users and they can even invite other users to the library. However, dissatisfied users can discourage others from visiting the library while, academic librarians are left with the task of utilizing the tools (both human and material manpower) at their disposal and channeling them towards the achievement of effective user satisfaction because user satisfaction has now been considered by many to be a reliable standard for defining the effectiveness of library services. Patrick, Blessing and Ferdinand (2018) discovered that the level of user satisfaction in any library depends on the volume of library resources, their relevance and adequacy to users' needs and the presence of effective information retrieval tools. Mohammed, (2018) as cited in Ikenwe and Adegbilero (2018) defined user satisfaction as a stage whereby users' needs have been satisfactorily met by the information resources and services of a library. In a similar study, Ikenwe and Adegbilero (2018) in their study believe that librarians should have a prior knowledge of the availability and usability of relevant information resources in the library. They can accomplish this by assessing the entire resources of the library and also through the provision of library user education and the effective use of information retrieval tools.

According to Bua, Terhile, and Yawe (2018) satisfying users' needs involves making required information materials present at all times for users' consumption and making required information materials present at all times for users' consumption. Furthermore, staff quality (skill, qualification and experience) determines the quality of services offered in any library; users are often encouraged to use the library when they realize that it is been run by qualified and experience filled personnel. Therefore, university libraries must strive to serve their users anytime and to do this effectively, they must acquire and stock current and up-to date materials relevant to their users' curriculum. The library must tailor their resources and services towards achieving maximum user satisfaction. Abagai, cited in Bua et al. (2018) opined that to ensure effective user satisfaction, it is important that the user have a proper knowledge of the library routine, knowledge of the

information resources present in the library and acquire and possess necessary skills required to access information resources using available information retrieval tools.

Information retrieval tools are retrieval devices for finding documents or information contained in documents in a library or other collection, selectively recalling recorded information (Uche, 2019). Thus, libraries are progressively less concerned with the accumulation of documents but more focused on providing access to the information that users need, regardless of the origin and document format. Choosing the best tool depends greatly on the local context. Clearly information retrieval tools are critically important for the library and its users. Retrieval tools such as the catalogue, bibliographies, indexes and abstracts determine how effectively a patron will search through library existing resources. Information retrieval tools are seen as the gateway into the library; these tools eventually affect the usage of resources and ultimately are yardstick to measure users' satisfaction in university libraries.

Statement of the problem

University libraries all over the world are concerned with the promotion of user satisfaction. This has propelled new policies to be adopted and effective strategies such that will encourage usage of information resources. It is the primary duty of professional librarians to acquire, process preserve and disseminate current, adequate and relevant information resources and information retrieval tools in such a way that it will ensure availability and easy accessibility for maximum user satisfaction. Without information retrieval tools, retrieval of information in the library may be difficult and this affects users' satisfaction.

Based on preliminary observation by the researchers, there are information retrieval tools available in university libraries, but there may be uncertainties as to the extent of their utilization by users for information retrieval and if it enhances their satisfaction in terms of retrieval of relevant information resources. It is against this backdrop that the researcher seeks to find out the role of information retrieval tools in enhancing user satisfaction in university libraries in Rivers State.

Aim and Objectives of the study

The aim of this study is to investigate the pivotal role of information retrieval tools in and how it enhances user's satisfaction in university libraries in Rivers State. The specific objectives are to:

- I. Identify the information retrieval tools used in university libraries to ensure users 'satisfaction in university libraries in Rivers State.
- ii. examine the role of information retrieval tools in enhancing user satisfaction in university libraries in Rivers State.
- iii. ascertain the challenges associated with the use of information retrieval tools by library users in Rivers State.
- iv. determine the possible strategies for enhancing the use of information retrieval tools by library users in Rivers State

Research Questions

The following research questions will guide the study.

