

**USING LIBQUAL TO EVALUATE USER SATISFACTION WITH LIBRARY SERVICES AT THE ALOE PARK
SOUTH AFRICAN POLICE SERVICE (SAPS) NATIONAL LIBRARY, PRETORIA, SOUTH AFRICA**

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DECLARATION

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I, Nora Hlabisang Kaapu, declare that Using LibQUAL to evaluate user satisfaction with library services at the Aloe Park South African Police Service (SAPS) National Library, Pretoria, South Africa is my own work and all the sources I have cited or quoted have been acknowledged by means of a complete reference list.



.....

SIGNATURE: NH KAAPU

DEDICATION

This dissertation is dedicated to my Lord Jesus Christ, who blessed me with all assistance, intellect, wisdom, strength, courage, endurance, and all the other necessary resources to complete the work.

I dedicate this work to my mother Caroline Moetlo as well as my sibling, John Moetlo, for the sound foundation you provided, and that anchors me in life. Thank you to my husband Alfred Kaapu, my dear children Dudu, Mboye, Kgabo, and Raki Kaapu for being my greatest motivators and champions.

This work is dedicated to my late father Martin Moetlo, for ensuring that I receive crucial basic education, and my late mother-in-law Johanna Kaapu, who believed in me and supported me to be a strong woman. May their spirits rest in eternal peace.

My last gratitude also goes to my sister, Dr A Legodi, friend, Lt. Colonel Matsepe, and colleague, Lt. Colonel Mokgorong, who never failed to offer words of encouragement and were always available to lend an ear when the journey became difficult.

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ABSTRACT/EXECUTIVE SUMMARY

The purpose of the study was to use LibQUAL to evaluate user satisfaction regarding the current and perceived library resources and services at the Aloe Park SAPS National Library, Pretoria, South Africa. Its main objectives were to establish users' level of awareness regarding the current library resources, services, and their usage; to evaluate users' level of satisfaction regarding visibility and accessibility to the current library resources and services; to explore library users' perceptions regarding the current and expected library resources and services; and to make recommendations regarding theoretical approaches that can enhance service quality and align with users' expectations.

A conceptual framework was formed by concepts such as library service quality, satisfaction, and service quality assessment models. The study is an exploratory case study that solicited information from the perspectives of library users and the library staff. A qualitative approach was adopted for this research, which enables the researcher to learn about a problem from the perspective of the participants. Interpretivism paradigm was adopted because of its subjective approach principles that allowed the researcher to listen to the library users' hidden voices about their perceptions and experiences regarding the Aloe Park library services and resources. The sample methods were purposefully drawn from the identified population of "two legal officials, two researchers, two library workers, two police investigators, two ETD practitioners, and 10 registered understudies" Interviews were used as instruments for collecting data. The LibQUAL instrument was employed to assess the gap in users' satisfaction with the resources and services provided by the library. The qualitative analysis involved the examination of data obtained from the semi-structured interviews. The data that was gathered was subjected to analysis utilizing several approaches for thematic data analysis.

The researcher in this study took measures to ensure that participants were adequately informed about the research prior to their participation, so ensuring that their involvement was voluntary and not coerced. Based on the results obtained, it was determined that a majority of the participants expressed dissatisfaction with the services and resources provided by the library. Nevertheless, the library exhibited excellent performance due to the assistance provided by its staff personnel. In addition, the participants expressed satisfaction with the library environment. The study concluded that there is a need for the library to enhance its resources in accordance with current advances in technology. It was recommended that the management of the library enhance and expand its resources and

services to ensure user satisfaction. Measures must be taken to address the identified challenges, particularly the most pressing ones.

Keywords: Library user satisfaction, Library services, Library resources, Service quality, Evaluation, LibQUAL, SERVQUAL.

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LIST OF ACRONYMS

AACR2	Anglo American Cataloguing Rules
ALA	American Library Association
COVID-19	Coronavirus Disease
DDC	Dewey Decimal Classification
DVD	Digital Video Disk
EFQM	European Foundation for Quality Management
ETD	Education Training Development
ICT	Information Communication Technology
HRD	Human Resources Development
LIBQUAL	Library Service Quality
MUT-NS	Mangosuthu University of Technology's Natural Sciences
SERQAUL	Service Quality
SERVPERF	Service Quality Performance
SAPS	South African Police Service
STC	Systematic Text Condensation
TQM	Total Quality Management
UKZN	University of KwaZulu-Natal
UNSDG	United Nations Sustainable Development Goals
UNISA	University of South Africa

CHAPTER 1

BACKGROUND OF THE STUDY

1.1 INTRODUCTION

Customer satisfaction can mean different things depending on the theme the author wants to reiterate. For Hudin, Wehab, Ramdan, Idris, Hudin, Chin, Nuvriasari and Santosa (2023) customer satisfaction in libraries refers to the feeling of pleasure or disappointment formed by the customer's actual service experience compared to the expected value. Service quality can be assessed by considering the customer's perception of the service, their psychological expectations, and their perception of the service cost. Afthanorham, Awang, Rashid, Foziah and Ghazali (2019) aver that customer service refers to the levels of quality service performances that matches customer's expectations.

In libraries, studies have used various ways to measure customer satisfaction. For example, Tetteh and Nyantakyi-Baah (2019) posit that customer satisfaction should be measured based on the behaviour of staff (effect of service), information sources, and the library environment (library as a place). Afthanorham et al (2019) as cited in Hudin et al (2023:108) assert that library customer satisfaction must be measured using library collection, facilities, environment, and customer behaviour. Afthanorham et al (2019); Hudin et al (2023) view quality service as the difference between the actual service provided and the expected one. According to Mutisya (2017:2), quality library services can be explained as the ability of a library to satisfy the information needs of every user by providing accurate and comprehensive responses in a timely manner. The goal of doing a quality assessment of a service is to enhance the outcomes or performance of the library's operations. However, for Hudin et al (2023), it is more challenging to measure service quality than product quality.

Since the 1990s, there has been an increasing concern over the level of customer service quality observed in both private and public sectors. Libraries, similar to other institutions, encounter the obligation to meet the needs of their patrons and financial entities (Marlon, 2014:123). If this objective is not attained, it could lead to the forfeiture of both monetary backing and user population. The assessment of service quality in libraries has become a prominent aspect within the domain of librarianship (Marlon 2014:123). The level of

demand received by the public sector is a determining factor in the quality of services it provides. The author, Mutisya (2017:14), argues that there is a need for enhanced governmental accountability and improved service delivery to taxpayers and voters. The assessment of library resources and services yields numerous advantages. In instances where library professionals are engaged in the evaluation process, their involvement may enhance their understanding and recognition of the various elements that contribute to overall quality, particularly in relation to their job within the library setting (Mutisya 2017:3).

As libraries are fast moving from print to digital resources and services, the need to evaluate customer satisfaction and quality service is not an option but a necessity. Academic libraries in the 21st century are experiencing a substantial change, transitioning from being physical facilities primarily dedicated to holding and granting access to information to being dynamic platforms that enable the development of knowledge, collaboration, and innovation (Sain & Negi 2023). Hudin et al (2023) avers that as technological infrastructure continues to improve with many people owning technological gadgets such as smartphones, the role of libraries is shifting as they are becoming more of information centres expected to contribute to building knowledge society or Society 5.0., which is the brainchild of Japan (Fukuyama 2018). It is built upon information society or Society 4.0 that aims for a prosperous human-centred society. The goals of Society 5.0 are to promote economic growth and technologically engaged citizens and thus fulfil the mandate of the United Nations Sustainable Development Goals (UNSDGs) (Fukuyama 2018).

In this digital era, libraries are faced with the challenges of providing services to heterogenous users including digital savvy youth who want to access resources from the comfort of their own zones hence the reduced physical library visits (Hudin et al 2023). This raises questions regarding the relevance of libraries in the 21st century hence the need for more studies that aim to evaluate user satisfaction regarding library services and products. Different studies have varied views on how quality services can be assessed in libraries. For example, according to LibQUAL (2015), library performance measurement can be categorized into three primary domains: inputs, outputs, and outcomes. Inputs encompass several factors such as the extent of collections, financial resources, and workforce composition. Illustrative instances of outputs encompass the utilization of collections, the quantity of reference inquiries addressed, and the tally of information literacy sessions conducted. Outcomes are defined as the effects that the library has on the individuals it serves.

For this study to measure customer service satisfaction and quality services of the studied library, the Aloe Park National SAPS Library, the LibQUAL measuring tool was adopted. The tool is commonly used in libraries because of its focus on three important dimensions such as behaviour of staff, information sources, and the library environment (Hudin et al 2023: 108; Afthanorham et al 2019). Given that the Aloe Park National SAPS Library is a government entity and a special library that is mandated to provide library services to the South African Police Service (SAPS) officers, this study was deemed important. This has been so on the basis that there has been a lack of empirical data regarding the impact of library services on SAPS service with specific reference to the Aloe Park National SAPS Library. Before discussing the problem, the contextual background information is discussed in the next section.

1.1.1 Contextual Setting

The Aloe Park SAPS National library is governed by the SAPS. The SAPS is the mother body of the Aloe Park SAPS National library. Therefore, the SAPS have an obligation towards the effective development of its human resources, of which Division: Human Resource Development is further mandated to oversee the smooth functioning of the library services. The Aloe Park SAPS Library is situated at Number 1 Rebecca Street, Aloe Park Building, Pretoria West, in Gauteng Province. The building consists of different sections, circulation desks and shelving area; cataloguing section; distribution area, computer section and study area and offices on the same floor. The library has adequate space for users, facilities, collection, and staff members (SAPS National Instruction of Library Services 23 of 2019)

This library provides special reference and support study materials for the employees. The library offers both printed and digital resources. There are over 16 053 books in the collection covering all fields of study and a special collection for police-related subjects. There are also journals, periodicals, reports, handbooks, law books, status, dictionaries, research books, DVDs etc. The library collections are being arranged and organized according to the Dewey Decimal Classification (DDC) system and the Anglo American Cataloguing Rules (AACR2), so that users can easily find the information needed according to (SAPS National Instruction of Library Services 23 of 2019).

The SAPS libraries subscribe to several electronic databases. The following services are available:

1. LexisNexis – Legislation, law reports, law commentary, reference works, e-journals.

2. Juta – legislation, law reports, Government Gazettes, e-journals, law commentary.
3. Sabinet – Bibliographic databases, theses and dissertations, newspaper articles, e-journals, legislation, Government Gazettes.
4. Parliamentary Monitoring Group, minutes of Portfolio Committee Meetings and other documents generated by Parliament.
5. Computer room with connection to Internet point and internet available for the users to search any information they want and a Wi-Fi connection.
6. Inmagic Genie - integrated library system (SAPS National Instruction of Library Services 23 of 2019)

According to the SAPS National Instruction of Library Services (2019), a library provides access to relevant, authoritative information resources and services in accordance with its users' needs. The purpose of this national instruction is to regulate the establishment and functioning of libraries in the SAPS, ensure an effective and efficient provisioning of information to users and set criteria for safekeeping and provisioning of information resources and services.

The fact that the library resources are essential for supporting and strengthening educational quality is not disregarded (Marlon 2014). Over the centuries, libraries were the source of storing and distributing information through books, journals, maps, and other sources, therefore without library services, the existence and development of the SAPS community would be at risk. In this context, the Aloe Park SAPS National Library, Pretoria, being the library in a SAPS can play a critical role in the growth and upliftment of police officers (Michaels 2015).

It is important to acknowledge that various industries have encountered a multitude of obstacles in the realm of library management systems. As per Brown (2020) findings, libraries choose to temporarily close their physical facilities and instead provided access to their resources and services through digital platforms. The annual convention of the American Library Association (ALA) was cancelled for the first time in 27 years as a result of the COVID-19 pandemic. The majority of libraries have implemented electronic resources in response to the COVID-19 pandemic. This transition has presented both benefits and drawbacks in relation to library services, contingent upon the specific circumstances. The majority of users express contentment with these features, as they are able to efficiently access the information they need in a timely manner. Working librarians have a deficiency in expertise. Libraries encounter numerous problems in their endeavor

to sustain the provision of service at the elevated standards that users have grown used to. One of the primary obstacles that libraries encounter in relation to the management of electronic resources is the limited availability of financial resources allocated for information and communication technology (ICT) resources and services inside the library (Marlon 2014).

In this regard, the observation by the researcher who is also an employee at the Aloe Park SAPS National Library, Pretoria, show that police officers who are researchers, legal officers, registered students of different institutions, and police investigators around Pretoria, are not utilising library resources and services effectively hence the aim of this study is to evaluate or explore the impact of library resources and services on the library users' information needs.

1.2 PROBLEM STATEMENT

Library resources and services play a significant role in providing learning opportunities, supporting literacy and education. Therefore, the use of library resources and services can help shape the new ideas and perspectives that are central to a creative and innovative society (Joson 2022). However, the non-availability and underuse of libraries and services can lead to many issues such as a poor reading culture. Kiriri (2018) indicates that libraries, in their role as service providers, must proactively anticipate the demands of their users and effectively demonstrate outcomes to establish themselves as reliable service providers. Given the increase in digital and online resources as compared to traditional resources, libraries have been forced to improve the quality of their resources and services hence the importance of the evaluation of user satisfaction regarding library resources and services (Mutisya 2017:9).

As indicated in the introduction, Aloe Park Library is a government entity and a special library that is mandated to provide specific reference and supporting materials for SAPS employees. These libraries offer resources for the furtherance of knowledge and collateral materials for the enlightenment, enrichment, and development of employees. Furthermore, this library is a great assistance to employees who are registered students at institutions of higher learning, attending learning intervention developers, and researchers in the service of the (SAPS National Instruction of Library Services 23 of 2019). According to Rashid (2024) special libraries are defined as libraries that are established to serve the needs of specific clientele groups such as scientists, technologists, industrialists, economists, etc.,

and whose collection is limited to special subjects through specific services. This kind of library is an information centre for specific researchers who work to meet the objectives of the organization. Ahmed and Soraya (2016) indicated that special libraries differ from other libraries. It was found that clients of special libraries are different from other libraries because they use the library for specific purposes such as law, justice, etc. As a result, the collections and services of a special library differ from those of other libraries. However, special libraries are not without challenges. They usually face drastic budget cuts, shortages, and space constraints, even though libraries spend more time accessing and searching for information for their users (Ahmed & Soroya 2019).

Park and Kim (2019) study of special library service quality using LibQUAL+ and the interview method revealed that human factors had a greater impact on patron satisfaction than space services and information quality aspects. Some of the identified challenges with the special library service included inactivation of digital data, lack of internet, data sharing issues, space issues, and a lack of expectations. Park and Nam (2020) investigated the influence of cultural events on user satisfaction in special libraries. It was found that participation in cultural events has a positive effect on user satisfaction with specific library services as well as their intention to reuse and recommend them.

Based on the highlighted challenges regarding the gaps between what libraries collect and what users need and use, this study asserts that the extent to which library patrons at the Aloe Park library have similar experiences remains uncertain, given the absence of any performed research aimed at assessing user satisfaction with the library resources and services. Put differently, the study aims to measure the gap between the current and perceived library resources and services.

This study was triggered by that the author has been an employee of the Aloe Park library for more than five years now and has observed that the studied library has a massive volume of library resources which might help in meeting the information needs of police officers, however, they are not sufficiently used by many police officers. This study argues that although numerous research studies have been conducted to understand the use of library resources and services, however, the researcher did not find any study that has been carried out to assess the use of library resources at Aloe Park library. Therefore, this study intends to fill the gap by using LibQUAL to evaluate user satisfaction with library services within SAPS by officers.

1.2.1 Aim of the Study

The aim of this study is to use LibQUAL to evaluate user satisfaction regarding the current and perceived library resources and services at Aloe Park SAPS National library in Pretoria.

1.2.2 Research Objectives

The research objectives for this study are:

1. To establish users' level of awareness regarding the current library resources, services, and their usage.
2. To evaluate users' level of satisfaction regarding the current library resources and services.
3. To explore library users' perceptions regarding the expected library resources, services, and library as a space.
4. To make recommendations based on the findings of the study.

1.2.3 Research Questions

The research questions for this study are:

1. What is the users' level of awareness regarding the current library resources and services?
2. What is the users' level of satisfaction regarding the current library resources and services?
3. What are the library users perceived and preferences regarding library resources and services?
4. What recommendations can be made to improve the quality of its service?

1.2.4 Significance of the Study

According to Hiebert, Cia, Hwang and Morris (2022) significance of a study is established through the formulation of research questions and hypotheses, which are then linked to a long-term objective of broad shared value through a meticulous argumentation process. The concept of significance is applicable to both the specific field of research and the individual study itself. The envisaged significance of this study is to contribute to Aloe Park SAPS National Library, component: Human Resource Development and police officers in

the following ways; namely, the study shall be significant as it shall raise awareness regarding the Aloe Park SAPS National Library resources and services, helps in understanding library users' information needs, understand gaps regarding library resources, services, and staff training needs. It shall above all, help in the crafting of an effective library information management system and be instrumental in ensuring that the relevant stakeholders be guided on the crafting of effective library management framework.

1.3 RESEARCH METHODOLOGY

In general, methodology refers to the justification a researcher provides for using a specific study method. When conducting research, methodology is placed in the middle of a hierarchy of factors (Hammond & Wellington 2021). According to Fouche, Strydom, and Roestenburg (2021), methodology can be defined as a philosophical and scientifically grounded approach to addressing a research topic. The authors underline the significance of methodology as a comprehensive framework that provides guidance for the selection and execution of research designs, techniques, and procedures across the entirety of the research process. Research methodology refers to the systematic investigation and analysis of the methods and approaches utilized in doing research, along with the careful consideration and implementation of suitable procedures to effectively address the study inquiry (Fouche et al 2021), techniques and processes utilised by the researcher to structure a study in a logistical, relational, and ethical manner. In-depth discussion is provided in Chapter 3.

1.3.1 Research Approach

Babbie (2021) explains a research approach as a rational outline for observation and understanding, `which forms both what we perceive and how we appreciate research. It is a process of thinking about and conducting research (Antwi & Hamza 2015). Creswell and Creswell (2018) views it as an overall direction about the world and the nature of research that a researcher holds.

Various research studies employ a range of research methodologies in the field of philosophy, encompassing qualitative, mixed, and quantitative research approaches. Qualitative research entails a concentration on phenomena that are currently or have

previously transpired in authentic environments, sometimes referred to as the "real world." It also entails the capture and examination of the intricate nature of these occurrences. (Leedy & Ormod 2021). According to Hammond and Wellington (2021), the methodology being considered does not include ordinal values or a non-numeric foundation. However, it is dependent on a range of methodologies including observations, descriptions, interviews, and recording. Additionally, qualitative analytical techniques are employed, and the study design predominantly takes the form of exploratory investigations.

In contrast, the mixed research strategy involves the integration of pre-set and emergent procedures, which cover fact-finding, numerical determination, and statistical and text analysis (Almeida 2018). The quantitative strategy involves the utilization of predetermined methodologies, hypothesis testing, causation determination, and prediction (Apuke 2017). Furthermore, the academic researcher claimed that the process of quantitative data analysis entails the utilization of larger sample sizes and the random selection of participants. It also involves the examination of correlations and statistical relationships, as well as the interpretation of these findings.