1. What is the information retrieval tools used in university libraries to ensure users 'satisfaction in university libraries in Rivers State?
2. What is the role of information retrieval tools in enhancing user satisfaction in university libraries in Rivers State?
3. What are the challenges associated with the use of information retrieval tools by library users in Rivers State?
4. What are the possible strategies for enhancing the use of information retrieval tools by library users in Rivers State?

Literature Review

Evolving concept of university library

The university library serves several key roles that contribute to the academic mission of higher education institutions. It is a repository of knowledge, housing vast collections of print and digital resources, including books, journals, databases, and archival materials (Smith, 2019). The university library symbolizes the institution's commitment to intellectual freedom, access to information, and the pursuit of knowledge (Gratch-Lindauer, 2020). It represents a physical and virtual space where individuals can engage with diverse ideas, explore different disciplines, and expand their intellectual horizons (Schonfeld & Housewright, 2018). Traditionally, the university library has been characterized by its physical space, providing an environment conducive to research, study, and collaboration. Within this context, Bury (2018) emphasizes the university library as a physical space that fosters intellectual engagement, social interaction, and knowledge creation. It serves as a sanctuary for scholarly activities, housing extensive collections of books, journals, and other materials (Casey and Savastinuk, 2018). Moreover, the university library acts as a space for intellectual exploration, fostering a sense of community and collaboration among its users (Hicks, 2020). It offers physical spaces for study, research, and group work, as well as access to specialized facilities, such as computer labs and media centers (Jamali & Nabavi, 2018).

With the advent of digital technologies and the internet, the university library has undergone significant transformations. It has expanded its role beyond a physical collection to become a digital gateway to information and knowledge (Elmore, 2020). Libraries now provide online access to e-books, journals, databases, and other digital resources, extending their reach to remote users (Alonso-Arévalo, 2018). In addition, the university library has embraced emerging technologies to enhance services and facilitate innovative practices. This includes the implementation of library management systems, discovery tools, and digital repositories for preserving and disseminating institutional research outputs (Rowlands et al., 2018). This digital shift has transformed the university library into a virtual space, accessible anytime and anywhere, offering enhanced opportunities for research and learning (Dempsey, 2018).

The meaning of the university library has evolved in response to technological advancements and changing user needs. While the physical space remains significant, the digital transformation has expanded the reach and accessibility of the university library. The provision of information services, support, and collaboration opportunities further enhances its value. Additionally, university libraries' involvement in research and scholarly communication solidifies their role as vital components of the academic ecosystem.

Information retrieval tools

Information retrieval tools encompass a range of resources and technologies designed to assist users in locating and accessing information. These tools include library catalogues, online databases, search engines, discovery systems, and specialized research tools (Cleverley & Latham, 2018). They provide users with structured access to vast collections of scholarly resources, such as books, journals, articles, and multimedia materials. Information retrieval tools play a crucial role in helping users navigate the vast amount of available information. Library catalogues and databases allow users to search for specific resources based on various criteria, such as author, title, subject, or keywords (Bawden & Robinson, 2018). These tools provide access points to the library's physical and digital collections, facilitating the discovery of relevant resources for research, coursework, and learning (Borgman, 2019). According to Ezekwe and Muokebe (2022), IRT create awareness of the total collection of materials in the information system and serve as a key to the store of knowledge. There are various types of information retrieval tools used by libraries. These include the catalogue (OPAC), indexes, abstracts, bibliographies, guides, etc.

The most commonly used, especially in libraries in Nigeria, is the catalogue. The library catalogue, according to Ifidonin, Itumeleng, Malcolm and Anis (2018) is a systematic list of a library's collection which also indicates the logical position of the materials so listed in the library. Library catalogues are fundamental information retrieval tools in the university library. They provide access to the library's collections, including books, journals, multimedia materials, and other physical resources. Library catalogues enable users to search for specific titles, authors, subjects, or keywords, facilitating the discovery and retrieval of relevant resources (Frohmann, 2018).

Bibliographies are another type of retrieval tool used by libraries. A bibliography is a list of books or a critical and historical study of printed books (Ozioko, 2018). There is also the abstract as a type of access tool which, as Ezekwe and Muokebe (2022) submitted, is a summary of publication, article or any other literary composition accompanied by bibliographical details for identification of original document. The index, yet another type of access tool, is a systematic guide to the location of words, concepts or other items in books, periodicals or other publications. The aforementioned retrieval tools are becoming increasingly necessary in university libraries because of their potentials. Ode and Omokaro (2018) listed their potentials to include the following: provision of information on what the library has by author, title and subject; provision of information on where a particular material can be located in the library; allowing access to the library collection and provision of services to its user; enabling a library user to know the edition of a work a library has and any other bibliographic details of a material.

Furthermore, modern library catalogues are evolving into integrated systems that offer enhanced search functionalities and integration with other electronic resources (Jones & Beagrie, 2020). Search engines and discovery systems have become increasingly important information retrieval tools in the digital age. Search engines like Google enable users to search the broader web, while library discovery systems provide a more focused search within the library's collections (Van Der Meer, 2018). These tools employ algorithms and metadata to organize and present search results based on relevance, enabling users to quickly access pertinent information. Specialized research tools, such as citation databases, bibliographic management software, and subject-specific databases, offer advanced functionalities for information retrieval (Tenopir, 2019). They enable users to conduct comprehensive literature reviews, track citations, and discover specialized resources within their respective disciplines.

Information Retrieval Tools in Enhancing User Satisfaction

Information retrieval tools contribute to search efficiency by providing users with quick and accurate access to relevant information. Library catalogues, online databases, and search engines enable users to perform advanced searches based on keywords, authors, subjects, and other criteria (Liu, 2019). These tools employ algorithms and indexing techniques to retrieve search results efficiently, reducing the time and effort required to find desired resources (Ali et al., 2020). Additionally, advanced search functionalities, such as faceted search, filtering options, and relevance ranking, improve the precision and effectiveness of search results (Deng et al., 2020). Users can easily refine their searches and navigate through search results, leading to a more satisfactory search experience.

Information retrieval tools facilitate resource discovery in the university library. They provide users with access to a wide range of scholarly resources, including books, journals, articles, and multimedia materials (Calvert & Matarazzo, 2019). Library catalogues, databases, and discovery systems help users identify relevant resources by offering comprehensive search capabilities across various information sources (Hart et al., 2019). Furthermore, these tools often provide recommendations, suggestions, and related resources based on users' search queries and browsing patterns (Marasini & Ram, 2018). This feature enhances

resource discovery, exposing users to new and relevant materials, and contributes to their overall satisfaction with the library's collections.

A study carried out by Kani, Makama and Yahaya (2018), they investigated the utilization of Information Retrieval Tools to Access Information Resources in Bauchi State Public Library. The main purpose of the study was to examine the Utilisation of Information Retrieval Tools by users of Bauchi State Public Library. Findings from the study showed that very few users of the library were aware of the availability of Information Retrieval Tools, and they are using them to retrieve information resources. Inability of the library to provide adequate retrieval tools, as well as train users on how to use them were found to be some of the challenges users faced in locating information resources. The study concluded that there was inadequate awareness and availability of Information Retrieval Tools in the library. Therefore, the study recommended more awareness, provision of adequate Information Retrieval tools, and training of Users on how to use the tools to locate Information Resources.

Udofot and Nwachukwu (2019) carried out a study to find out the utilization of access tools for effective information retrieval in Nigerian universities. The findings revealed that, universities libraries in Nigeria employed the catalogue, bibliographies, abstracts and indexes for information retrieval and the access tools were effective for information retrieval. The most constraining factors associated with the use of access tools for information retrieval were found to be inadequate funds to purchase required access tools and complexity of access tools. The most important strategies for enhancing utilization of access tools for information retrieval were provision of adequate funds to enable the library purchase required access tools and proper organisation of library resources so that users are easily directed to materials on the shelves, organization of regular user education to enhance users' skills, create, intensify and sustain the awareness of use and importance of access tools for information retrieval and that international standard of access tools application should be adopted and included in the training of cataloguers among others.