However, among these three methodologies, the study utilized the qualitative research strategy. Creswell and Creswell (2018) propose that the qualitative approach is a methodological framework employed to investigate and analyze the subjective interpretations and significance that individuals or groups assign to a given social or human predicament. Moreover, Creswell and Creswell (2018) have highlighted that, in comparison to alternative methodologies, the qualitative paradigm encompasses the researcher observations regarding their position, introspection, and the particular qualitative methodology employed. The researcher employed a qualitative methodology to enhance the process of gathering factual information, ensure a high level of validity, obtain detailed insights, promote a deeper understanding for the researcher, facilitate the study in a natural real-life environment, and enable individuals to construct personal interpretations as they engage with their familiar surroundings.

1.3.2 Research design

Research design is defined as an outline of the activities to be done to answer research questions; it contains data collection, instrument development and sampling

(Bhattachacherjee 2019). According to Creswell and Creswell (2018), it is an inquiry that provides specific direction for procedures in research.

A case study research strategy was used for this study. It is considered an appropriate research strategy as it fosters in-depth understanding of the problem studied. It is highly flexible as it can be used in conjunction with other methods. It allows for the intensive review or investigation of a particular phenomenon (Priya 2020).

The advantages of a case study research design may include its ability to enable one to have an in-depth understanding of a problem studied (Drew 2023), helps to generate an intensive detailed examination of a particular case (Burgess 2014:190),

In order to achieve conciseness, the research employed an exploratory case study design. This approach is commonly employed in research endeavors that pertain to subjects with limited existing knowledge, areas where the subject matter or problem is not well understood, or situations that require the identification of causes or key components (Drew 2023)

1.3.3 Population

A target population refers to a specific group that are of interest for further investigation and understanding. The target population refers to a certain group within the broader population that is acknowledged as the intended audience for particular research (Creswell & Creswell 2018). The objective audience is selected from a subset of the overall population (Akman 2023). The researcher draws the sample from the target population using a general qualitative sampling method depending on the size and the complexity, and whether identifying members were willing to participate in the study or were not available at the time of data collection. The target population of the study comprises 2 447 SAPS police officers from Aloe Park SAPS Library.

1.3.4 Sample size and methods

A sample is a subset of a population, consisting of individuals, that is selected to accurately represent the entire population for the purpose of research study (Akman 2023). Bhandari (2023) define sample size as a particular group from which data will be gathered. The size of the sample is always smaller than the entire size of the population. Brink, Van der Walt and Van Rensburg (2018) suggests that the researcher's selection of a sample

from a population is a crucial step in obtaining knowledge on a phenomenon that accurately represents the population of interest. Sampling involves identifying the target population, deriving the sampling frame and identify the sample (Creswell & Creswell 2018).

According to Creswell & Creswell (2018), sample size determination refers to the calculation of the number of individuals included in the sample and the methods employed to determine this value. The determination of sample size is fundamentally a tradeoff, as a bigger sample size yields more accuracy in the inferences drawn, while the recruitment of additional participants incurs significant time and financial expenses. According to Fouche et al (2021), a purposive sample involves the selection of a specific example that effectively demonstrates a particular trait or process that is of significance to a specific study. Purposive sampling is a non-probability sampling method in which the researcher deliberately selects people who align with the study's aims, based on the researcher's underlying beliefs (Obilor 2023).

The justified merits of the convenience sampling procedure are that it was convenient for the researcher to target the participants who normally visit the library for various purposes such as to borrow the books, use the internet services or to use the study room. Furthermore, the existing body of literature suggests that employing a convenient sampling strategy is a more cost-effective approach compared to other sampling strategies. This method offers the advantage of readily available participants, hence facilitating efficient time management as participants are already accessible (Saunders, Lewis & Thornhill 2019:324). In this case, the research used members of the SAPS who volunteered to be readily available for the study.

1.3.5 Data collection technique and procedures

According to Creswell and Creswell (2018), it is commonly acknowledged that qualitative researchers typically engage in the direct collection of data using methods such as document analysis, behavioural observation, or participant interviews. In general, individuals tend to independently undertake the process of gathering and examining data. They abstain from employing surveys and instruments that have been previously devised by other investigations. Scholars have the opportunity to utilize a wide array of data collecting tools, such as interviews, observations, documents, and

audio-visual equipment, rather than relying exclusively on a single instrument for the purpose of gathering data (Creswell & Creswell 2018).

Creswell and Creswell (2018) emphasize that the prevailing techniques employed for data collection encompass many forms of interviews, including face-to-face interactions, telephone conversations, focus group discussions, and virtual exchanges using email platforms. Creswell and Creswell (2018) assert that interviews are purposefully structured to gather a more comprehensive and in-depth pool of data from a limited sample size of individuals. The effectiveness of interviewing techniques stems from the utilization of open-ended questions, which provide comprehensive investigation into the people, viewpoints, actions, experiences, and phenomena under study (Creswell & Creswell 2018).

This research adopted semi-structured face-to-face interviewing technique. The advantage of using semi-structured interviewing strategy is that it allows for in-depth exploration of the problem studied. The participants can provide in-depth explanation of the phenomenon studied in their natural setting (Teherani, Martimianakis, Stenfors-Hayes, Wadhwa & Varpio 2015).

1.3.6 Data analysis

On the basis that the research study was qualitative in approach, a qualitative research approach was used. According to Miles, Huberman, and Saldana (2014) qualitative data analysis refers to all forms of analysis of data that were gathered using qualitative techniques, regardless of the paradigm used to govern the research study.

The qualitative data analysis involved the utilization of two specific methodologies, notably the Nvivo qualitative analysis program. This software facilitated the process of capturing, coding, and evaluating the data. Another analytical strategy employed in the study involved the utilization of a content analysis approach, wherein qualitative data topics were subjected to quantification. One of the primary advantages of employing content analysis is its ability to enable the quantification of qualitative data. In addition, the graphical depiction of data was performed using the MS Excel software suite.

1.4 THEORETICAL AND CONCEPTUAL FRAMEWORK

Grant and Osanloo (2014) suggest that the theoretical framework serves as the foundational structure capable of accommodating and bolstering a theory within the context of a research study. The document functions as a framework upon which to construct and substantiate the research. Furthermore, this framework offers a means to delineate the researcher's philosophical, epistemological, methodological, and analytical orientations in conducting the study (Grant & Osanloo 2014). The theory is defined as an interconnected set of hypotheses or variables made as intentions that stipulate the connection among variables (Bryman 2016). The theoretical framework makes research findings significant and to be generalised. Michaels (2015) avers that a theoretical framework is a general hypothetical method with norms, concepts, and specific social theories.

Kumar (2019) explains user satisfaction as an important measure of service quality in the libraries which provide important feedback for libraries to assess and improve their service to the users.

The present study used the LibQUAL model as a framework for assessing service quality. The model under consideration in this study was adapted from the original Gaps model, which was initially established by Parasuraman, Zeithaml, and Berry in 1985. The model offers theoretical guidelines for the present study. According to Barfi, Parbie, Falson, Teye, Kodua-Ntim, and Ayesu (2023) the model proposes that the measurement of patrons' perspectives of service quality is achieved by identifying discrepancies or gaps between patrons' expectations and their perceptions of the service. The model posits that customer expectations are contingent upon the patron's perception of the significance of a certain component for it to be classified as service of good quality. The assessment of library services and quality include a comprehensive analysis of the disparities between customers' expectations and their actual judgment of the library's performance (Chavda 2020). According to Sain and Negi (2023), the concept of quality is derived from a customer's evaluation of the services they receive, based on a comparison between their expectations and their perceptions.

The diagram presented in Figure 1.1 below illustrates the various factors that impact the utilization of library resources and services by patrons, as well as the perceived quality of

service provided by the library, which in turn contributes to meeting the information requirements of users.

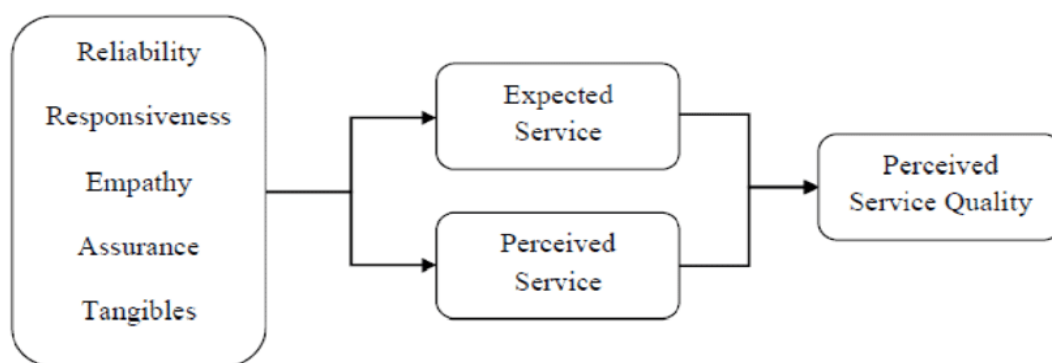


Figure 1.1 SERVQUAL model of service qua 1

Source: (Parasuraman, Zeithaml and Barry 1985)

The theoretical framework and models are presented in depth in chapter 2 of this research.

1.5 LITERATURE REVIEW

A literature review can be described as a comprehensive examination and evaluation of pertinent scholarly works within a specific field of study, with the aim of acquiring a profound comprehension of the research conducted in that area. A literature review encompasses an examination of many scholarly resources, such as books, papers, and other relevant materials, which are utilized by the researcher to critically analyze the subject matter pertaining to the given issue (DeCarlo 2018). Within the present context, the discussion pertains to a literature review that aligns with the study's aims.

1.5.1 Types of library resources and services and their usage

According to Ashikuzzaman (2023) libraries must build a strong collection of library resources in traditional and digital format to provide for the knowledge requirements of their users. Gumede (2021) suggests that access to the library resources can be afforded with the number of computers and existence of network structures, the ability to work with tools and the system structure that supports rapid and convenient networks is what users need. The ability to use e-resources efficiently based on computer skills, knowledge of what is available and how to use it is also important (Abdullah 2022)

Furthermore, Hickerson, Lippincott and Crema (2022) argue that since the COVID-19 pandemic began, libraries had to become agile and focus more on online resources and services than manual ones. Platforms such as Facebook, Twitter, WhatsApp, YouTube, Telegram, LinkedIn, Instagram and Blog had to be adopted as some of the important online communication tools. This study aims to establish if the same can be said about the studied library and its users.

1.5.2 Accessibility and availability of library resources and services According to Jovita and Keshav (2021), in order to enhance access to and utilization of social networking platforms such as Facebook, Twitter, Instagram, WhatsApp, LinkedIn, YouTube, Telegram, and Blog, librarians should undergo training to enhance their digital literacy competencies. In order to effectively educate users in the utilization of emerging digital technologies, it is imperative that they first acquire proficiency in operating those technology. The enhancement of digital literacy skills among librarians is of utmost importance in order to ensure optimal functionality and effective provision of library services amidst the COVID-19 epidemic.

1.5.3 Challenges regarding library resources and services

According to the findings of Brown (2020), libraries choose to temporarily cease operations at their physical premises and instead shifted their focus towards providing digital access to its clientele. The annual convention of the American Library Association (ALA) was cancelled for the first time in 27 years as a result of the COVID-19 pandemic. During the COVID-19 epidemic, a significant number of libraries have implemented electronic resources, which has conferred them with a notable advantage in comparison to traditional library services. The majority of users express contentment with these features, as they are able to efficiently access the information they need in a timely manner. Working librarians have a deficiency in expertise. Libraries encounter numerous obstacles in their endeavor to sustain the provision of services at the elevated standards that users have grown used to. One of the primary obstacles that libraries encounter in relation to the administration of electronic resources pertains to the insufficiency of financial resources allocated for information and communication technology (ICT) resources and services inside the library. Hence, the objective of this research is to determine whether similar observations can be made regarding the users, resources, and services of the Aloe Park SAPS National Library, as discussed by Marlon (2014).

1.5.4 Assessing library resources and services

Ameh, Ukwaona and Oye (2021) recommend that libraries should be automated, and services made available in cyberspace. They should move from transactional services to relational services to create more value for users. In addition, they should embark on creating new digital content and databases on their websites to support educational programmes research and create greater awareness of the COVID-19 pandemic. Adil (2020) is of the view that new service model libraries are needed. For Adil (2020), these new model libraries should support library users by compiling different lists of online e-resources on the library websites, delivering online information literacy programmes through social media and developing online institutional repositories and library guides. Jovita and Keshav (2021) asserts that librarians should be equipped with different ICT skills needed in serving 21st century users.

1.6 Ethical Issues

Research ethics can be defined as the moral aspect of research (Zukauskas, Vveinhardt & Andriukaitiene 2018). This study complied with the following research ethical principles:

Protection from harm: The researcher took measures to guarantee that the research study did not pose any bodily injury to the participants, impede their growth or self-esteem, induce stress, or negatively impact their career prospects (Zukauskas et al 2018). The ethical principle of informed consent is willingly implemented in research studies to ensure that participants are provided with comprehensive information regarding the research process, the potential consequences of the research, the objectives of the study, and any other factors that may reasonably impact their willingness to take part. This approach also ensures that participants receive sufficient information to make informed decisions regarding their participation in the research. According to (Zukauskas et al 2018) the consent form granted participants the explicit right to resign from the study at any point without facing any negative consequences and emphasized that participation was entirely voluntary. During the course of the study, it was required that the participants provide their signature on the informed consent document.

Obtaining permission: as part and parcel of the ethical conduct for the research study, the researcher first seek permission from the mining company authorities and the governing municipality in which the study was conducted. Permission was granted in a form of a letter from all the relevant authorities.

Privacy, confidentiality, and anonymity: the researcher was made sure that no names of the participants in the study were exposed, no faces or direct camera works were used that would expose or disclose the participants' identity, also the signing of the non-disclosure of information agreement (Creswell & Creswell 2018). These ethical principles were engaged to uphold the right of privacy for the participants as well as to remove the element of victimization of the participants.

1.7 SCOPE OF LIMITATIONS OF THE STUDY

As the result of the restricted degree and season of the review, the researcher chose 20 police officers who are potential library users, analysts, and enlisted understudies from different organizations. The librarians are also included in the study to encourage the utilization of library resources and services. The researcher is a worker in the library at SAPS hence there were no difficulties in gathering responses from the participants.

The Aloe Park SAPS library is situated in Pretoria West, the CBD of Pretoria (Tshwane). It includes various races like Africans, Indians, and Whites. The researcher chose the police officers who are potential library clients and who are legitimate officials, scientists, and enrolled understudies of different foundations to respond to research questions through a telephonic interview, to evaluate the utilization of library services in the Aloe Park SAPS library, Pretoria. This study is predominantly a scientific and graphic view of the reaction of the clients.

1.8 DEFINITION OF TERMS

This section provides a concise overview of the fundamental concepts employed in the present investigation. According to Leedy and Ormrod (2021), the act of defining terminology holds great importance as it allows for the evaluation and determination of whether the research has successfully accomplished what was first recommended in the issue statement. The subsequent terms establish the operational definitions utilized in the present investigation.

1.8.1 LibQUAL

LibQUAL is a service quality measurement tool based on the SERVQUAL model. It is used to capture and measure the quality of service experienced by the customers. Libqual was initiated in 2000 according to the study conducted by Pappalardo (2021), an

experimental project was undertaken to assess and compare perceptions of library service quality among a total of 13 libraries.

1.8.2 SERVQUAL Model

A Servqual Model is a service quality framework developed by Zeithaml, Parasuraman and Berry in the eighties. It is also known as management perception, quality specification gap, service delivery gap, market communication gap and perceived service quality gap (Rolo, Alives, Saraiva & Leandro 2023). The model is used to measure the scale of quality in the service sector.

1.8.3 Library User

Library users is any person who is registered on the library system and who makes use of the library resources and services.

1.8.4 Library Services

Library services are provided by a library for the use of the books and the dissemination of information. These services include library circulation, interlibrary loan, references, electronic services and the internet and intranet.

1.8.5 Library Service Quality

Partap (2019) defines "service quality" in the library as the level of excellence in meeting users' expectations with the materials and services provided. Nyantakyi-Baah (2016:19) further states that service quality means being able to view services from the customer's point of view and then meeting the customers' expectations of service. This study refers to library quality as a facility that meets the purpose for which users utilise the library services.

1.8.6 Police Officer

According to Matsepe (2020), the term 'police' refers to an individual who is employed by the South African Police Service (SAPS) and is tasked with fulfilling the duties outlined in ACT 68 of the Constitution of the Republic of South Africa, 1996. The author elaborates on the various duties assigned to police officers, which encompass crime prevention, crime intervention, crime investigation, preservation of public order, safeguarding and securing

the populace and their possessions, enforcement and adherence to legal statutes, and fostering a safe and secure milieu for all individuals within South Africa.

1.9 CHAPTER LAYOUT OF THE STUDY

Chapter 1: Introduction

This chapter has an introductory section that provides an overview of the investigation and delves into the research aim, research objectives, research questions, study motivation, study assumptions, and study architecture.

Chapter 2: Literature Review and Theoretical/Conceptual Background

Chapter 2 provides a comprehensive assessment of the existing literature, centering on the research conducted in connection with the present study. The study examined several definitions and concepts, empirical evidence, conceptual frameworks, and theoretical frameworks that were relevant to the research. The chapter also examined elements that are congruent with the subject matter, title, research issue, purpose, and goals.

Chapter 3: Research Methodology

This chapter explores the research methodologies employed and outlines the process by which the study was carried out. The text explores various elements, including the field of study, the chosen research approach, the research design, the research instruments employed, the study population, the sampling techniques utilized, the sampling procedure and size, the instruments used for data collection, the procedures employed for data collection, the determination of validity and reliability, the limitations and boundaries of the study, and the ethical considerations involved.

Chapter 4: Results

This chapter explores the visual depiction of the findings, the analysis and understanding of the findings, and a discourse on the findings in accordance with the existing body of literature.

Chapter 5: Discussion, Conclusion and Recommendations

The final chapter of this research paper encompasses the discussion, conclusion, and possible recommendations.

1.10 Summary

The summary provides a background information of the research covered in this study. The research problem as well as the research questions are highlighted. As already highlighted, Aloe Park Library is a government entity and a special library that is mandated to provide specific reference and supporting materials for SAPS employees. These libraries offer resources for the furtherance of knowledge and collateral materials for the enlightenment, enrichment, and development of employees. However, not much is known about users' satisfaction regarding Aloe Park Library's resources and services. Therefore, the purpose of the study was to present LibQUAL as a tool utilized for evaluating user satisfaction about the materials and services offered by Aloe Park SAPS National Library. Additionally, the chapter outlined the design research and methodology employed in conducting the study. The next chapter provides a detailed overview of the literature used in this study.

CHAPTER 2

LITERATURE REVIEW AND CONCEPTUAL FRAMEWORK

2.1 INTRODUCTION

In the previous chapter, the research problem concerning the assessment of user satisfaction with library services at the Aloe Park SAPS National Library in Pretoria was presented. This chapter provides an overview of the conceptual framework utilized in the study, delving deeper into the fundamental topics, including library service quality, user happiness, and several models for assessing service quality. The analysis extends to examining pertinent literature pertaining to the assessment of users' contentment with library services.

2.2 CONCEPTUAL FRAMEWORK

This section explores the theoretical principles pertaining to the utilization of LibQUAL for the evaluation of user satisfaction with library services. The process involves a comprehensive exposition of the historical background of library evaluation, the assessment of user happiness, and the elucidation of diverse models employed to ascertain the correlation between user experience and the quality of library services. In other words, the framework investigated the level of satisfaction among users regarding the resources and services provided by the library.