There is no doubt that information retrieval tools can play a vital role in enhancing user satisfaction in the university library setting. Through efficient search capabilities, comprehensive resource discovery, personalized user experiences, and access to diverse information sources, these tools can meet user needs and contribute to a positive user experience. As technology continues to evolve, the role of information retrieval tools will likely expand, necessitating ongoing assessment, study and user feedback to meet the evolving expectations and needs of library users.

Methodology

The study adopted a descriptive survey design. The population comprised of library staff in university libraries in two selected libraries in Rivers State. The sample studied consisted of 90 library staff working in the Rivers State University Central Library and University of Port Harcourt Library known a Donald Ekong Library as shown below.

Table 3.1: Population distribution of the study

<i>S/N</i>	<i>Position</i>	<i>Professional Librarians</i>	<i>Para-Professional Librarians</i>	
1	Rivers State University Central Library	8	30	38
2	University of Port Harcourt Library	12	40	52
3	Total	20	70	90

Source: Field Survey response, 2024

The instrument “Enhancing User Satisfaction Questionnaire” (EUSQ) was used for data collection is a structured questionnaire. The instrument was validated by experts in the field of study. Reliability was by test re-test method. 99 copies of the instrument was distributed to the respondents by the researcher and three(3) trained research assistants. At the end, 90 copies of the instrument were retrieved representing 90.9% return rate. The four-point rating scale was adopted in which the respondents ticked any of the options to indicate their level of agreement. In analyzing the data, the research questions form the basis of data analysis. The frequency tables and mean was employed for the analysis of data. Data gathered was orderly organized in tabular forms to indicate raw scores. Mean was used in data analysis. The decision on the analysis of the mean scores was that items with 2.5 above were accepted and below rejected.

Analysis of Data and Results

Cluster 1: What is the information retrieval tools used in university libraries to ensure users ‘satisfaction in university libraries in Rivers State?

S/N	ITEMS	SA	A	D	SD	\bar{x}	Decision
1	Online Catalogues for resource discovery.	62	22	-	6	3.6	Accepted
2	Electronic Databases for accessing scholarly articles and research.	34	50	3	3	3.3	Accepted
3	Digital Repositories for accessing institutional publications.	27	40	14	9	2.9	Accepted
4	Federated Search Systems for simultaneous searching across multiple sources.	18	42	25	5	2.8	Accepted
5	Reference Management Tools for organizing research materials.	41	40	7	2	3.3	Accepted
6	Open Access Repositories for accessing free scholarly content.	33	43	10	4	3.2	Accepted

Table 1 shows the mean response of the information retrieval tools used in university libraries to ensure users ‘satisfaction in university libraries in Rivers State. From the table that Online Catalogues for resource discovery (3.6), Electronic Databases for accessing scholarly articles and research. (3.3), Reference Management Tools for organizing research materials (3.3), Open Access Repositories for accessing free scholarly content(3.2), Digital Repositories for accessing institutional publications (2.9) and Federated Search Systems for simultaneous searching across multiple sources (2.8).

Cluster 2: What is the role of information retrieval tools in enhancing user satisfaction in university libraries in Rivers State?

S/N	ITEMS	SA	A	D	SD	\bar{x}	Decision
1	Information retrieval tools help library users find up-to-date information for their research.	62	22	3	3	3.6	accepted
2	Using information retrieval tools saves, library users time in locating resources.	58	30	2	0	3.6	accepted
3	The availability of information retrieval tools improves library users' overall satisfaction with the library.	33	47	6	4	3.2	accepted

4	Information retrieval tools enhance the quality of library users' research and academic work.	54	30	4	2	3.5	accepted
5	The library's information retrieval tools contribute to library users' knowledge acquisition.	47	35	7	1	3.4	accepted
6	Library users feel confident in the library's ability to provide the necessary information resources through its retrieval tools.	43	30	9	8	3.2	accepted