2.2.1 Concept of Library Service Quality

Service quality is the level at which an organisation providing a service meets the users' needs or expectations. Bhasin (2023) defines service quality as the difference between customer expectations of service and perceived service. It also refers to the extent to which services are delivered, as well as the resources' excellence to increase customer satisfaction by providing library services (Partap 2019). According to Kumar and Mahajan (2019), service quality refers to the extent to which service delivery meets the user's expectations and achieves high-quality services.

Sain and Negi (2023) posits that quality is determined by customers through a comparison of their anticipated services with the services they actually perceive. The primary focus of his study centers on the disparity between users' service expectations and their perceptions of the services rendered. The assessment of library services and quality entails analysing the disparities between customers' expectations and their impression of the actual performance of the library (Bhasin 2023). The advent of Information and Communication Technology (ICT) has brought to a shift in users' expectations, as noted by Amao (2020). According to Ramezani et al. (2018), the assessment of service quality is necessary to facilitate the improvement and advancement of organizational services. The value of the communication between the user and the librarian, as it pertains to the nature of the question, cannot be overstated. This indicates a transition among researchers from quantifying inputs using aggregated data to evaluating outputs, specifically focusing on the quality and satisfaction levels of consumers.

2.2.2 Concept of Users' Satisfaction

There are several terms used to represent users in the field of library and information science, such as patron, borrower, member, client, or customer. User is the most used word in libraries. It is very difficult to explain library users, as some are frequent visitors, while others use the library only once in a long time. The library services are used in different ways; others use a few while others use many. Some of them just visit staff members and sign the visitors' register. It is important for the library to know who the user is, what their needs or queries are, and how those queries can be satisfied according to user expectations.

As stated by Jain, Makwena and Singh (2023), user satisfaction is a significant indicator of service quality within library settings, offering valuable insights for libraries to evaluate and enhance their service provisions for users. According to Kotler and Keller (2021), satisfaction can be defined as the emotional state experienced by an individual when comparing the performance or outcome of a product to their initial expectations, resulting in feelings of joy or disappointment. User satisfaction refers to the subjective evaluation of a service provider by a user, which is influenced by the extent to which their needs are met (Bhasin 2023). According to Alasandi and Bankapur (2014), the experience of getting a service generates a favourable emotional response that fosters a desire among users to engage with the service again.

The process of users' satisfaction goes through various stages such as reference interview to understand users' information needs thereafter what resources and services can be provided to meet the users' needs, then follow-up interviews to find out about the users' satisfaction with resources and services provided. Evaluating users' satisfaction is a part of the response circle on how well the library is providing the service. Most library workers are satisfied with what libraries have previously done to provide service to users. Libraries today are transformed vividly from traditional library collections of books and shelves to the new technology of knowledge and information (Lalrokhawma & Verma, 2017). The author further explains that information and communication technologies (ICT) have changed the way of providing information.

Therefore, satisfaction can be personal, and it is the degree to which users are pleased with the library's services, staff attitudes, and the library environment in fulfilling their needs and expectations. The existence of libraries is dependent on the user's satisfaction. When the library can meet his or her expectations, users are satisfied, and the library is able to meet their actual needs. A quality library service is said to be one that satisfies the user's expectations.

2.3 DIFFERENT TYPES OF SERVICE QUALITY ASSESSMENT MODELS

The concept of evaluating library services by users is widely recognized in the literature, as noted by Hernon, Altman and Dugan (2015). These authors propose a set of 11 questions that can be used to assess library services, encompassing aspects such as quantity, cost-effectiveness, timeliness, accuracy, responsiveness, quality, value, reliability, courtesy, and overall satisfaction. The significance of quality assessment and evaluation in contemporary libraries cannot be overstated, as they yield substantial advantages for both the library itself and its user community (Reddy 2017). According to Reddy (2017), the assessment of library quality only based on collections has grown outdated. According to Zeithaml, Parasuraman and Berry (1985), in the context of a service-quality assessment model, the evaluation of quality is solely determined by consumers, rendering all other assessments essentially devoid of value.

Models play a crucial role in providing explanations by organizing the underlying perceptions of a theoretical argument. This process creates opportunities for conducting controlled experiments and ultimately generating hypotheses. The primary objectives of the models are to assess existing theories, develop new theories, and facilitate

speculative analysis. Prior research has indicated that libraries employ different models to assess service quality, including SERVQUAL, SERVPERF, EFQM, TQM, and LibQUAL. These models are underpinned by specific theoretical frameworks. The following chapter introduces a theoretical framework for assessing the level of satisfaction among library users in relation to the services provided by the library. A novel model was established to establish the correlation between user satisfaction and the library services rendered, following an exposition on the historical context of library evaluation and the measurement of user satisfaction.

2.3.1 Service Quality (SERVQUAL) Model

Bhasin (2023) posits that SERVQUAL serves as a prominent model employed for the assessment of service quality and customer satisfaction. The Service Quality Model (SERVQUAL) was conceptualized and subsequently put into practice in the year 1985 by Parasuraman, Zeithaml, and Berry. The model was then reviewed by them in 1988, and it was concluded that SERVQUAL is a measure of service quality that can meet the expectations of customers. The model was used by the researchers to capture and analyse customer expectations and perceptions of the service rendered.

According to Asogwa, Asadu, Ezema, Ugwu and Ugwuanyi (2014), the SERVQUAL model allows service providers with similar outputs to provide greater value, competitiveness, opportunities for growth in services, and an increase in customer satisfaction. Ghavimi Rahbar, Kelvanagh and Ghoreishizadeh (2017), indicated that this model is an investigative tool for identifying the weak and strong points of the educational services and is used to evaluate the gaps between the clients' expectations and perceptions of the quality of educational services. Ncwane (2016) is of the opinion that the SERVQUAL model based on the idea of user-centred assessment, identifies five potential gaps between expectations and perceptions, both internal and external to service delivery. User satisfaction with the library's services is a serious concern. To meet users' expectations, the library needs well-trained staff, a well-equipped library, and management that is supportive, but the issue of users' satisfaction depends on their emotional and subjective reaction towards a service provider.

Ncwane (2016); Bhasin (2023) and Verint.com (2019) defined the five gaps as follows:

- First, there is a disparity between consumer expectations and management's perception of consumer expectations.
- Gap 2: there is disparity between management's perceptions of consumer expectations and service quality specifications.
- Gap3: there is a difference between service quality specifications and the service delivered.
- Gap4: there is disparity between service delivery and what is communicated to consumers about the service.
- Gap5: there is a difference between customers' expected service and perceived service delivery.

Figure 2.1 below shows the gaps in the Service Quality (SERVQUAL) Model:

Gap Model of Service Quality

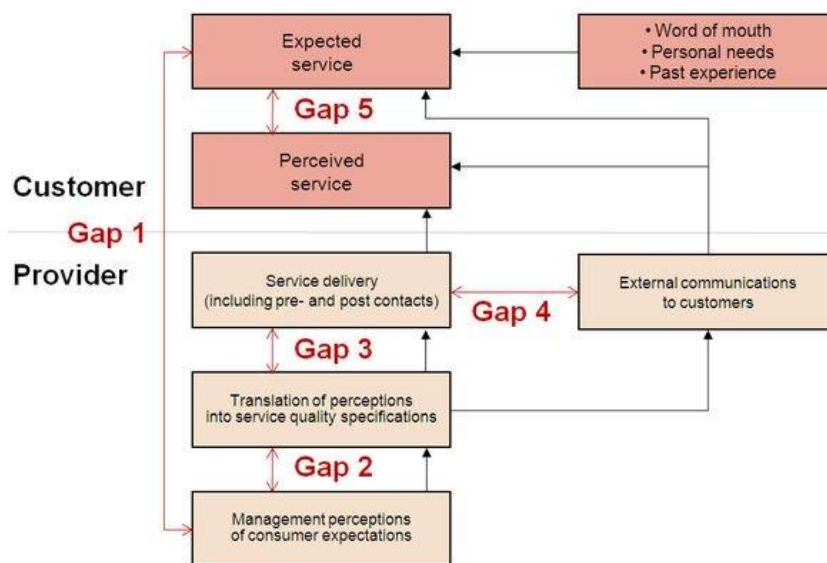


Figure 2.1 Service Quality (SERVQUAL) Mo 1

Source: Verint.com (2019)

The gap model of service quality aids the organization to understand the users' satisfaction. The gap model is broadly used to understand the different deviations that are happening in the progression of service delivery to prospective users. It generates a roadmap for the whole service delivery progression and identifies the gap between the progressions so that the complete model works efficiently and effectively. This model aids

in identifying the gaps between the perceived service and the expected service (Lapaas 2019).

The model is based on the quality perceptions and expectations of the customers that are influenced by five discrete dimensions occurring in the organization (Bhasin 2023). The five dimensions include:

- **Reliability** shows the ability to provide services accurately and effectively.
- **Responsiveness** measures the ability and willingness to solve the customers' enquiries effectively and efficiently.
- **Tangibles** are the image of the facilities, equipment, and attitude of staff, materials, and information systems.
- **Empathy** refers to caring, consideration and prioritising of the customers' needs and request.
- **Assurance** depends on staff's attitude towards the customers; creates credibility and trust for the customers as well as staff that is professional and knowledgeable about the service they render. Their communication skills made the customers believe in the quality of their organizational service (Bhasin 2023).

2.3.2 Model of Service Quality Performance (SERVPERF)

According to Nidhisha and Sarangapani (2019), the Performance Component of the Service Quality Scale (SERVPERF) is described as another service quality measuring model developed by Cronin and Taylor in 1992 and 1994, and it is based on perceptions of the user regarding the performance of the service. It is a pure performance-based approach to the measurement of service quality. According to Sajna and Mohamed (2016), SERVPERF is the most preferred tool for measuring library service quality than SERVQUAL because it provides more reliable results, and it has greater convergent and discriminant validity and it is a less influenced tool. SERVPERF can also be used to compare the service quality of two or more organisations (Sajna & Mohamed 2016).

Adil, Ghaswyneh and Albkour (2013) argued that due to the limitations of measurement, operationalization, conceptualization, and applications of the SERVQUAL scale, the performance-based measure was a better means of measuring the service quality

contract, triggering an interesting controversy in service quality research. This model measures the service quality according to the users' perceptions of the services received and would not consider the users' expectations according to Information and Library Services. The model is less well known, though it is an interesting tool in service quality evaluation. According to Cronin and Taylor (1992), SERVPERF measures quality as an attitude, not satisfaction. It further adds to satisfaction and buying purposes. SERVPERF demonstrates that service quality is a form of consumer attitude (Adil et al 2013). It uses the idea of perceived service quality as a path to satisfaction.

Figure 2.2 below show the SERVPERF Model:

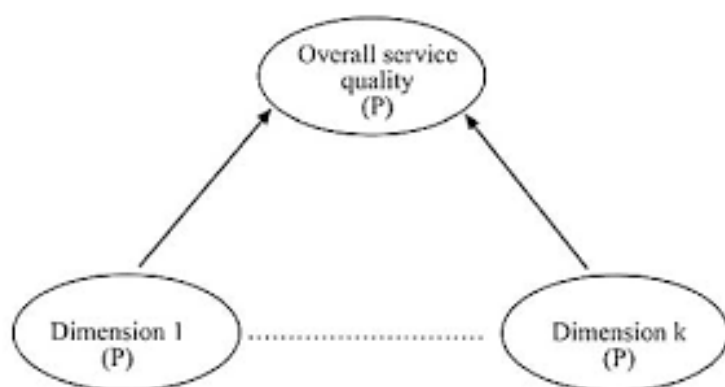


Figure 2.2 Performance Only Model (SERVPERF)

Source: Martinez and Martines (2010)

SERVPERF service quality can be expressed as follows in an equivalency form by Adil, Ghaswyneh and Albkour (2013):

- **Service quality (SQ)** - refers to individual perception of service quality.
- **Dimension K** - the number of attributes or items.
- **Dimension I** - is an individual's perception of the performance of a service organization.

2.3.3 European Foundation for Quality Management (EFQM) Excellence Model

The European Foundation for Quality Management (EFQM) model was founded in 1988 and originally launched in 1992 by Chief Executive Officers of 14 organisations based in Europe to develop a management tool that would increase the competitiveness of European organisations regardless of size or sector (Stavridis & Tsimpoglou 2012). After a

lengthy co-creation process with numerous stakeholders, the most recent 2020 EFQM model was released in 2019. The UN Sustainable Development Goals (SDGs), European values, and business ethics are all considered in the 2020 EFQM model (Fonseca, Amaral & Oliveira 2021).

The EFQM excellence model evaluates how satisfaction can bring about excellence in the results of an organization, identifying that through the execution of different methods, excellence may be reasonably attained (Calvo-Mora, Leal & Roldan 2006).

Boiyon (2022) adopted the EFQM model as it covers the essential ideals of an organization that improved customer satisfaction through the recognition of quality results. Boiyon (2022) explains nine quality management criteria that the EFQM model secures:

- **People:** must be given opportunities to learn while working.
- **Partnerships and resources:** encouraged the development of partnerships with external and internal resources that added value to the organization's improvement.
- **Policy and strategy:** review the organisational mission, vision, values, and strategy.
- **Processes:** concern how the organization plans, manages, and improves its activities and processes to serve customers and other stakeholders.
- **Customer:** the satisfaction of the customer must be recognised by the organisation's excellence management.
- **Focus on results:** organizational shareholders are supposed to be satisfied and fulfilled with the results attained.
- **Management focus:** management must break down everything into systems, processes, and facts for affluence monitoring and training.
- **Involvement of employees:** employees must be developed to gain knowledge and fully utilize the potential of their customers to improve service quality.
- **Results in society:** an organization must perform reliably towards achievement and the community.

Figure 2.3 below shows the European Foundation for Quality Management (EFQM) model criteria.

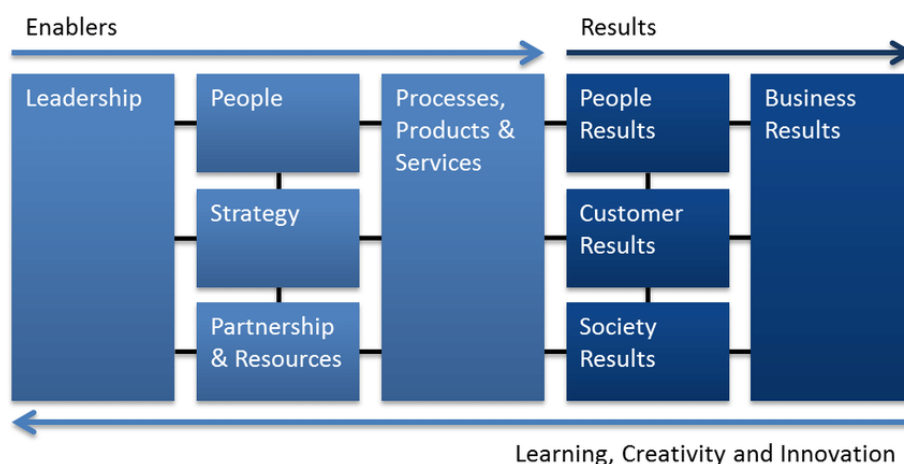


Figure 2.3 European Foundation for Quality Management (EFQM) Model

Source: Moreno (2013)

This model is based on the premise that excellent results from people, customers, society, and community are achieved through partnerships, resources, and processes. According to Moreno (2013), the EFQM model assumes that a good management system is needed for the success of an organization.

2.3.4. Total Quality Management (TQM) Model

Kumar and Mishra (2019) posits that the inception of the Total Quality Management (TQM) concept may be traced back to the 1950s, gaining significant traction and widespread recognition throughout the early 1980s. Total Quality Management (TQM) is a managerial approach that facilitates the active participation of both management and personnel in the ongoing enhancement of resources and services provided (Kumar and Mishra 2019). Nattar (2020) posits that the TQM model encompasses the cultural, attitudinal, and organizational aspects of a firm, with the aim of delivering products and services that effectively meet the demands of customers. According to Nattar (2020), there is a need for a thorough re-evaluation of the organizational structure and operational processes of libraries when implementing Total Quality Management (TQM) as a management tool. The aforementioned model serves as a mechanism through which both management and employees can actively engage in the ongoing enhancement of the manufacturing and provision of goods and services. The primary focus of this study pertains to the specific needs and demands of the customer, with library users serving as

the primary clientele. The TQM model incorporates the perspectives of library users in defining the service, as it recognizes the dynamic nature of users' requirements and emphasizes the necessity of a continual improvement process for delivering excellent service (Nattar 2020).

Uduk (2015) describes TQM as a complete system for achieving continuous improvement in users' satisfaction. The goal is to achieve greater efficiency and effectiveness, while keeping costs down and increasing market share. The TQM is focusing on satisfying users' needs with the service provided. De-Graft and Anane-Donker (2020) argues that the concept of "customers' satisfaction" has gained prime importance in the Library and Information Science sector as it has become user oriented. TQM applications are essential to be adopted by libraries to meet customers' needs effectively (De-Graft & Anane-Donker 2020). The author further stated that achieve quality in library and information centres, there are elements that need to be executed. These are known as the "Six (6) Cs: commitment, culture, continuous improvement, cooperation, customer focus and control (Akrani 2012):

- **Commitment from Employees:** the organisation's TQM policies must be implemented. These policies must be followed by all employees of the company. Quality progresses become an important part of everyone's work in this regard.
- **Quality Improvement Culture:** it results in an organisational culture of quality improvement. To inspire employees' responses, the current culture must be efficient on a continuous basis. As a result, personnel were at ease when it comes to the efficient administration of allocated work.
- **Continuous Improvement:** TQM is a continuous process rather than a program. This necessitates continuous improvement in all the management's related policies, procedures, and controls. There should be an ongoing search for new skills to improve performance. This means that there is always room for improvement, even if it is minor.
- **Staff Cooperation:** total employees' involvement during and after implementation of TQM is directly related to its application. Employee's knowledge and cooperation are put to good use in the development of new strategies and performance metrics.

- **Focus on Customer Requirements:** customers' requirements and expectations from products and services should be the focus of the TQM process. In today's organisational services, customers require and expect perfect goods and services with zero defects. Focusing on customer needs is critical for long-term survival and the development of strong customer relationships.
- **Implement Effective Control Measures:** control is to be established to monitor and measure the organisational performance. Control also aids in the correction of any flaws in the organisational process that may exist. All documents or manuals of current best business practices should be included in the control policy checklist.

Figure 2.4: Below shows the Total Quality Management (TQM) model:



Figure 2.4 Total Quality Management (TQM 1

Source: Akrani (2012)

2.3.5 LibQUAL+ LIBRARY SERVICE QUALITY

This model was developed, tested, and refined by Texas A&M University in conjunction with the Association of Research Libraries at the University (ARL 2004). The Association of Research Libraries at the University of Ottawa (2021) defines LibQUAL+ as a tool that libraries use to solicit, track, understand, and act upon users' opinions of service quality. The LibQUAL instrument was developed by Parasuraman, Zeithaml and Bitner's team of marketing research (Thompson, Kyrillidou & Cook 2009). It is modified from the SERVQUAL model. The LibQUAL model was first used by Rhodes University in South Africa, the reason for Rhodes University's utilizing the LibQUAL model was influenced by the library's need to benchmark the quality of their service provision against that of other

university libraries in South Africa (Kekana & Kheswa 2020). Data was gathered using the LibQUAL.

According to Ip and Wagner (2020), LibQUAL+ is a specialised tool utilized for the assessment of library usage. It was developed to satisfy the need to perform research within libraries to compare and evaluate their services for benchmarking and identification of best practice purposes (Ip & Wagner 2020). According to Kekana and Kheswa (2020) explain that LibQUAL is a total survey anticipated to assist librarians understand user perceptions and hence improve service quality and better meet users' information needs. LibQUAL changed from eight dimensions to three dimensions (Habiburrahman & Erlianti 2020). The three dimensions are:

- **Effect of service:** in the way users are treated and served by library workers.
- **Information control:** the ability to navigate through information creation.
- **The library as a place:** in the way that the library meets the users' needs who require and seek information.

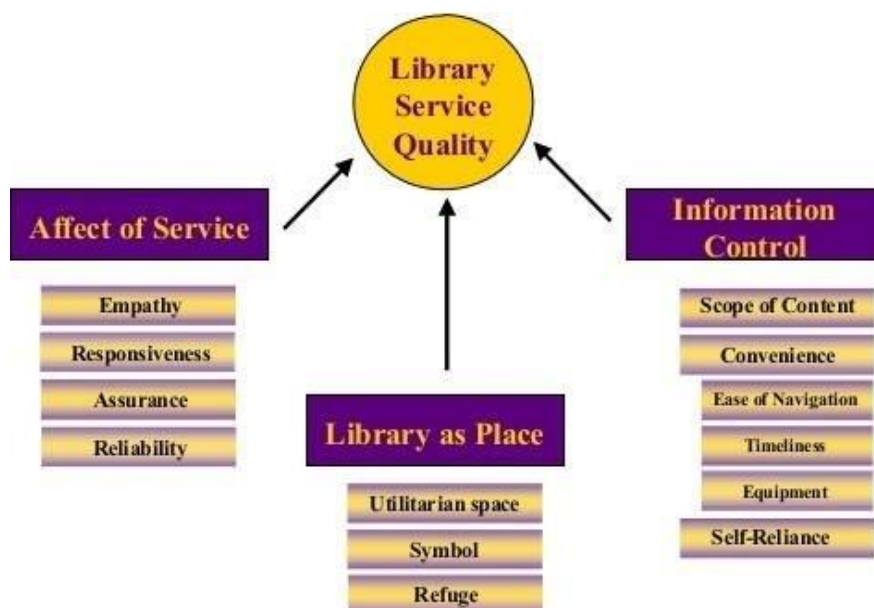


Figure 2.5 LibQUAL+ Model 1.1

Source: Association of Research Libraries (2020)

According to Crawford (2006), this model measure library users' perceived and desired level of service quality across three dimensions that aim to:

- Foster the culture of excellence in providing library services.
- Help libraries better understand user perceptions of library service quality.
- Collect and interpret library user feedback systematically over time.
- Provide libraries with comparable assessment information from peer institutions.
- Identify best practices in library service.
- Enhance library staff members' analytical skills for interpreting and acting on data (Association of Research Libraries 2020).

Jyothi and Vidya (2018) conducted a joint study to investigate the perceived importance and experiences of library service quality among hospitality management students, with the goal of identifying the strengths and weaknesses of library service quality based on their perceptions of library services using LibQUAL. Li (2017) conducted another study at Georgia Southern University to evaluate library assessments to determine patron demands and satisfaction aspects, as well as library performance quality. Ihsan, Pulungan and Afiahavati (2018) recommended using the LibQUAL model to measure library service quality. Therefore, the LibQUAL model is adopted for this study to evaluate the Aloe Park library users' satisfaction with resources and services.

2.4 LITERATURE REVIEW

The literature review is defined as a summary and analysis of published relevant research publications on an area of interest to gain an in-depth understanding of the research. A literature review can be the survey of books, articles, and any other sources that the researcher can use to review the matter related to the topic (DeCarlo 2018). In this context, literature review is discussed in line with the objectives of the study. To put the study in its proper context, various literature related to the study were reviewed to identify and analyse several issues that are significant to the study. The literature review for this study was perceived and focuses mainly on the following: (i) library resource and service types and usage; (ii) library resource and service accessibility and availability; (iii) library resource and service challenges; and (v) library resource and service approaches.

2.4.1 Different Types of Library Resources and Services

Libraries are increasingly using and relying upon technology. According to Bright (2020), libraries stay abreast of how people interact with each other and information. The author further indicated that people were always in need of access to information and support. Librarians are advocates for users to receive quality information and enjoy resources. Buhari (2016) asserts that the adequate utilization of information resources enhances job performance among high-ranking government officials. The position occupied and the work executed by personnel require, and sometimes influence, their search for and utilization of various information sources (Buhari 2016).

According to Ashikuzzama (2023), to meet the information needs of their users, libraries must establish a robust assortment of library materials encompassing both conventional and digital media. For Bawa, Bawa and Artha (2018), access to library materials can be facilitated by the quantity of computers and the presence of network infrastructures. The utilization of tools and a system structure that facilitates efficient and user-friendly networks is essential for users. Efficient utilization of electronic resources, contingent upon proficient computer skills and comprehensive understanding of available resources and their utilization, holds significant importance (Ruzegea & Msonde 2021).

Furthermore, Hickerson, *et al* (2022) stated that libraries have been compelled to adapt and prioritize online resources and services over manual ones in response to the onset of the COVID-19 epidemic. Platforms such as Facebook, Twitter, WhatsApp, YouTube, Telegram, LinkedIn, Instagram, and Blogger had to be adopted as some of the most important online communication tools. This study aims to find out if the same can be said about the studied library and its users.

2.4.2 Library Resource and Service Accessibility and Availability

According to Arowolo, Ajiboye, and Adio (2022), the concept of utilization of information resources pertains to the degree to which individuals employ the knowledge and resources available within a library setting in order to meet their informational needs. The utilization of library resources is contingent upon the demand for its information resources. This demand, in turn, influences the extent to which patrons utilize library resources, thereby aligning with the library's objective of maximizing user exposure to these resources. Abdullahi and Aliya (2019) stated that demand for and utilization of information is a product of factors such as research, job performance, examinations, leisure or

recreation, problem solving, awareness and education. This means that the usage of library resources and services by police officials in Aloe Park SAPS library were for the purpose of enhancing their job performance, either through research, leisure reading, need for awareness, solutions to employees' and personal problems, or need for training and staff development for the purpose of discharging their responsibilities.

Jovita and Keshav (2021) argue that for librarians to increase access and usage of social networking sites like Facebook, Twitter, Instagram, WhatsApp, LinkedIn, YouTube, Telegram, and Blog, they must go through training to improve their digital literacy skills. To be able to educate users on how to use emerging digital technologies, they must first master those technologies. It is crucial that librarians upgrade their digital literacy skills to function efficiently and provide library services effectively during the COVID-19 pandemic.

According to Abubakar (2020), the more easily accessible information resources are, the more likely they were used, and readers prefer resources that require the least amount of effort to access. Even though the world is experiencing an information explosion or overload, third-world countries are experiencing information poverty. The initiation of internet access in the SAPS libraries, which enables quick and easy access to unlimited access to information from different sources, has clearly assisted in transforming the level of access by users. The internet is a global information source that conveys a wide range of resources from around the world to its users. Electronic information resources have drastically changed the face of information access in the library environment (Abubakar 2020).

There is plentiful opportunity in term of resources available to all library users including the police officers around Aloe Park SAPS library in Pretoria for appropriate research to enhance their productivity and promote creativity at both individual and organisation level. Horsfall (2023) argued that librarians and library workers of the future must be equipped with an inclusive range of personal and transferable skills to manage the changing environment in which they work.

2.4.2.1 Computerised Circulation Services

Previously, the circulation section issued books to users by using a card system and keeping track of the borrower's cards. In the computerised circulation system, it is not necessary for the library to issue and maintain borrower's cards. Users require a single

membership that is used on software to access their personal databases. The software controls numerous borrowing facilities (Majumder & Bose 2019).

2.4.2.2 Virtual Reference Services

Oluwabiya (2017) states that the virtual reference service is a development on the traditional reference service to meet the information needs of users in changing technological environments. Various libraries offer reference services in an online mode where the user can communicate with the librarian from a remote location and face-to-face as they normally do in a traditional reference service. The libraries of the 21st century provides a list of frequently asked questions (FAQ) and their answers are on the website (Mondal 2020).

2.4.2.3 Access to Electronic Publications

According to Chikkamanju (2020), the outbreak of the COVID-19 pandemic brought an unexpected and radical changes in the delivery of library services, as strict social distancing and lockdown measures were imposed in the early phases of the pandemic. The author further stated that the internet has created a new and unparalleled environment and allowing the libraries to enhance and support the research, teaching and learning even in this difficult and uncertain time. Chikkamanju (2020) further indicates that the libraries adopted the user-friendly electronic resources that were made available during the pandemic. Information is available online via an OPAC search.

The Aloe Park SAPS library offers access to various ICT-based resources. These resources include the Internet, which individuals utilize for online job searches, reading digital newspapers, and accessing up-to-date information for their daily needs. Additionally, the library provides an online public access catalogue that enables users to determine the availability of desired resources within the library's collections. Furthermore, electronic books in CD-ROM format are available, as well as electronic journals that allow individuals to access locally and internationally published journal articles. However, it is important to note that individuals must register with their respective institutions, particularly university students who require an access password, to gain entry to e-resources such as Emerald, ProQuest, SABINET, SA publications, and EBSCO, among others.

2.4.3 Challenges Regarding Library Resources and Services

Current changes in the world affect the right to be informed, educated, and socially aware and to have access to resources. Girakaduwa (2019) stated that the major barrier to the use of electronic resources is the lack of subscriptions and user orientation or training. Library users are likely to be deprived of access to information in their libraries. Libraries must invest more in electronic resource training to meet the information needs of all users (Ankrah & Atuase 2018:16). The challenges to effective library service delivery with the new technology are lack of competency; lack of technology literacy; poor internet connectivity; inadequate power supply; and poor funding (Okwu & Oporum 2021). Libraries are now expected to provide users with a range of electronic resources for quick and easy information retrieval.

The challenges facing libraries regarding e-resources management include shortages of library funds for information and communication technology (ICT) resources and services (Bhuvaneshwari, Daisy and Shanmugam 2017). Users are not aware of the different services being offered by libraries and the comfort and opportunities associated with such services. Christopher and Yusuf (2018) stated that one of the goals of libraries is to satisfy their users. Library workers need to know the needs of their users and how best to meet those needs.

According to Brown (2020), libraries closed their physical library buildings and opened their digital doors to their patrons. Due to the COVID-19 pandemic, the American Library Association (ALA) cancelled their face-to-face annual conference for the first time in 27 years. During the COVID-19 pandemic, most libraries adopted e-resources, which provided significant advantages over traditional library services (Brown 2020). Ciric and Ciric (2021) indicate that a move to digital needs efficiency in providing a digital service together with the requisite knowledge to ensure staff are trained to provide such service.

The author as an employee at the Aloe Park SAP Library for a period of six years, has observed that there is a lack of expertise among working librarians. The library faces several challenges as it seeks to continue offering the high levels of service that users have come to expect. Without the availability of the requisite staff, it is impossible to achieve a functional provision of the library services to the Aloe Park SAPS library. Therefore, this study aims to source scientific evidence about the Aloe Park SAPS National Library users, resources, and services.

2.4.4 Assessing Library Resources and Services

Librarians strive to provide their users with the best services and resources possible. To deliver effective services, it is necessary to fully comprehend, among other things, library users' expectations of service quality (Kekana and Kheswa 2020). The SAPS libraries' principal function is to supply personnel with specialized reference and study materials. Library professionals, according to Nyantakyi-Baah (2016) regard evaluating library service quality to be vital. As a result, because this study is user-focused and evidence-based, theoretical methodologies are used to evaluate library service quality.

Libraries develop new services based on daily evaluations of user satisfaction. According to Kassim (2017), evaluation is most useful when used on a regular basis to evaluate how to improve an existing service or whether it should be discontinued. According to Alasandi and Bankapur (2014), in service organizations, satisfaction plays a major role, and it is the positive feeling created after receiving a service that makes users desire to use the service again. Motiang, Wallis and Karodia (2014) stated that every library's objective is to satisfy the information needs and expectations of users. The library's service performance plays an important role in meeting the expectations of its users.

Udo-Anyanwu and Amandi (2018) indicates that reward is one of the important elements to motivate employees to contribute their best effort to generating innovative ideas that lead to better organizational performance and satisfaction of the user's information needs. Abban (2018) states that organizations must put in place measures to ensure job satisfaction among their employees if they expect them to give their best towards the achievement of organizational objectives. Recognition and rewards are always important to motivate and encourage library workers (librarians) to improve the performance level in the library. It is the driving force that energizes a library worker to show more commitment to work and to improve his productivity (Wasiu & Adbajo 2014). Satisfaction can lead to performance, and reward can lead to both performance and satisfaction (Udo-Anyanwu & Amandi 2018). If the library staff are rewarded, their performance satisfied the users.

To provide better library services to the users, librarians can visit other libraries to learn about their services and activities, and what methodologies they are using to evaluate the services offered to the users. According to Christopher and Yusuf (2018), the library and information professions are currently undergoing significant change, owing primarily to the development of information and communication technology (ICT), the use of the library

and its numerous functions, including information sharing and general social interaction. Through this practice, the library can provide quality service to their patrons with the support of management.

In-service training for library workers assisted them to improve their ability and skills level in all services and resources provided. Amaechi, Enweani and Eke (2018) argued that if we must innovate and create avenues for successful change that culminated in efficient library service delivery, we must embrace ICT. Ameh *et al* (2021) recommend that libraries should be automated, and services made available in cyberspace. The library worker should move from transactional services to relational services to create more value for users. The newly development training programmes enhanced the professional and personal skills of the library workers. Quality and the usage of library services and resources were increased through the in-service training and workshops. The skills acquired from the in-service training increase user satisfaction.

The library can market their services and create awareness of the important role that the library plays in advancing literacy and ensuring the basic human right of freedom of access to library resources and services. The libraries should embark on creating new digital content and databases on their websites to support educational programs' research and create greater awareness of the COVID-19 pandemic. According to Adil (2020), new service model libraries are needed. The author further indicated that libraries should support library users by compiling different lists of online e-resources on their library websites, delivering online information literacy programmes through social media, and developing online institutional repositories and library guides. Jovita and Keshav (2021) assert that librarians should be equipped with different ICT skills needed to serve 21st century users. Through library service awareness, users were informed about the service rendered. This awareness enhanced user satisfaction.

2.5 GAPS IN THE LITERATURE

Most of the studied literature regarding user's satisfaction with library services and resources is negative. The study conducted by LibQUAL (2015) identified three distinct dimensions of service quality, including the effect of service, information, and the library as a place. The research conducted by Barfi *et al* (2023) investigates "Assessing the Quality of Services at an Academic Library." Typically, patrons have higher expectations regarding the services they are provided with. This study employed the LibQUAL model to assess

the quality of services offered at a university library. Users demonstrated awareness and utilization of the library's services, as indicated by the survey. The findings indicated that the quality of library services did not meet the expectations of users.

The study conducted by Soroya, Batool, Zaheer and Khalid (2020) examined users' perceptions and expectations of the central library of Mirpur University of Science and Technology (MUST), Mirpur Azad Jammu & Kashmir, about library service quality. The study employed the LibQUAL+ instrument, which has been specifically developed to assess users' attitudes regarding the quality of library services. The findings indicated that the majority of patrons expressed dissatisfaction with the quality of library services. They had a significantly higher level of expectation for library services. The participants expressed a desire for enhanced staff conduct, enhanced service quality, increased accessibility of library materials in various formats, improved physical infrastructure, and a more pleasant atmosphere within the library premises.

The research undertaken by Ncwane (2016) investigated quality of service provided by Mangosuthu University of Technology's Natural Sciences Library (MUT-NSL) from the perspective of the users of the library. The researchers employed the LibQUAL+™ survey instrument to assess the disparity between customer expectations for exceptional service and their assessments of the actual services provided by the library. The study's results indicated that most of the participants, comprising both students and staff members, had a positive evaluation of the service's overall quality. The study's results led to the formulation of recommendations aimed at resolving the identified issues to enhance service quality and elevate user satisfaction levels at the MUT-NSL.

2.6 SUMMARY

The topic of evaluating library service and user satisfaction was explored in this chapter. The different models used mostly in measuring service quality were discussed. Several studies on user satisfaction with library services have been conducted, some of which are recent research employing LibQUAL+ and other relevant tools. It has been observed that the majority of library evaluation research studies were conducted internationally. In South Africa, very few library evaluation research studies have been undertaken. Most studies concluded that library services needed to be enhanced based on previous research. The LibQUAL instrument also benefits library customers by allowing them to advise library staff where they need to improve, allowing library staff to better respond to and satisfy user

expectations. The researcher has no knowledge of any studies that used LibQUAL to measure user satisfaction in SAPS libraries. Therefore, it is deemed important to evaluate the Aloe Park library users' satisfaction with resources and services using the LibQUAL instrument. The next chapter provides a detailed overview of the research methodology used in this study. The design of the study, population, sampling techniques, data collection instruments and procedures, rigor trustworthiness and methods of data analysis are described and discussed.

CHAPTER 3

RESEARCH METHODOLOGY

3.1 INTRODUCTION

According to Leavy (2017:263), research methodology can be defined as a systematic framework that outlines the approach and procedures to be followed in conducting research. This document elucidates the process by which the researcher integrates several components of research to produce a comprehensive plan that outlines a sequential framework for conducting a research project. In alternative terms, the concept of research methodology involves the integration of theory and method. The study protocol outlines the methodology and procedures to be followed in conducting the research project, including the utilization of data gathering instruments and the researchers' perception of their efficacy. According to Ngulube (2019), it is essential for researchers to present a clear and detailed description of their research technique, along with a justification for their choice of methodology. This practice can contribute to a comprehensive understanding of the research process and facilitate constructive discussions among members of the research community.

The present chapter provides an overview of the research approach employed in the execution of the investigation. The research technique encompasses various components, including the study approach, paradigm, and design. The present chapter provides an overview of the research methodology, research paradigm, research design, sample methods, data collection process, and data analysis methodologies employed in the current study. This study employed a qualitative, interpretivist approach, utilizing a purposive sample technique and conducting semi-structured interviews. This chapter provides an explanation of the reasons behind the adoption of qualitative interpretative methodologies, as well as a discussion on the target population, sample size, and data collection instruments. The objective of this study is to ascertain the level of satisfaction among users regarding the existing resources and services provided by the library. The research approach employed in this study was informed by the research map, as shown in **Figure 3.1**.