Table 2 shows the mean response of the role of information retrieval tools in enhancing user satisfaction in university libraries in Rivers State. From the table; Information retrieval tools help library users find up-to-date information for their research(3.6), Using information retrieval tools saves library users time in locating resources (3.6), Information retrieval tools enhance the quality of library users' research and academic work (3.5), The library's information retrieval tools contribute to library users' knowledge acquisition (3.4), The availability of information retrieval tools improves library users' overall satisfaction with the library(3.2) and Library users feel confident in the library's ability to provide the necessary information resources through its retrieval tools(3.2).

Cluster 3: What are the challenges associated with the use of information retrieval tools by library users in Rivers State.

S/N	ITEMS	SA	A	D	SD	\bar{x}	Decision
1	Limited access to modern technology.	49	22	14	5	3.3	Accepted
2	Insufficient digital literacy skills.	35	40	8	7	3.1	Accepted
3	Language barriers.	19	31	29	11	2.6	Accepted
4	Inadequate technology infrastructure.	41	36	10	3	3.3	Accepted
5	Outdated information resources.	32	38	12	8	3.0	Accepted
6	Lack of user awareness.	38	32	11	9	3.1	Accepted

Table 3 shows the mean response of the challenges associated with the use of information retrieval tools by library users in Rivers State. From the table; Inadequate technology infrastructure (3.3), Limited access to modern technology (3.3), Insufficient digital literacy skills(3.1), Lack of user awareness (3.1),Outdated information resources(3.0) and language barriers (2.6).

Cluster 4: What are the possible strategies for enhancing the use of information retrieval tools by library users in Rivers State?

S/N	ITEMS	SA	A	D	SD	\bar{x}	Decision
1	Establish computer literacy training programmes.	53	34	3	-	3.6	accepted
2	Offer information resources in multiple languages.	36	39	11	4	3.2	accepted
3	Improve accessibility to technology infrastructure.	56	29	3	2	3.5	accepted
4	Regularly update digital collections.	56	31	2	1	3.6	accepted
5	Conduct awareness campaigns	41	40	6	3	3.3	accepted

6	Provide technical support	49	35	4	2	3.5	accepted
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Table 4 shows the mean response of the possible strategies for enhancing the use of information retrieval tools by library users in Rivers State. From the table; Establish computer literacy training programmes (3.6), regularly update digital collections (3.6), Improve accessibility to technology infrastructure (3.5), Provide technical support (3.5), Offer information resources in multiple languages (3.2) and Conduct awareness campaigns (3.3).

Discussion of Findings

The information retrieval tools used in university libraries to ensure users 'satisfaction in university libraries in Rivers State

The findings of the study show that information retrieval tools used in Rivers State university libraries are online catalogues for resource discovery, electronic databases for accessing scholarly articles and research, reference management tools for organizing research materials among others. This finding is in line with the findings Cleverley and Latham, (2018) that information retrieval tools include library catalogues, online databases, search engines, discovery systems, and specialized research tools. Library catalogues and databases allow users to search for specific resources based on various criteria, such as author, title, subject, or keywords (Bawden& Robinson, 2018). Borgman, (2019), these tools provide access points to the library's physical and digital collections, facilitating the discovery of relevant resources for research, coursework, and learning. Search engines and discovery systems have become increasingly important information retrieval tools in the digital age. Search engines like Google enable users to search the broader web, while library discovery systems provide a more focused search within the library's collections (Van Der Meer, 2018).

The role of information retrieval tools in enhancing user satisfaction in university libraries in Rivers State

Library users feel confident in the library's ability to provide the necessary information resources through its retrieval tools. The finding is in line with Calvert and Matarazzo, (2019), the stated that Information retrieval tools facilitate resource discovery in the university library. They provide users with access to a wide range of scholarly resources, including books, journals, articles, and multimedia materials (Calvert & Matarazzo, 2019). Library catalogues, databases, and discovery systems help users identify relevant resources by offering comprehensive search capabilities across various information sources (Hart et al., 2019). Furthermore, these tools often provide recommendations, suggestions, and related resources based on users' search queries and browsing patterns (Marasini & Ram, 2018). This feature enhances resource discovery, exposing users to new and relevant materials, and contributes to their overall satisfaction with the library's collections.