RESEARCH METHODOLOGY ROADMAP

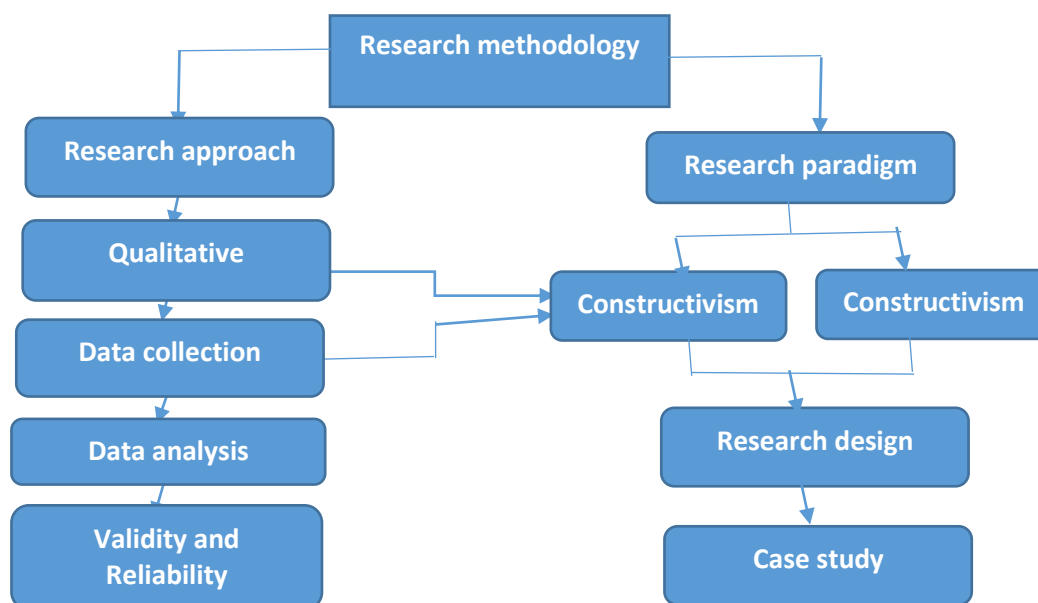


Figure 3.1: Research methodology Roadmap

3.2 RESEARCH PARADIGM

According to Fouche *et al* (2021), the concept of the research paradigm encompasses the fundamental framework that guides experts in accomplishing their objectives within a particular temporal context. According to Bryman (2016), a paradigm can be defined as a collection of beliefs and principles that establish the scope of inquiry, guide the methodology of study, and shape the interpretation of findings within a certain scientific discipline. Creswell and Creswell (2018) define paradigm as the researcher's overarching viewpoint on the universe and the fundamental nature of inquiry. The aforementioned citation (Antwi and Hamza 2015) describes a research approach that involves the systematic organization and execution of investigative activities. Kamal (2019) posits that it furnishes a framework of beliefs and comprehensions upon which the ideas and methodologies of your study undertaking are founded. Typically, a paradigm functions as a philosophical underpinning for a research endeavor (Creswell & Creswell 2018). According to Creswell and Creswell (2018), the research paradigm is a methodological approach in which the researcher engages in continuous and iterative contact with the participants to gain a comprehensive understanding of the topic under investigation. Therefore, it may be inferred that the research paradigm encompasses the researcher's individual comprehension of the functioning of phenomena in the universe, which is

shaped by the characteristics of the individuals under investigation and the researcher's own views and experiences.

According to Du Plooy-Cilliers et al (2021), research traditions or worldviews in social science research are some of the components that have an important and influential impact on paradigms. The literature indicates conflicting views regarding major paradigms. For example, Ngulube (2019) posits that positivism and interpretivism are two major paradigms. But for Du Plooy-Cilliers et al (2021), positivism, critical-realism, and interpretivism are the three main research paradigms. Furthermore, Ngulube (2019) posits that there are two main paradigms that rely on the underlying frameworks of realism and constructivism for their ontologies. Interpretivism is a theoretical framework that maintains the viewpoint that social reality is constructed subjectively and socially, wherein the active engagement of both participants and researchers plays a crucial role. Positivism asserts the premise that the nature of reality is objective and that the acquisition of knowledge pertaining to universal truths about reality is feasible. But after it was accepted that reality is relative and depends on the context, then positivist moved to post-positivism (Ngulube 2019).

In contrast to the positivist paradigm, the interpretive paradigm focuses on internal elements or forces that move people rather than external factors. According to Rubin and Babbie (2021:40), interpretivists tries to establish an in-depth subjective comprehension of people's lives. By selecting the right paradigm, the researcher was able to answer current research issues from multiple viewpoints rather than just one. Creswell and Creswell (2018), asserts that if the objective of a study is to solve a problem or explore a phenomenon, interpretivism is the recommended design for qualitative methods in this context. Interpretivism paradigm was adopted because of its subjective approach principles of allowing the participants and researchers to construct the world. It allowed the researcher to listen to the library users' hidden voices about their perceptions and experiences regarding the Aloe Park library services and resources. Interpretivism paradigm resonates well as this study aims to explore the users' satisfaction with library resources and services offered by the studied library. In this study, the users' experiences and perspectives were sought.

The interpretivism paradigm helped in providing an authentic representation of reality (Croucher & Cronn-Mills 2015). It leads to the discovery of new information since the procedure allows the researcher to learn more at the end of a study than at the beginning.

In interpretivist research, credibility and reliability are crucial issues (Pervin & Mokhutar 2022). Interpretivism paradigms are based on ontology, epistemology, theoretical perspectives, methodology and methodologies, among other things (Croucher & Cronn-Mills 2015).

3.2.1 *Ontology*

According to Creswell and Creswell (2018), the nature of reality is the subject of ontology as it is subjective and is shaped by the researcher's and participants' perspectives. It is proposed that the current study would examine the phenomenon of the users' satisfaction with library services based on the users' own perceptions and experiences. As a result, the focus of this study was on ontological questions that which revealed the nature and reality of the library users' satisfaction. The current study concentrated on the following objectives to address the research question's ontological perspective: what is the users' level of awareness regarding the current library resources and services? What is the users' satisfaction regarding the current library resources and services? What are the library users perceived preferences regarding library resources and services? What recommendations can be made to improve the quality of its service?

3.2.2 *Epistemology*

Epistemology refers to what we believe about how we come to know and understand the world (Hemmond & Wellingtons 2021). Epistemological considerations provide the logic of an enquiry, and without understanding that logic the researcher takes an instinctive interpretivist position but end up looking for causal explanations of events in tension with that position. Epistemology is important because many researchers take an espoused stance that knowledge is gained through collaborative social participation (Hemmond & Wellington 2021). This increases the credibility and trustworthiness of interpretivist research findings for the individuals investigated and the researcher because the findings are related to the factors in the research environment and rely heavily on the perspectives of the subjects being studied (Stahl & King 2020). The researcher's goal with this study is to acquire a better knowledge of the phenomena of users' satisfaction with the Aloe Park Library's resources and services.

3.3 RESEARCH APPROACH

Engwa (2015) asserts that within the field of study, there are three separate research methodologies that are commonly acknowledged: qualitative, quantitative, and mixed techniques. The three methodologies demonstrate differences in the following ways: Quantitative research use statistical analysis and hypothesis testing as its primary methodologies, whereas qualitative research is grounded on the process of induction. Ormrod (2024) argues that quantitative research encompasses several methodologies that are, in some respects, quite different from one another. Creswell and Creswell (2018) asserts that qualitative and quantitative research methods are differentiated by their unique characteristics that are inherent in the designs. In qualitative research, data collection usually takes place in natural settings where human behaviour and events occur; theory or hypotheses are not established prior to research; focus is on participants' views, perceptions, experiences and the way they make sense of their lives; and the researcher is the primary instrument in data collection; data is descriptive rather than in numerical form; data is interpreted in relation to a particular case; and in most cases, research tradition relies on the use of tacit knowledge (Creswell & Creswell 2018). For Kivunja and Kuyini (2017), research requirements and research objectives are the most significant factors to consider when choosing research approaches and paradigms.

According to Creswell and Creswell (2018), a qualitative research approach is a method for investigating and comprehending the meaning that individuals or groups ascribe to a social or human problem. Most previous studies on measuring library service quality used both qualitative and quantitative research approaches; for example, a study by Ziaei and Ranjgar (2018) under the title *"Assessment of service quality in Tabriz central library from the users' point of view based on the LibQUAL model"*. The purpose of the study was to assess the quality of services in the Tabriz Central Library using the LibQUAL model. The method used was a quantitative research method. According to the research findings, the level of service received by the users exceeded the minimum expected level.

Upon doing a comprehensive analysis of the diverse research findings outlined in the literature review of this study, it becomes evident that none of the multiple classifications of libraries have attained the anticipated level of customer satisfaction. The current investigation, conducted by Ncwane (2016), employed a mixed methods methodology to explore user perspectives on service quality and the degree of user satisfaction within the natural sciences library at Mangosuthu University of Technology, located in Umlazi,

Durban. The evaluation of the discrepancy between customer expectations for excellence and their evaluations of the actual services provided was conducted with the LibQUAL survey instrument. The results of the study revealed a slight disparity between the anticipated level of service quality and the observed level of service quality among patrons of the MUT-NS Library.

However, there are a few studies that used qualitative approaches in their research studies. Nyantakyi-Baah (2016) adopted a qualitative approach to understand the issues surrounding user perception of library service quality offering by information provider. Killick, Van Weerden and Van Weerden (2014) also adopted a qualitative approach on her study on *“Using LibQUAL+ to identify commonalities in customer satisfaction: the secret to success?”* The LibQUAL+ instrument was used to measure the gaps between expected service and perceived service in each dimension and the author used open and close-ended questions. Data from the interviews and open-ended questions were analysed qualitatively. The interviews provided a rich pool of information about the users’ own behaviours, their perceptions of what a library should provide, and their interactions with that important resource as they pursued their diverse objectives at their respective universities. The analysis of the interviews contributes to the identification of the dimensions of library service quality, which were further tested in future iterations of the LibQUAL+ tool. For this study, qualitative methodology was adopted because it was enabling the researcher to learn about a problem from the perspective of participants. This helped in finding appropriate solutions to the problem.

3.4 RESEARCH DESIGN

Hammond and Wellington (2021) assert that the domain of research design pertains to the transformation of a research question, hypothesis, or even a human or idea into a feasible undertaking. According to Creswell, Ebersohn, Eloff, Ferreira, Ivankova, Jansen, Nieuwenhuis, Pietersen, and Clark (2019), research design is a strategic approach that involves determining the selection of participants, the techniques for acquiring data, and the analysis of the data, based on the underlying philosophical assumptions. It is an inquiry that provides specific direction for procedures in research (Creswell & Creswell 2018). The design process generally include the initial formulation of the research questions to explore; a consideration of what kind of data were to be collected and how they are to be collected, planning and reflecting on the sample and the access and ethical issues

involved in the sample; deciding how the proposed data were to be analysed and consider how the research is to be presented and disseminated (Hammond & Wellington 2021).

This study adopted a case study research design. The Aloe Park SAPS National Library in Pretoria is the case that was studied. According to Yin (2018), a case study is an in-depth inquiry of a subject or occurrence in its actual context. A case study is predicated on the premise that the case under examination is exceptional compared to other examples of a specific nature. Consequently, a solitary case can offer valuable understanding into the prevailing occurrences and circumstances within a group from which the case has been selected (Kumar 2019). According to McCombes (2019), a case study is a detailed examination of a specific subject, such as a person, group, place, event, organization or phenomena. Case studies can be used to describe, compare, evaluate, and comprehend various elements of a study subject. A case study research design has the potential to improve one's ability to think critically. The ability to gain an in-depth understanding of a constrained situated system may be one of the benefits of adopting case study research design (Bryman 2016). To determine users' satisfaction with library services, exploratory case study was used. An exploratory case study investigates research questions that have not previously been studied. It is often qualitative in nature and referred to as interpretive research due to its flexible and open-ended nature (Kumar 2019).

3.5 POPULATION

The population refers to a group of individuals who are eligible to participate in a study and seek to extrapolate the findings to a broader population (Salkind 2018: 850). According to Babbie (2021:115), population refers to the specific group of individuals from whom the researcher aim to make inferences. The target population, as defined by Willie (2023), refers to a distinct subset of persons within a larger population that serves as the principal subject of investigation. This fraction is characterized by specific attributes or satisfies criteria. For this research, the target population is 2 447 police officers who are the registered users of the Aloe Park SAPS National Library (Inmagic Genie Library system statistics 2022/2023).

3.5.1 Users of the library

The library users are divided into two groups; namely, police officers and civil servants. The South African Police Act 68 of 1995 governs the employment of police officers, while the Public Service Act of 1994 governs the employment of civil servants. These two groups are made up of many categories such as researchers, legal officers, currently

registered understudy employees, and Education Training Development (ETD) practitioners. The study also included library personnel to get a variety of perspectives on how satisfied consumers are with library services and resources.

Researchers are classified under the SAPS Component: Research. The purpose for the component is to ensure the institutionalisation and maintenance of research in the SAPS; commission of high quality, independent and relevant evidence based research; supporting knowledge-exchange between researchers and practitioners; improving the research evidence base for policing, policy and practice; implementing the SAPS repository for Policing Knowledge Management Practice to store, structure, enhance and disseminate knowledge on Policing Body of Knowledge and Policing Centre of Excellence (SAPS Research Agenda 2016-2020).

Legal officers are classified under Division: Legal and Policy services. Their duties are to assist with the preparation of arbitration cases, assist with the preparation of litigation matters; provide expert legal advice to members of the SAPS; assist members of the SAPS with complaints that must be attended to; assist with statement taking and provide advice with regard to statement taking to members of the SAPS; and provide expert legal opinions in the investigation of reported cases (SAPS Magazine 2018).

Registered understudy are users from different categories of departments in the SAPS. They are registered with different educational institutions.

ETD practitioners means individuals who are suitably qualified and assigned for conducting either or the research of ETD solutions, design and development of ETD solutions, training or facilitation of ETD, training of animals, design of assessments, invigilation of assessments, assessment of written and performance-based assessments, moderation of assessments, monitoring and evaluation, learner support, administration, coordination and the management of ETD (SAPS Policy NO. 4 of 2019).

As already highlighted, the study population comprised of 2 447 Aloe Park SAPS officers.

Table 3.1 Category and number of the target population

CATEGORY OF USERS OF LIBRARY	NUMBER
Police Investigators	773
ETD practitioners	60

Registered understudy	666
Researchers	189
Legal Officers	750
Library Staff	9
Total	2447

3.6 SAMPLING

Sampling plays a crucial role in social science research as it enables researchers to draw inferences and generalizations about the target population while upholding a strong level of external validity. The sampling frame, as defined by McCombes (2019), refers to the comprehensive roster of individuals from which the sample was derived. The method described involves the acquisition of data pertaining to an entire population through the examination of a limited number of units (Khan 2014). There exist multiple categories of samples, including probability and non-probability samples. The concept of a probability sample entails that everyone within the population have an equal likelihood of being selected. This method is predominantly utilized in quantitative research. Probability sampling approaches are widely regarded as the most optimal approach for generating research outcomes that accurately reflect the characteristics of the entire population. According to McCombes (2019), a non-probability sample is characterized by the selection of individuals based on predetermined criteria that are not random, resulting in the exclusion of certain individuals from the sample. The objective is not to do hypothesis testing on a large population, but rather to cultivate an early comprehension of a limited or insufficiently studied community. Probability sampling methods are frequently employed in quantitative research, while non-probability sampling methods are commonly utilized in qualitative research (Elliott 2020).

The study adopted purposive sampling. This procedure is a good technique to deeply investigate, discover and understand the phenomenon under the study (Merriam and Grenier 2019). Purposive sampling is used when a researcher wishes to learn more about a particular occurrence rather than making statistical inferences, or when the population is small and specific. Clear criteria and a rationale for inclusion are required for a successful purposive sample (McCombes 2019). To choose a purposive sample, the researcher

establishes criteria for selection (Denieffe 2020). It is the representativeness of the sample that matters, not the size of the sample (Neuman 2014). According to Martinez-Mesa, Gonzalez-Chica, Duquia and Bonamigo (2016), when it comes to steering the study towards participant's selection, relevance is even more crucial than representativeness. As a key group for the population study, the study were purposively sample categories of users as indicated in Table 3.1.

As indicated in Table 3.2, the sample size for this study comprised of 2 legal officials, 2 researchers, 2 library workers, 2 police investigators, 2 ETD practitioners and 10 registered understudies. In this case, the purposive sample size was 20 participants. Mason (2010) stated that the most common sample size in qualitative research is twenty (20) and thirty (30) participants, followed by forty (40), ten (10) and twenty (20). This sample embraced all categories of the Aloe Park SAPS library users. It is considered representative for the studied population. Data saturation was achieved at participant fifteen (15) because most participants provided identical responses.

Table 3.2 Sample size of the targeted population

CATEGORY OF USERS OF LIBRARY	POPULATION	SAMPLE SIZE
Police Investigators	773	2
ETD practitioners	60	2
Registered understudy	666	10
Researchers	189	2
Legal Officers	750	2
Library Staff	9	2
Total	2447	20

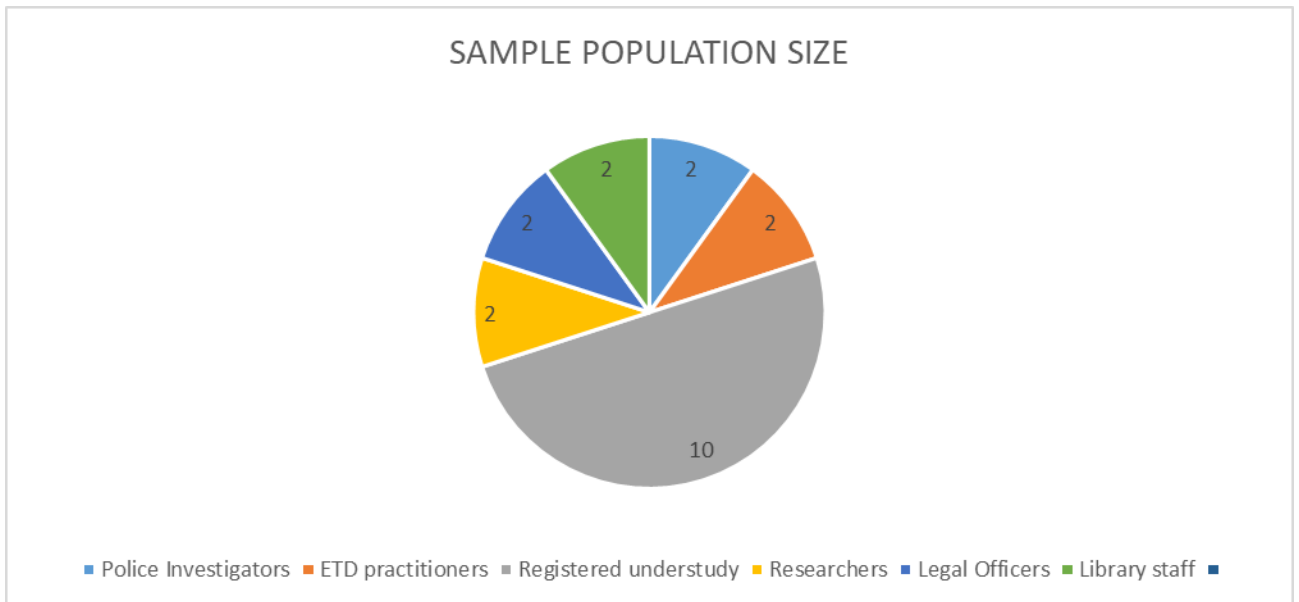


Figure 3.2 Sample Size for Aloe Park population

3.7 DATA COLLECTION

According to Creswell and Creswell (2018), data collection in qualitative research is done by the researcher themselves. Data collection is the act of getting, measuring and analysing correct data from a variety of relevant sources to find solutions to study problems, answer questions, evaluating outcomes, and forecast trends and probability (Duggal 2021).

3.7.1 Data collection procedures

In qualitative research, there are four data collection procedures, each with its own set of strengths and weaknesses (Creswell & Creswell 2018). They include observation, interviews, documents and qualitative audio-visual and digital materials.

A **qualitative observation** is when the researcher takes field notes on the behaviour and activities of individuals at the research site. In these field notes, the researcher records, in an unstructured or semi structured way (using some prior questions that the inquirer wants to know), activities at the research site. Qualitative observers may also engage in roles varying from a non-participant to a complete participant. Typically, these observations are open-ended in that the researchers ask general questions of the participants allowing the participants to freely provide their views.

Qualitative documents encompass the gathering of data through the utilization of publicly available documents, including newspapers, meeting minutes, government reports, as well as privately held documents such as personal notebooks, diaries, letters, and emails.

The last category of qualitative data encompasses qualitative audio-visual and digital resources, which may include items sourced from social media platforms. The data under consideration encompasses a variety of mediums, including images, art items, videotapes, website main pages, e-mails, text messages, social media text, and other auditory manifestations. In addition, the scope of data gathering methods can encompass innovative approaches within the realm of visual ethnography, such as the incorporation of live stories, metaphorical visual narratives, and digital archives (Creswell & Creswell, 2018).

The data included in this study were obtained via interviews. According to Creswell and Creswell (2018), qualitative interviews are characterized by the use of semi-structured, open-ended questions that are typically restricted in number and designed to elicit the ideas and opinions of the participants. Brinkmann (2018) defines an interview as a form of dialogue that elicits information pertaining to the subject's first hand encounters. According to Saunders, Lewis and Thornhill (2019), in-depth interviews are characterized by their formal nature and their ability to thoroughly investigate a specific topic of interest within the realm of study. Qualitative interviews involve the researcher engaging in face-to-face interviews, telephone interviews, or focus group interviews with a group size ranging from six to eight participants. The interviews in question employ an unstructured format, characterized by a limited number of open-ended questions designed to elicit the perspectives and opinions of the participants.

3.7.2 Category adopted for this study

Qualitative interviews were used in this research. Hammond and Wellington (2021) explain interview as a dialogue between the researcher and individuals being studied, often known as participants or interviewees. An interview, according to Seidman (2019:12), is "a basic style of inquiry" that comprises gathering information in a variety of ways. Neuman (2014) defines an interview as a brief, secondary social engagement between two strangers with the intentional goal of one person getting specific information from the other. According to this source, it involves both the interviewer and the interviewee's social roles, norms and expectations. The interview is valuable because it allows the researcher to delve further

into an interviewee's account of an event as well as their views, values, feelings and viewpoints in general (Hammond & Wellington 2021). This author further stated that interviews go into the details, allowing the researcher to understand an event or situation through the eyes of the persons he or she is studying. Interviews are interactive, allowing for questions to be clarified and unexpected themes to be identified.

3.7.3 Different types of interviews

Qualitative interviews have been categorised in a multiplicity of methods, with many current texts roughly distinguishing qualitative interviews as unstructured, semi-structured and structured (Brinkmann 2018).

3.7.3.1 Structured interviews

According to George and Merkus (2022), structured interviews are a data collection method that depends on asking questions in a set order to gather data on a research topic. Structured interviews are frequently qualitative in nature when used in research. If the question is open-ended, they can be used in qualitative research, but this is not often the case. Structured interviews can be carried out effectively by interviewers who have been taught to strictly adhere to the instructions on the interview guide or questionnaire (Kabir 2016). Structured interviews can produce consistent data that can be compared across several participants and do not require the establishment of rapport between the interviewer and interviewee (Kabir 2016). Kabir (2016) listed the characteristics of structured, unstructured and semi-structured interviews as follows:

Characteristics of structured interviews

- The interviewer presents a same set of inquiry to each respondent.
- The questions are formulated in advance of the interview, often with a limited set of response alternatives.
- The potential for variability in responses is often limited, and the interview protocol consists of a limited number of open-ended inquiries.
- The interrogative structure adheres to a standardized pattern, wherein the questions are consistently posed in a predetermined order and with uniform phrasing across all interviews.

- The interviewer takes a neutral role, is approachable and easy going, but refrains from interjecting personal opinions.
- Structured interviews include self-administered questionnaires.

3.7.3.2 Semi-structured interviews

Semi-structured interviews involve a combination of organized and unstructured questions, as described by George (2022). The interviewer possesses a rudimentary understanding of the inquiries they intend to pose, however there is no requirement for them to be formulated or organized in any particular sequence. Semi-structured interviews are frequently characterized by their open-ended nature, which permits flexibility while adhering to a pre-established theme framework, thereby imparting a sense of organization. Due to this rationale, they are frequently seen as embodying the optimal combination of advantages. Semi-structured interviews are commonly employed as a qualitative research method.

Exploratory tools are commonly utilized in social science and various other research disciplines. In field studies involving many interviewers, it is common practice to ensure that all participants are equipped with a consistent theoretical framework. This approach enables researchers to explore different facets of the study while maintaining methodological coherence. Interviews frequently revolve around a pre-established collection of open-ended queries, with additional inquiries arising from the dynamic interaction between the interviewer and the interviewee (Hammond & Wellington 2021). The semi-structured, in-depth interview is widely recognized as the prevailing method for qualitative research interviews, and it can be administered either on an individual basis or in a group setting (Hammond & Wellington 2021).

Characteristics of semi-structured Interviews

- A formal interview entails a structured interaction between the interviewer and the participants.
- The interviewer creates and utilizes a "interview guide" during the interview process.
- The following is a compilation of inquiries and themes that necessitate attention and discussion during the course of the presentation, often adhering to a predetermined sequence.

- The interviewer sticks to the prescribed structure, while also demonstrating the flexibility to explore conversational subjects that may deviate from the outlined framework when deemed suitable.

3.7.3.3 Unstructured interview

Unstructured interviews are a type of data collection where participants are questioned to get information on a subject. They do not follow a predetermined pattern, and the questions are not planned in time (George 2022). This author further stated that unstructured interviews are a very effective approach for exploratory research. They are informal and flexible and can elicit interesting responses from the participants.

Characteristics of unstructured Interviews

- Since they have agreed upon a time to meet and chat with one another and both sides are aware that this is an interview, the interviewer and responders conduct a formal interview.
- Regarding the subject matter and objective of the interview, the interviewer has a specific plan in mind.
- Instead, the interviewer establishes a connection with the interviewees to encourage open communication and individual expression.
- Most questions are open-ended and exert little influence over the informants' responses.

3.7.3.4 Type of interview adopted for the study

This study employed semi-structured interview techniques. The benefit of employing a semi-structured interviewing technique was that it enables a concentrated and in-depth exploration of the subject under study. The participants were given in-depth explanation of the phenomenon studied in their narrative environment (Alase 2017).

3.7.4 Interview approaches

According to Hawkins (2018) there are three ways or approaches for conducting research interviews: personal interviews, telephonic interviews, and email or web page interviews. Each of these approaches has its own applicability and can be employed depending on the needs of the research project.

3.7.4.1 Face-to-face Interviews

The personal interview is well recognized as a prominent form of conducting interviews, wherein questions are posed directly to the individual being interviewed. An online survey can be used to help you keep track of the responses. You can use an online survey to keep track of the responses. A survey can be set up so that the researcher records any remarks or points of view that the participants express. A survey can be set up so that the researcher records any remarks or points of view that the participants express.

The advantages and disadvantages of personal interviews:

Advantages

- A higher response rates.
- There is a means to alter the questions if these are not understood by the interviewees and responses are face-to-face.
- If there is doubt on both sides or a particular piece of evidence is discovered that is noteworthy, more full answers can be acquired.

Disadvantages

- These activities need a significant investment of time and financial resources.
- The presence of interviewers has the potential to elicit a sense of distrust in interviewees due to their self-consciousness, which may lead to less genuine responses.
- Reaching out to the interviewees might provide significant challenges, such as the logistical difficulties of coordinating appointments at their respective workplaces or encountering difficulties in locating individuals at their residences.
- Consequently, a considerable number of interviews are carried out in publicly accessible locations, such as shopping centers or parks.

3.7.4.2 Telephonic Interviews

According to Farooq and De Villers (2017), a telephone interview is a data collection method in which the interviewer speaks with the participants over the phone using the questionnaire that has been created. As a result, telephone interviews are brief and

focused on gathering specific information and standardised questionnaires with closed-ended questions are usually used.

Advantages

- It is sufficient to have the interviewees' telephone numbers on hand to locate them.
- They are usually less expensive.
- The information is gathered swiftly.
- Having a personal contact might also help to clear up any doubts or provide additional information on the questions.

Disadvantages

- Many times, researchers note that people do not take phone calls because the number is unfamiliar to them, or because they have simply moved and are unable to locate them, resulting in a bias in the interview.
- Researchers may also just refuse to respond, citing reasons such as being too busy to respond, being sick, not having the authority to respond to the questions posed, having no interest in responding, or being fearful of jeopardizing their security.
- One component of these types of interviews that should be considered is the politeness with which the interviewers address the participants to entice them to participate.

3.7.4.3 Email or Web Interviews

Due to the increasing preference of clients for virtual platforms, online research is experiencing a surge in popularity. Consequently, it is imperative for researchers to effectively adjust to this evolving landscape. Due to the increasing prevalence of internet accessibility, interviews conducted by email or web-based platforms have gained significant popularity in contemporary times.

Advantages

- Obtaining data quickly.

- Participants react in their own time, at their leisure, and at the location of their choosing.
- Online surveys can be used in conjunction with other research methodologies or with some of the prior interview formats.
- A researcher can quickly employ a range of questions, reasoning, graphs and reports.

Disadvantages

- One disadvantage of email interviews for participants is that writing responses takes longer than spoken interviews by nature (Fritz & Vandermause 2017; Gibson 2014).
- Participants may be biased towards younger, more mobile persons if they are only allowed to participate if they have email access and familiarity with written email communication (Fritz & Vandermause 2017).

3.8 Data collection procedure adopted for this study

The researcher conducted face-to-face interviews with the research participants, who are the employees of the library in different categories. These research participants were employed at the following identified categories: Division Legal Services, Component Research, Detectives (Police Investigators) and Human Resource Development, as well as at stations around Pretoria. The selection was based on availability. Most participants were invited while coming to visit the library, and as the researcher is a worker at the same library and the interview was an open discussion, participants were given the scope to explore and check their understandings during the meeting. The interviews were audio-taped (with the participant's agreement) so that an accurate description of the interview can be preserved and replayed for analytic purposes. During the recording process, anonymity was guaranteed. Participants were reminded that they have the option to withdraw from the study or end the interview at any moment before the session begins.

3.9 Structure of the interview schedule/guide

The questions were structured in line with the objectives of the study. The initial question were biographical details of the participants to help the researcher acquire information about their profiles, their fields of study and interests. The interview schedule were

focused on objectives that require information on establishing users' level of awareness regarding the current library resources, services and their usage; the evaluation of users' levels of satisfaction regarding visibility and accessibility to the current library resources and services; the exploration of library users' perceptions regarding the current and expected library resources and services; and obtaining recommendations regarding theoretical approaches to address service quality in order to meet the expectations of the users.

3.10 DATA ANALYSIS

The data in this qualitative research study were analyzed throughout the data gathering process, according to Creswell and Creswell (2018), and this involved finding recurrent patterns or themes that characterize the data. Creswell and Creswell (2018) asserts that information created from the raw data gathered in the field would address the issues. Thematic analysis is a method of qualitative data analysis that focuses on finding themes in the data. It is a simple technique for qualitative research in many academic subjects (Braun, Clarke, Heyfield & Terry 2019). Nvivo is a software developed by QSP International for qualitative data analysis, such as content analysis and narrative analysis (Phillips and Lu 2018). It has been utilized in a variety of library and information science studies, including interview data analysis (Wiley & Mischo 2016).

The study uses qualitative data. Data analyses were carried out manually by the first encounter with participants and were continued through all subsequent interactions with participants during the study. The researcher made brief notes during the interview on anything they feel is significant or says something the researcher wishes to follow up on. Before concluding an interview, the researcher made sure that all issues that were mentioned beforehand or during the interview have been carefully read. The researcher was able to engage with the data collected by typing the transcription for each interview.

However, two qualitative software tools were used during the transcription and data processing processes. Data were analysed using thematic qualitative data analysis method, which captures, codes, and analyses the information. Hyper-Transcribe were used to transcribe the interviews, and Thematic were utilized to classify the data. The data were analysed using systematic text condensation (STC), a purposive, exploratory thematic analytic method (Dawadi 2020). Systematic text condensation (STC), which is a step-by-step analysis, were carried out as follows.

- The first step was to create a thematic overview of the data; the initial stage includes carefully reading all the interviews.
- The second step involved focusing on the study question to identify the meaning units, which are then coded and recoded. Using NVivo, a code map with the primary themes and sub-themes were developed.
- The third step involved decontextualizing the data material by classifying and abstracting the meaning units as thematic groups.
- The fourth step, the findings were synthesized. Thematic content analysis was used to analyse and interpret the qualitative interview responses and open-ended questions based on the many themes that arose from the participants ' responses.
- In the final step an analytical text was produced as a summary of all the codes highlighting the findings.

3.11 RIGOR AND TRUSTWORTHINESS

The concept of "rigor" pertains to the caliber of the approach utilized in gathering, executing, and examining data, hence facilitating the attainment of a comprehensive comprehension (DeCarlo, Cummings, and Agnelli 2020). The author additionally asserted that the need of rigor in defining criteria for evaluating and assessing qualitative research is widely recognized by both the scientific and practitioner communities. In order to assure the methodological rigor of this study, the researcher revisited the transcripts and meticulously followed the stepwise procedure for analysis. On the contrary, trustworthiness has become a method for assessing the legitimacy and dependability of the knowledge assertions made by researchers. A reliable narrative is characterized by its ability to capture attention and is widely regarded as being credible. Trustworthiness is a quality that relates to the moral and ethical attributes of a person. The attainment of trustworthiness can be accomplished by the collection and presentation of sufficient evidence. Korstjens and Moser (2018) suggest that a dependable narrative is distinguished by its confirmability, believability, transferability, and dependability.

To enhance the rigor of this study, the questions were pre-tested as a means of trust, and both the researcher and participants read the interview questions independently. During the analysis, telephone interviews were conducted to discuss themes, meaningful units, and procedures. This led to enriching discussions around the analysis and interpretation of

the findings. To generate comparable results, the questions used in this study were thoroughly constructed to make them repeatable in a similar setting. The conceptual framework served as a guide for the instruments that were utilized in this study to increase rigor and trustworthiness. Taking comprehensive field notes, recording devices, and transcribing information provided by the respondents helped to increase the transparency and trustworthiness of the findings. Mahmood, Ahmad, Reheman and Ashiq (2021) stated that it is important to use score dimensions that relate to users' perceptions rather than librarian expectations; thus, knowing how many aspects users use to rate library services is essential.

In this regard, Stahl and King (2020) the concept of trustworthiness was applied, which included four basic criteria, namely:

- **Credibility:** The establishment of research conducted in accordance with established standards of good practice and the assessment of the researcher's understanding of the social reality. The researcher ensured sustained interaction with the participants, verifying their responsiveness, demonstrating comprehension of their perspectives, and employing triangulation through follow-up inquiries. Additionally, peer debriefing was employed to facilitate the expression of divergent perspectives and ensure referential adequacy.
- **Transferability:** to ascertain the generalizability of findings to a different setting.
- **Dependability:** to cultivate reliability and trustworthiness, the study employed an auditing methodology to assess the validity of the research in relation to trustworthiness and to ascertain the degree to which theoretical conclusions were justified.
- **Conformability:** to assess the extent to which the researcher permitted personal values or theoretically aligned tendencies to impact the research. In order to mitigate the influence of study bias, it is imperative to employ strategies aimed at reducing its occurrence.

3.12 ETHICAL CONSIDERATIONS

The following are some of the ethical issues that were addressed in this study:

Ethical approval to conduct the interviews was granted by the SAPS Component Research. The informed consent forms, which explained the framework and background

of the study, were given to interviewees before the interview began. The obtaining of permission from relevant authorities to carry out research involving participants at designated research sites was regarded as a crucial and ethically sound practice. According to the UNISA Policy on Research Ethics (2016), it is imperative that research activities are conducted transparently, with a strong emphasis on accountability, responsibility, and the ethical treatment of human participants. In order to commence this study, a formal request letter was composed to seek authorization for conducting research, and subsequently, approval was obtained from the Ethics Committee at the University of South Africa (Unisa). The study's adherence to the standards of secrecy and privacy, as they relate to individuals and their contribution to the study's aim or elements, is in accordance with the UNISA Policy on Research Ethics (2016). In the context of conducting research with human subjects, it is imperative to ensure that individuals are adequately informed about the objectives of the study to prevent any perception of exploitation. The need of emphasizing participants' right to decline participation in the study and to withdraw at any time should be underscored, alongside the need to guarantee their anonymity. The study preserved the anonymity of its participants, adhering to the guideline by refraining from seeking their names for the purposes of the study. The participants were provided with the guarantee that the data they provided would be utilized solely for the intended objectives of this research and would not be employed in a manner that could be detrimental to them in subsequent instances.

The researcher took measures to guarantee that the research study would not pose any bodily harm to the participants, impede their personal growth or self-esteem due to stress, or negatively impact their future professional opportunities (Pilot 2012). The researcher employed a tape recorder as a means of ensuring the comprehensive capture of material, while also informing participants of the recording of the interviews. Prior to the initiation of the interviews, the participants were mandated to provide their consent by signing a formal document signifying their voluntary agreement.

3.13 SUMMARY

The research methods and processes used in the study are detailed in this chapter. The researcher has discussed why a qualitative interpretivism research approach was chosen over a quantitative one, as well as to why a case study design was chosen. Its advantages

over other qualitative methodologies have also been emphasized and linked to this research. In-depth interviews and qualitative data collection approaches have been briefly covered. This study's validity, reliability, and trustworthiness have also been discussed. The next chapter focuses on data analysis and interpretations of the results about the library resources and services of Aloe Park SAPS National Library in Pretoria.

CHAPTER 4

DATA PRESENTATION, INTERPRETATION AND ANALYSIS

4.1 INTRODUCTION

The previous chapter described the research methodology used in this study. This chapter discusses the results of the data collection at the Aloe Park SAPS National Library in Pretoria. This study adopted LibQUAL to evaluate user satisfaction with library services at the Aloe Park SAPS National Library in Pretoria. According to Kumar and Mahajan (2019), LibQUAL aims to assess the following three key dimensions of quality library services and resources; namely, effective services in the way users are treated by library workers, the ability to navigate through information, and the library as a place in the way that the library meets the user's needs who require and seek information.

Data were collected in line with the key dimensions of the LibQUAL tool and the study objectives, which were to:

- Establish users' level of awareness regarding the current library resources, services and their usage.
- Evaluate users' level of satisfaction regarding the current library resources and services.
- Explore library users' perceptions regarding the current and expected library resources, services, and library as a space.
- Make recommendations based on the findings of the study.

This study used a qualitative research approach and semi-structured interviews for data collection. The presentation of data is discussed in more detail in the next section.

4.2 DATA PRESENTATION

As mentioned earlier in Chapter 3, the researcher conducted face-to-face semi-structured interviews with the research participants. These research participants were employed in the following departments: Legal Services, Component Research, and Division: Detective and Forensic Services and Division: Human Resource Development, as well as at other departments within SAPS in Pretoria. Many of the participants have experience in using the Aloe Park SAPS National Library. The selection was based on availability as most

participants were invited while coming to visit the library. The purposive convenient sampling method was easily facilitated as the researcher is a worker at the same library. During the interviews, the participants were given the opportunity to ask questions provided there were misunderstandings. Prior the interview sessions, the researcher explained to the participants that they have the right to withdraw in case they were dissatisfied with the questions asked or the interviewing processes and procedures.

An interview guide was structured in line with the research objectives and questions of this study. The discussion of the results is categorised according to sections and themes which are in line with the objectives of the study. Biographical information was not part of the objectives; however, it is considered important in explaining the results of the study. Section A covers the demographic data of the participants.