Information retrieval tools improve access to information, enabling users to retrieve resources in various formats and from diverse sources. Online databases and digital repositories offer access to a wealth of electronic resources, including e-books, e-journals, and digitized collections (Ismail et al., 2018). Users can retrieve full-text documents, view online articles, and download or access resources remotely, enhancing convenience and flexibility. Additionally, specialized research tools, such as citation databases and subject-specific databases, provide access to discipline-specific information (Milanović, 2020). These tools offer comprehensive coverage of scholarly literature and enable users to access authoritative sources within their fields of study, contributing to their satisfaction with the library's resources.

Challenges associated with the use of information retrieval tools by library users in Rivers State

Holman, (2018) noted that challenges such as information overload, ensuring the quality of search results, and addressing user privacy concerns remain pertinent in the development and use of information retrieval

tools in the university library. Adding to the findings, Dixon, (2020) said to effectively utilize information retrieval tools, user training and support are essential. Librarian's number one challenge are providing Instructional sessions, workshops, and online tutorials to enhance librarians and in turn users' information literacy skills and familiarity with the available tools (Niedbala & Gorichanaz, 2020).

The possible strategies for enhancing the use of information retrieval tools by library users in Rivers State

The finding on the possible strategies for enhancing the use of information retrieval tools by library users in Rivers State is supported by Dushimimana, Zhu, and Mills, (2018), they confirmed that Librarians also help users in understanding search strategies, evaluating search results, and utilizing advanced features within information retrieval tools. Librarians play a vital role in providing user support and training on the effective use of information retrieval tools. They offer workshops, instructional sessions, and one-on-one consultations to assist users in maximizing the capabilities of these tools (Willson, Del Toro, & Galvan, 2019). Information retrieval tools serve diverse purposes in the university library, supporting research, teaching, and learning activities. These tools enable researchers to discover and access scholarly resources, while aiding in the organization and management of research materials. For students, information retrieval tools facilitate access to course materials and foster the development of information literacy skills. Furthermore, these tools enhance accessibility, improve the user experience, and are supported by librarians through user training and support initiatives. Overall, information retrieval tools in the university library are integral in facilitating the acquisition and utilization of scholarly information and proving to be possible strategies for enhancing the use of information retrieval tools by library users.

Conclusion

Enhancing user satisfaction through information retrieval tools is a strategic way of providing information services. Libraries cannot be properly utilized without retrieval tools. Therefore, the achievements of university library's goals are centered on the effective satisfaction of library patron. Hence, information retrieval tools enable students and researchers to access a vast array of academic resources quickly and efficiently. They provide quick and organised access to digital and physical materials, improving the overall research experience. Users-friendly interfaces, advanced search capabilities, and personalized features offered by these tools contribute to a positive user experience. Additionally, timely updates and integration with library services further elevate user satisfaction, making information retrieval tools an indispensable component of modern university library services. This research provide a dependable literature for understanding the role of information retrieval tools in promoting user satisfaction by identifying the uses and roles of information retrieval tools, and, challenges with possible solutions.

Recommendations

Based on the findings of the study, the following recommendations were made:

1. University library management should increase the training sessions or resources to help users navigate and make the most of information retrieval tools effectively.
2. University library management should continuously monitor usage statistics and gather user feedback to access the effectiveness of these tools and make necessary adjustments.
3. More emphasis should be placed on strategizing, ensuring a proper integration with library catalogue, databases, and other services to minimize disruption in the users research process.
4. There's need for collaboration between librarians, IT staff, and academic departments to optimize information retrieval tools for specific academic disciplines. .

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