4.2.1 SECTION A: DEMOGRAPHIC INFORMATION

A total of twenty (20) participants were interviewed for this study: two legal officials, two researchers, two library workers, two police investigators, two Education Training Development (ETD) practitioners, and ten (10) registered understudies. The interviews for the study were conducted successfully with twenty (20) participants. Table 4.1 below provides an overview of the biographical information of the participants.

Table 4.1 STUDY PARTICIPANTS

Category	Department / Section	Rank	Gender	Age Range	Highest Qualification	Work Experience	Total
Library staff	Division: Human Resources Development	Library Assistant	Female	51 and above	Certificate	31-40 years	2
		Full Colonel	Female	46-50	Degree	21-30 years	
Researchers	Component: Research	Lieutenant Colonel	Female	26-35	Degree	11-20 years	2
		Full Colonel	Male	51 and above	PHD	21-30 years	
ETD Practitioners	Division: HRD: ETD	Constable	Female	26-35	Matric	1-10 years	2
		Lieutenant Colonel	Male	46-50	Master's	31-40 years	
Legal personnel	Division: Legal Services	Full Colonel	Male	51 and above	Degree	31-40 years	2
		Full Colonel	Male	51 and above	Masters	31-40 years	
Police investigators	Division: Detective and Forensic Services	Sergeant	Male	36-45	Degree	11-20 years	2
		Warrant officer	Male	26-35	Degree	11-20 years	

Registered Understudies	ETD CDS: Knowledge management	Lieutenant Colonel	Female	26-35	Degree	11-20 years	10
	Crime Intelligence	Warrant Officer	Female	36-45	Degree	11-20 years	
	Financial Management Services	Lieutenant Colonel	Female	36-45	Degree	11-20 years	
	Visible Policing	Warrant Officer	Female	36-45	Diploma	21-30 years	
	Supply Chain Management	Lieutenant Colonel	Male	36-45	Postgraduate Diploma	21-30 years	
	RPL and Assessment Coordination	Lieutenant Colonel	Female	46-50	Master's degree	11-20 years	
	Serious Corruption Investigation	Sergeant	Male	26-35	Matric	11-20 years	
	Policy Development	Captain	Male	36-45	Postgraduate Diploma	11-20 years	
	Corporate Support	Senior Personnel Officer	Female	36-45	Diploma	11-20 years	
	Financial Management Services	Full Colonel	Female	36-45	Degree	21-30 years	

Table 4.1 describes the total number of participants who were asked to indicate their age, rank, section, or department where they are working (division, unit or station), gender, qualifications, and years of working experience in the SAPS. Table 4.1 shows that a total of twenty (20) participants were interviewed from the different departments and categories of the SAPS. As indicated in Table 4.1, two came from each of the categories, but ten (10) came from the registered understudies' departments. These different understudies' departments include ETD CDS: Knowledge Management (one participant), Crime Intelligence (one participant), Financial Management Services (two participants), Visible Policing (one participant), Supply Chain Management (one participant), RPL and Assessment Coordination (one participant), Serious Corruption Investigation (one participant), Policy Development (one participant), and Corporate Support (one participant).

The Aloe Park SAPS library is a special library meant for police officers, and the study was specifically created to include more of them. It is interesting to learn from the biographical results that Colonels use the library more frequently than other ranks. For example, the

column labelled “Ranks” has revealed that six Lieutenant Colonels and five Full Colonels out of the twenty (20) participants frequently visit the library. Comparatively, the results have indicated that senior managers visit the library less. For example, the Brigadiers and Generals who form part of the senior managers do not use the library as they are not appearing on the table.

The gender of the participants was also captured; eleven (11) participants were female and nine were male. The implication is that more females use the library more frequently than their male counterparts. The ages of the participants ranged from 26 to 51 and above. It is apparent that the data were dominated by the opinions of the middle-aged 36 to 45 library patrons. Although the interview invitation was distributed conveniently as users came to visit the library, the responses show that people in the age range of 36 to 45 are frequent library users.

Table 4.1 also shows the qualifications that the participants held. It was found that three participants have completed grade 12; three have certificate qualifications; one has a diploma qualification; two have postgraduate diplomas; seven have degrees; three have master's degrees; and one has a doctoral degree. The research shows that the maximum number of participants who possess degree qualifications is seven.

In addition, column seven of Table 4.1 displayed the participants' employment experience. One participant in this study has between one and ten (10) years of experience; ten (10) have between eleven (11) and twenty (20) years of experience; five have between twenty-one (21) and thirty (30) years of experience; and four have between thirty-one (31) and forty (40) years of experience. Most participants had between eleven (11) and twenty (20) years of SAPS work experience, according to the data collected. The following section discusses the findings of the collected data as they relate to the study objectives.

To help readers understand the reporting of the findings, the participants will be labelled according to numbers and categories as indicated in Table 4.2. The participants from the library will be given last numbers as their reporting in most cases helps in reiterating the reporting of the library users.

Table 4.2 PARTICIPANTS' NUMBERS AND CATEGORIES FOR REPORTING THE FINDINGS

Participant number	Category	Gender
1	Research	F
2	Research	M
3	ETD Practitioner	F
4	ETD Practitioner	M
5	Legal Personnel	M
6	Legal Personnel	M
7	Police investigator/detectives	M
8	Police investigator/detectives	M
9	Understudy	F
10	Understudy	F
11	Understudy	F
12	Understudy	F
13	Understudy	M
14	Understudy	F
15	Understudy	M
16	Understudy	M
17	Understudy	F
18	Understudy	F
19	Library staff	F
20	Library staff	F

Section B is based on the users' level of awareness regarding resources and services of the Aloe Park SAPS Library. Section C focuses on user perceptions regarding library resources and service quality. Section D aims to answer questions regarding user satisfaction about library resources and services. Section E aims to elicit responses regarding users' recommendations about library resources and services. Table 4.3 below presents the sub-themes.

Table 4.3 SECTIONS B-D, THEMES AND SUB-THEMES

Sections	Themes	Sub-themes
B	Level of awareness of current library services and resources of the Aloe Park SAPS Library	Awareness of current library resources
		Awareness of current library services
		Frequency of library visits
		Purpose of library usage
C	User satisfaction with the library services	Satisfaction with library resources and services
		Satisfaction with the access to information
		Satisfaction with library environment
D	Perceptions regarding resources and service quality	Perceptions regarding quality of resources offered by the library
		Perception regarding quality of services offered by staff
		Perceptions regarding quality of library environment

4.2.2 SECTION B: LIBRARY RESOURCES AND SERVICES AWARENESS

Section B is divided into four sub-themes, such as: level of awareness of current library resources; awareness of library services; frequency of library usage; and purpose of library usage. This is in line with the first objective of the study, which was to establish users' level of awareness regarding the current library resources and services and their usage in the Aloe Park SAPS National library. The sub-themes under this objective are discussed as follows:

Sub-theme 1: Awareness of current library resources

Question 1: The participants were asked to list library resources that they are aware of, but do not often use and why? The question was asked in order measure the level of awareness applying the LibQUAL dimension of information control.

The Aloe Park SAPS library provides access to computers and the internet, printed books, electronic legal databases as well as loose-leaf publications. The legal databases and loose-leaf need to be continuously updated and users be made aware regarding the latest

issues. The question on awareness of current library resources aimed to determine users' awareness regarding that.

Computers and the internet

Participants 1 and 2 (Research) concurred that they were aware of computers and the internet, but that they do not often utilise these resources because only one computer is connected to the internet and is always preoccupied.

Two ETD practitioners (3 and 4) said they were aware of computers and the internet but do not use them. They stated that:

"The internet is very slow; "I can access the internet, intranet, and electronic journals from my office, and I have access to the UNISA digital library for journals." [Participant 3 ETD practitioner].

"During library operating hours, "I am occupied with work, and I have limited time to use the library's computers and internet. I am using the one at work." [Participant 4 ETD practitioner].

Two detectives' indicated that they were aware of computers and the internet but do not use them. They indicated that:

"I have my own Internet access; the library will be closed by the time I knock off." [Participant 7 detective].

"There is no access to the internet." [Participant 8 detective].

Four participants from the category of registered understudies confirmed in the study that they were aware of the library's computers and internet but do not use them. For example, the participants' direct comments were:

"There is only one computer with internet access, and it is extremely slow; I use the internet at the office." [Participant 14 understudy].

Participants 10, 12 and 13 (understudy) concurred that there is a shortage of computers and a problem with the Internet's slow pace. They stated that the library has five computers, but only one is internet-connected. They were unhappy that the library lacked internet access. However, participant 11 and 18 (understudy), department of finance,

differed as they indicated that they were not aware of computer and internet resources. Participant 11 (understudy), indicated that:

"I am not aware of computer and internet resources, because of my work I am busy, my study time is limited and the opening hours of library is not favouring me to utilise computers resources, I am using my personal resources" Participant 18 (understudy) also indicated that: *"Not aware of library computers and internet because I was not introduced to the resources, I used my computer at home"*.

Participants 19 and 20 (library category) concurred that patrons were aware of computers and the internet, but they rarely utilize the resources. Participant 20 (library category) reported that:

"According to monthly library statistics, only one or two members use the computers and the internet for submitting the assignment and downloading journals".

The data shows that twelve (12) participants out of twenty (20) stated that they were not using the internet and computer resources: six from the register understudy category, two from research, two from legal services, and two again from ETD practitioners. It was because the service is irregular in its availability; the library only has one computer with internet access, so it is unable to consistently provide this essential service.

Library databases including legal databases

Two legal services participants (participants 5 and 6 from the legal personnel) concurred that they were aware of the LexisNexis, Juta and Sabinet databases that the SAPS subscribes to. These databases were important to them because they provide electronic legal journals and court cases. But they were used at a limited rate because the database system often shows an error message that "Your server was last updated June/July 2019 Updates and access was denied".

Library staff, participant 19, reiterated that;

"Legal service patrons were aware of the database and they often use the services".

Printed books

The results of the study revealed that both participants (1 and 2) were aware of the library print book collection. But the concern raised was that most of them were dated as they were published a decade ago, which is before 2013. Participant number 1 (research) indicated that:

"The books which were older than ten years were considered to be outdated depending on the subject topic. However, consideration can be given for some subject topics such as research methodology literature, history, architecture, and others. As a researcher in the SAPS who conducts applied research, I want to be able to rely on the library to access pertinent literature. I need access to a wide range of resources, particularly newly published literature".

Participant 2 (research) reiterated that:

"There is a shortage of new books in the library, as many of them were published before 2013 and thus considered outdated".

Two participants among ETD practitioners indicated that they were aware of books at the library and were utilizing those books. Participant 3 (ETD Practitioner) stated that:

"Books at Aloe Park helped me pass my exams".

Participant 4 (ETD practitioner) also stated that:

"The books were useful, and I always find the books I want".

Participants in legal services both agreed that they were aware of books and loose-leaf publications and that they were helpful to them. Participant 5 (legal personnel) stated that:

"I use printed legal books and loose-leaf publications found at the library to refer to legal matters".

Participant 6 (legal personnel) also indicated that:

"SAPS National Library supports us in legal services with the legal books, which were stored in our office under supervision for easy referencing".

Participants 7 (detectives) indicated that:

"I am aware of books, and the books at the library were useful and accessible".

The participant 7 further indicated that:

"If the library has the capacity to acquire the most recent editions of books, namely those pertaining to the field of law".

Participant 8 from the category of detectives differed and shared the experience with printed books from the library:

"I am aware of the books available at the library, but the books were not relevant; they were published more than ten years ago".

Ten (10) participants among the registered understudies were aware of printed books and use the law books for their studies. Seven participants indicated that the library's collection was filled with previous editions of books, whereas their educational institution required new editions.

Participant 10 (understudy) of the registered understudies responded:

"I am aware of books, but most of the books at the library were previous editions, whereas there were current editions. The SAPS library management should enhance its resources by purchasing more books so that it can accommodate all patrons who need books".

Participant 11 (understudy) responded that:

"The books I needed were old editions; since 2019 there has been no procurement of books, but I need the printed books because I can underline the important facts".

"The library's book relevant resources were extremely limited; we submit a request for new editions every year, but nothing has changed. [Participant 12 understudy].

Participant 13 (understudy) stated that;

"I am aware of and use printed books because they were easier to read".

Participant 14 (understudy) indicated that:

"I am aware of book resources, but the majority of them were obsolete and useless for research".

"I am aware of printed books at the library, for me noting and highlighting specific passages in a physical book is less distracting than reading a book on a computer" [Participant 15 understudy].

Participant 16 (understudy) stated that:

"I am aware of books and use them, but the closing time of the library is inconvenient for some of us".

Participants 9, 17 and 18 (understudy) agreed that the library books were beneficial to their studies. Library staff participant 19 and 20 agreed that the majority of users were aware of the book resources available at the library. They indicated that the publications were published over a decade ago. It has been observed that the majority of participants still favour printed books over electronic ones. Some of the participants indicated that writing notes and highlighting passages in a physical book was less intrusive than reading a book on a computer. The second factor was that printed books were simpler to navigate and comprehend than e-books.

Sub-theme 2: Awareness of current library services

The services provided by the library were loan service, reference desk service, interlibrary loan, and research common with different library databases, study area, and discussion room. The following questions were designed to determine the level of library service awareness.

Question 2: When asked which of the services provided by the library do they often use? In compliance with LibQUAL's demission of effect on service, a question was posed to evaluate the users' level of awareness.

The participants utilize mostly the loan service followed by reference service. However, other participants also utilize printing and photocopying and the study area.

Reference desk and loan services

Research participant 1 stated that:

"I am aware of reference desk and I often use it to enquire about academic-related literature on policing issues and loan books on research".

Participant 2 had this to say:

"I am aware of reference desk and I often booked out books".

Participants 3 and 4, from the ETD practitioner category, acknowledged their awareness of the reference desk and its utilization for the purpose of borrowing requests for the training material and borrowing Applied Law for Policing.

Participants 5 (legal personnel) indicated that they were:

"Aware of reference desk and loan services, and I often use legal journals that I get from the librarian at the references desk and also loan out legal books".

Participant 6 (legal personnel) stated that the reference is using it to request legal information and also to borrow books.

Detective's participants 7 indicated that:

"I use the loan service to borrow forensic investigation books".

Participant 8 (detectives) also aware of the reference desk and indicated that:

"I request journals; and I am also aware of loan services for borrowing books".

All ten (10) understudies' participants expressed their awareness of the availability of reference desk services for obtaining the desired information and loan services for borrowing books. The library staff confirmed that patrons used the library reference desk to inquire about books they need and also to loan out books. Participant 20 (library category) indicated that:

"More users at the library inquire about the books they want and also borrow out the books for their studies."

Participant 19 (library category) said users were aware of loan services and the reference desk; they often use both of these services and book materials were the available informational resources within our library. In overall, the findings indicated that all twenty (20) participants, representing various categories within the library were aware of reference services and loan services.

Printing and photocopy services

The results from the participants interviewed indicate that two from ETD practitioners agreed that they were using the printing and photocopying services. Participants 9, 10, 15, and 17 (understudy) stated that they were aware of the printing and photocopying services, but they do not often use them. Participants 11, 12, 13, 16, and 18 (understudy) agreed that they were aware of printing and photocopying services and often use them to print journals and make copies. Library staff concurs that library patrons utilise printing and photocopying services, which were all free, so most of the users exploit these services a great deal. The printing and photocopying services that were currently available were familiar to other participants, researchers, legal personnel, and detectives. However, these participants were not utilizing these services and instead relied on the printing and photocopying equipment within their own offices.

Study area

Both research participants 1 and 2 expressed their awareness of the study area; yet, they stated dissatisfaction with the limited space and expressed a preference for utilizing their respective offices for studying and completing their job tasks. ETD practitioners' participants 3 and 4 were also aware of the study area and often utilize it. Participant 4 (ETD practitioner) stated that:

"I am using the study area when I study and develop learning materials".

Participant 5 and 6 (legal personnel) indicated that they use the study area for research to complete legal opinions. Two detective participants number 7 and 8 agreed that they often use the study area and discussion room for studying forensic books. One of the participants from the understudy indicated that:

"During library operating hours, I am busy at work because I am knocking off at 16:00, which makes it difficult for me to get to the library and utilize the study area" [Participant 12 understudy].

Participant 14 (understudy) indicated that:

"I am aware of the study area and often utilize the space, despite its limited size."

Participants 9, 11, 15 and 18 (understudy) also agreed that they were aware of what study area is and that they often use it for study. The other participant 16 (understudy) stated that:

"I am using the study to read, refer to, and do generic research".

Participant 10 (understudy) expressed that she is not utilizing the study area due to time constraints. The participant mentioned that her job schedule extends beyond the library's operating hours, making it impractical for her to engage in studying at the library. The participants 13 and 17 (understudy) agreed that the study area is situated next to the circulation desk. They observed that this particular area was frequented by patrons seeking assistance, which posed a potential disruption to their study sessions. Additionally, the presence of a photocopying machine further contributed to the disturbance experienced during their studies.

The library staff both confirmed that patrons used the study area to prepare for assignments and examinations. The findings of the study revealed that a majority of the participants; namely, seventeen (17) out of twenty (20), across various categories, expressed their awareness of the study area and their utilization of the space in diverse manners. Three out of twenty (20) participants (understudy) reported that they have refrained from utilizing the study room due to its small size in proximity to the photocopying machine as they prefer a silent environment for studying. This observation suggests that the management acknowledges and considers the concerns raised regarding the study area.

Sub-theme 3: Frequency of library visits

Question 3: The participants were asked how often they go to library. The purpose of this question was to measure the level of user satisfaction in relation to the dimensions of service effect and the library as a physical space, as outlined in the LibQUAL standard.

The question was designed to answer the frequency in visiting the library. The table below shows the participant's responses to the question.

Table 4.3: LIBRARY VISIT

Frequency	10 (Registered Understudies)	Researchers	Legal Services	ETD Practitioners	Detectives
Daily	2			2	
Once a month	1		2		
twice a month or more	1	2	2		2
once a week	3				
twice a week or more	4				

Table 4.3 shows that two participants from the registered understudies' category and two from the ETD practitioner's category visit the library daily. One of the participants among the registered understudies and two from legal services indicated that they visit the library once a month. The participant's two registered understudies, two researchers, two legal services, and two detectives agreed that they visit the library twice a month or more. Three of the registered understudies' participants show that they visit the library once a week. Lastly, four participants in registered understudies indicated that they visit the library twice a week or more. A research participant described the visit to the library as follows:

"As an academic and researcher in police, I find the library lacking in resources and am thus discouraged from visiting it" [Participant 1].

This proves that libraries are still important and well used in SAPS despite the difficulties they face. Libraries are still places where people can learn on their own in peace and quiet.

Sub-theme 4: Purpose of library usage

Question 4: What do you use library services for? The purpose of asking the question was to measure the level of users within the three aspects of LibQUAL, namely effective service, information control, and library as place.

The ten (10) participants, who comprised of two registered understudies, two legal services, two detectives, two ETD practitioners, and two researchers, reported using loan services for lending prescribed books. Two library staff members also reported that patrons were utilizing lending or loan services more frequently than other services to obtain prescribed books. The following comments on this question were insightful: one participant of the understudy said:

"I use book lending services to gain knowledge about my working environment" [Participant 10].

Two researcher participants reported using reference services, particularly for literature searches and referring. These participants also indicated that they borrowed research books for work purposes and used the discussion room to compile their reports.

Two of the participants from legal services revealed that they use the internet and computer services to research legal documents and decide court cases to complete a legal opinion. Two detectives use the library's forensic investigation resources and study space to obtain accurate information on any aspect of a criminal investigation. The six participants from registered understudies concurs that they use the internet and computers for journal searches and typing assignments. Two ETD practitioners indicated that they utilized the internet and computers for typing and emails. Most participants complained about the Internet's slow speed, opting to use their own resources instead. The findings indicated that the two participants in the research were also using the internet and computers for their research purposes.

According to the response provided by participant 20, the library staff at the Aloe Park SAPS Library has identified several user categories. Each user group utilizes the library with a specific goal in mind, aligning with their respective subjects of study or professional responsibilities. The library patrons utilized the library to acquire knowledge for personal growth and obtain data for reasons such as cross-referencing, research and other work-related activities, depending on their specific requirements during that specific time frame. Based on the statements made by the library assistant participant number 19, it can be inferred that library patrons were increasingly utilizing the library for academic purposes such as studying, borrowing library resources, fulfilling assignments, as well as accessing the computer and internet for research, printing and copying. This aligns with the feedback provided by library visitors.

4.2.3 SECTION C: USERS' SATISFACTION REGARDING LIBRARY RESOURCE AND SERVICES

The second objective of the study was to evaluate users' level of satisfaction regarding visibility and accessibility to current library resources and services. The following three sub-themes were identified: satisfaction with library resources and services; satisfaction with the access to information and satisfaction with the library environment.

Sub-theme 1: Satisfaction with library resources and services

In this section, users were requested to describe their satisfaction with the resources and services provided by the library, access to information resources in the library (including ease of access and speed of access) and the environment of the library.

Question 1. Participants were asked if they were satisfied with the library resources and services? The question was made with the intention to measure the level of user satisfaction based on the LibQUAL aspects of information control and the effect of service.

Participant 1 (research) expressed dissatisfaction with the library's resource offerings, stating that:

"I am not satisfied because the library does not have enough resources to offer".

Participant 2 (research) expressed satisfaction with the library's resource offerings, stating that:

"Yes, I am satisfied; I found the staff to be warm, welcoming, and accommodating".

ETD practitioners, both participants agreed that they were satisfied with the library's resources and services. Participant 3 (ETD practitioners) said that:

"Mostly I used the library to access books, and I have always found what I needed".

Participant 4 (ETD practitioner) said:

"Yes, I am satisfied because I always get all the assistance I need".

Participants 5 and 6 (Legal personnel) were not satisfied with the library resources and services. Participant 5 reported that:

"I am dissatisfied with the books the library provided; they were outdated, and the electronic databases were no longer active".

Participant 6 (legal personnel) said:

"I am dissatisfied because the systems have expired, and the legal services department relies on the court decisions provided by LexisNexis and Juta; without these resources and services, our work is difficult".

The detective participants agreed that they were satisfied. Participant 7 (detective) stated that resources were related to the study materials. Participants 5 (detective) indicated that:

"Yes, I am satisfied with the resources; always, when I request books, I find them."

Five registered understudies responded that they were satisfied with the library's resources and services. They explained that:

"Yes, I am satisfied; the books needed were always available, the environment is nice, peaceful, and quiet, and the staff is also friendly"
[Participant 13].

Participant 15 (understudy) stated that:

"The service delivery is very good; we always find what we need."

Participant 10 (understudy) said the service and resources were available on time. Participant 16 (understudy) indicated that there were adequate resources and services needed and expected.

Five participants registered as understudies were dissatisfied with the Aloe Park library's resources and services. They indicated that:

"Not really, most of the books need to be checked out of the library because they were old editions" [participant 11].

Participants 9, 12 and 18 (understudy) concur with the above statement and they stated that they were not satisfied with the books as they were old editions. Participant 14 (understudy) said that:

"Not satisfied; I need the internet and more computers".

The library staff participant 19 and 20 also agreed with the dissatisfaction with resources and services. They indicated that patrons were not satisfied with the resources and

services, they complain about outdated books, study area and also shortage of computers and the slow internet. Participant 20 (library category) responded that:

"Due to the outdated books, most of users were discouraged to utilizing the library, and the library statistics decrease".

The study shows that ten (10) participants (five registered understudies, one researcher, two legal services, and two library staff) expressed dissatisfaction with the Aloe Park SAPS library's resources and services. More participants said that the reason they were not satisfied is that the library provides outdated resources. The same explanations were provided for the poor quality of the library's resources according to the responses. The collection should be developed in such a way that it must support the research, learning, and teaching activities in the SAPS. Therefore, out of the list of resources and services that participants were unsatisfied with, there were also some areas, like limited computers and the slow internet, as we are now in the fourth industrial revolution that need to be looked at and focused on.

Participants who were satisfied with the resources and services were ten (10). The participants explained that the staff is friendly, the books needed were available on time, and the environment is quiet and peaceful. The success of the library also depends on the degree of satisfaction of its users hence the library has to continuously assess the services and find out how users were satisfied with the services and resources provided.

Sub-theme 2: Satisfaction with the access to information

Question 2: Participants were asked to indicate their satisfaction with the access to information resources in the library, such as ease of access and speed of access? The question was posed in order to measure a level of user satisfaction using the LibQUAL dimension of information control.

In the research category, both participants expressed their satisfaction, stating that the available information resources were easily accessible and facilitated speedier access. Both ETD participants were satisfied with access to information. Participant 3, (ETD practitioner), expressed that they rely on books as their primary information resources. They further noted that the access to these materials is both excellent and immediate.

Participant 4, who represents ETD practitioners, indicated that the level of access provided is excellent and the staff efficiently utilize their time in helping.

In relation to legal services, both participants expressed dissatisfaction, highlighting the unavailability of electronic resources and the occurrence of an error message indicating access denied to the legal database (participant 5). According to Participant 6, who is a legal personnel, the availability of legal documents is limited and the information systems lack regular updates. Both participants in the detective's investigation expressed their satisfaction with the level of access they had to information resources.

Five registered understudies' participants were satisfied with the access to information resources in the library. Participant 10 (understudy) said access is easy and the information is available on time. Participant 13 (understudy) stated that *"my request was immediately made available."* Participant 16 (understudy) indicated that there is no difficulty in assessing the information resources. Participants 15 and 17 (understudy) indicated that they were very satisfied with the access to information resources at the library.

However, five registered understudies expressed dissatisfaction; the reasons for the dissatisfaction were as follows: Participant 9 (understudy) responded that she was:

"Not satisfied; there were no new books; it is difficult to do research".

Participants 11 and 12 (understudy) stated that the internet is needed. Participant 14 (understudy) said that:

"I always struggle to get the journals because it is difficult without the internet to retrieve information; if the internet was faster, it was going to be easy to retrieve and access the information".

Participant 18 (understudy) indicated that:

"I am not satisfied with the access to information because the only service I know of is books".

Both library staff also expressed dissatisfaction; participant 19 (staff category) stated that the library needed to be equipped with recent information. Participant 20 (staff category) indicated that apart from outdated books, there is also a shortage of qualified librarians to

access information on behalf of users. A substantial majority of the participants eleven (11) out of twenty (20) (55%) expressed satisfaction with the availability of information, specifically highlighting the helpfulness of the library personnel in identifying books on the shelves. This assistance was perceived as facilitating efficient access to information, resulting in time saving and overall satisfaction among the participants. Consequently, it is imperative to manage the collection in a manner that aligns with the information needs and anticipation of users. Out of the 20 participants, nine expressed dissatisfaction about library services. The consideration of the library's access to information is of utmost importance. Furthermore, it was noted that the specialized compilation of electronic databases necessitated enhancement and increased focus since a majority of participants expressed dissatisfaction with the poor internet connectivity and the absence of electronic resources such as e-books.

Sub-theme 3: Satisfaction with library environment

The SAPS National Library is situated in the Aloe Park Building, next to the Tshwane Police Academy, and has a very large yard and garden. The library inside has a collection area, a circulation area, a study area, a computer area with four computers for users, one connected to the internet, and a reference area.

Question 3: When the participants were asked how satisfied were they with the library environment? The inquiry aimed to evaluate the level of user satisfaction in relation to the LibQUAL dimension of the library as a physical space.

The participants in the study, identified as Participant 1 and Participant 2, expressed satisfaction and reported that the atmosphere was seen to be clean. Participant 1 (research) additionally asserted that there is a sufficient availability of parking. Participants 3 and 4, who were both ETD practitioners, expressed high levels of satisfaction with the environment. They noted that the surroundings were well-maintained, further emphasized that the area provides an atmosphere of relaxation and conducive for exam preparation. The legal personnel assigned as participants 5 and 6 expressed satisfaction with the environment of the library. According to Participant 5, who is a legal personnel, the environment of the library is tidy and suitable for studying. According to Participant 6, who is legal personnel the library consistently maintains a pleasant atmosphere. Participant 7 reported satisfaction, however participant 8 expressed satisfaction with the interior of the library but was dissatisfied with the external surroundings of the library. Participant 8

further expressed that there is a need to clean the exterior of the library, specifically focusing on the entrance and surrounding areas. However, they reported that the interior of the facility is good.

The findings indicated that a total of five participants expressed satisfaction with the library environment. Participants 9, 10, 13, 15, and 16 (understudy) expressed that the surrounding environment is characterized by tranquillity and a lack of auditory disturbances. A total of five participants (understudy) expressed dissatisfaction with the library, specifically noting that while the inside was clean and orderly, the outside did not meet their expectations. Their opinion was shared by participant 14, who served as an understudy. Participant 11, who served as an understudy, expressed her general satisfaction with the environment. However, she noted that the external environment was not favourable to studying and that there was a lack of sufficient room for academic activities. Participant 12, who served as an understudy, expressed that the library lacks Wi-Fi connectivity and that the maintenance of the yard's grass is required. Participants 17 and 18 (understudies) said that there were instances in which noise is not conducive to the desired outcomes.

Both participants from the library staff were satisfied with the library environment. Participant 20, belonging to the library category, described the environment as nice, with appropriate space that is suitable to study. Additionally, they mentioned that the library is extremely clean and organized. Nevertheless, it was mentioned that on certain occasions, the quietness of the environment would be disrupted by noise generated by library employees and clients engaged in photocopying activities. The findings of the study indicate that across all categories, the majority of participants (14 out of 20) expressed general satisfaction with the library environment. However, a minority of participants (6 out of 20) reported dissatisfaction with the library environment due to concerns such as the lack of cleanliness in the surrounding area, inadequate study space, and occasional noise disturbances.

4.2.4 SECTION D: PERCEPTIONS AND EXPECTATIONS REGARDING LIBRARY RESOURCES AND SERVICES

The third objective of the study was to explore library users' perceptions regarding the current and expected library resources and services. This section focused on evaluating

users' perceptions regarding the quality of library resources; services offered by library staff and the library environment or library as a space.

Sub-theme 1. Perceptions regarding quality of resources offered by the library

Question 1: When participants were asked how would you evaluate the quality of resources offered by library? The question was asked in order to evaluate users' perceptions based on the LibQUAL criteria for information control.

Both participants in the research category reported that a significant portion of the information resources available were in printed format hence suggesting their perceived lack of quality. Participant 1 (research) expressed their dissatisfaction with the library, noting that they feel discouraged from utilizing it due to a perceived lack of resources and a perceived lack of prioritization by the management. Furthermore, they assessed the quality of resources provided by the library to be significantly poor. This observation suggests that the library's existence is primarily driven by the need for compliance, as it is a key element of the SAPS organizational structure.

According to one participant in the category of ETD practitioners, the books were outdated and of poor quality. Participant 17 (ETD practitioner) stated that:

"The quality of the resources at Aloe Park is poor because they were out of date and because Internet access has not yet been completely established".

One participant from the legal services category indicated that the library's resources were of poor quality because the legal database system is outdated.

Both (two) library staff also agreed that the quality of the resources offered by the library is very poor:

"I evaluated the resources offered by the library as very poor because the books were old editions, the computers were limited, and the internet is very slow" [Participant 19 staff category].

"Insufficient and poor-quality resources and poor internet access" [Participant 20 staff category].

This indicates the poor quality of the resources, as eight participants from the categories of registered understudies reported that computer and internet services were very slow and there is no Wi-Fi. Participant 15 (understudy) stated that:

"The arrangement of library resources was of high quality, and the quality of the resources was excellent".

According to the responses above, fourteen (14) participants in different categories indicate that the quality of the library's resources is poor because of a lack of recent editions, computers and the internet. Whereas only six participants from different categories indicate that the quality of the library's resources is good or outstanding. The collection of the library should be developed in a way that helps the SAPS's research, learning and teaching activities.

Sub-theme 2: Perception regarding quality of services offered by staff

Question 2: When participants were asked about their perceived quality regarding the library services offered by library staff? The purpose of this question was to evaluate the level of user perceptions on the LibQUAL dimension of the service effect.

Participant 1 (research) said that the staff provided knowledgeable and professional service and were committed to serving their clients. According to Participant 2 (research), the service offered by staff is of good quality. ETD participants stated that:

"The staff is professional and well trained; it is pleasant to work with them".

[Participant 3 ETD practitioners]. Participant 4 (ETD practitioner) said that;

"Staff were friendly and determined to assist".

Legal services: participant 5 perceived the service of library staff as excellent, while participant 6 disagreed with the statement and said that:

"The service provided by the staff is bad; the staff needs more training in searching electronic databases".

Detective participants both concurred that the library staff provides a commendable level of service; participant 8 (detectives) said:

"Most of the staff members were highly supportive and accommodating".

Participants 9 (understudy) differed with them and indicated that:

"Staff need improvement of customer services and implementation of Batho Pele principles".

Nine participants from registered understudies, participants 10 to 15 and 17 to 18 (understudy), perceived the quality of library services offered by library staff as good. Participant 16 (understudy) indicated that:

"Library staff always give support, and they also refer when the requested information is not available".

Both staff perceived the library services offered by staff as not 100 percent good. According to the library commander's response:

"The library requires additional personnel, particularly qualified librarians, as the quality of service offered is not 100 percent" [Participant 20 staff category].

According to the findings, sixteen (16) out of twenty (20) participants perceived the quality of library services offered by library staff as good. Four agreed that they perceive the quality of library services offered by staff as not good with different reasons mentioned above.

Sub-theme 3: Perceptions regarding quality of library environment

Question 3: When participants were asked how do you perceive the quality of library environment / library as a place? The question was posed to assess users' perception level based on the LibQUAL dimension of the library as place.

Researchers concurred that the library environment is favourable; participant 1 (research) remarked:

"The library environment is welcoming, well-maintained, and compact".

Participant 2 (research) perceives the library environment as peaceful and conducive to studying and reading.

The library environment was perceived differently by ETD practitioners:

"The environment is clean, calm, and well-appointed with ample space for sitting and working".

[Participant number 3 ETD practitioner]. Although participant 4 (EDT practitioner) perceived the library environment as unfavourable because the surrounding is not clean.

Legal services: Participant 5 (legal personnel) perceived the library environment as outstanding, whereas participant 6 (legal personnel) said:

"The library environment is terrible; there is no space to conduct research and there is noise".

The detective participants both perceived the environment to be good but stated that it required maintenance. They explained by word of mouth that:

"The library is located in a peaceful area, but it requires maintenance, particularly outside" [Participant number 5 detectives].

Six participants in registered understudies' category perceived the quality of library environment to be good. They explained their perception in different ways. Participant 11 and 15 (understudy) agreed that the library environment was perceived as excellent. Participant 13 (understudy) indicated that the:

"The environment of library is nice and quiet, unique to study".

Participant 10 (understudy) said that:

"The environment meet the standard of other libraries".

Participant 16 stated that:

"The library environment received out welcoming".

Participant 17 (understudy) responded that;

"The library environment is small but convenient".

Four participants in registered understudies differ with the above six that they perceive the library environment as poor; Participant 9 (understudy) replied that:

"The study area is not conducive to study because it resembles the reception area, where all users were assisted".

Participant 12 (understudy) responded that:

"The building is old and not impressive".

Participant 14 (understudy) indicated that the:

"Surroundings were terrible".

Participant 18 (understudy) said that:

"Large facilities were required".

Two staff members perceived the environment of the library as excellent. The library is a good and peaceful location to study; it is a quiet environment [Participant 19 staff category].

"Clean, organized environment; adequate lighting; user-friendly signage; current bulletin board" [Participant 20 staff category].

Based on the findings, a considerable proportion (14) of participants reported perceiving the library environment as being of excellent quality, whereas a smaller number (6) of participants expressed negative perceptions regarding the library environment, mentioning issues such as noise disturbances and limited study space as reasons for their dissatisfaction.

4.2.5 SECTION E: RECOMMENDATIONS

In this section the participants were requested to comment about library resources and services; and whether they were satisfied about these services. Therefore, the focus is more on objective two and three.

Objective two recommendations regarding satisfaction with library resources and services

The findings revealed that most of the participants expressed dissatisfaction with library resources such as outdated books, limited computers and the slow internet. The legal services participants also expressed their dissatisfaction with databases that are not updated. Participant 20 (library category) indicated that:

“Due to the outdated books, most of library users were discouraged to utilise the library, and the statistics decreases”.

It was recommended that the library management must focus on procuring new editions of books to improve the standard of the library, that management support the staff and the users by resolving the internet problem and to add more computers at the library and to also focus on paying subscriptions for legal databases like LexisNexis, Juta and SABINET.

Objective three recommendation regarding perceived or expected library resources and services

The findings revealed that the most participants perceived poor library resources (printed resources, computer and internet connectivity) and they also perceive some of the services as poor, services like databases and study area. Participant 1 in the component research suggested that the library acquire current research books for its reference collection, acquire more e-books and e-journals, and provide more space for research commons in order to improve the learning environment:

“I would like the library to serve as a resource and focus on becoming Internet-capable as part of our efforts to embrace the fourth industrial revolution. Have enough computers with reasonable access to search engines for online journals such as EBSCO Host and Sabri Net and electronic books. I wish to see outdated literature replaced with newly published books. The books that were older than ten years were considered outdated, with some tolerance only shown in the citation of research methodology literature. As a researcher in the SAPS who conducts applied research, I want to be able to rely on the library to access pertinent literature”.

Participant 2 also in research recommended that the library management must look at the operating hours of the library in order to accommodate all patrons. Participant 3 of ETD practitioners recommended that management of the library must improve the quality of services by purchasing another large photocopier for service delivery, additional online resources, and new book editions. Participant 4 (ETD practitioner) recommended that:

"Library management must purchase more books so that we can spend more time studying and working in the library".

Legal Services participants recommended that the library procure more legal books to support them and consider subscribing again to expired legal databases (LexisNexis and Juta systems). The police investigators (detectives) recommended that the library's cybercrime materials be prioritized for improvement. Participant 7 of the detective category recommended that the library subscribes to electronic books and purchase the most recent editions of books, especially law books. It was also suggested that the library staff be trained, particularly in electronic information retrieval [Participant 8 detective].

In the category of registered undergraduates, the majority (10) of respondents recommended that the library acquire current literature, install unlimited Wi-Fi, additional computers, and electronic resources. Other participants suggested that the library should prioritize its opening hours. The library staff recommended that the library must have adequate space that would be convenient to accommodate patrons. The library assistant added that to increase the perceived value of the library, new editions of books, faster internet, more computers, and electronic resources must be looked at. One member of the library staff, participant 19 recommended that the library must have an outside study area and a cafeteria, while Participant 20 (library staff) recommended that the library must be equipped with more personnel with the appropriate skills for the environment.

4.4 Summary

This chapter provided the findings of the study, the interpretation and discussion obtained from data collected from the participants. The data were analyzed according to the perspectives of six categories; namely, registered understudies, researchers, ETD practitioners, police investigators (detectives), legal services and library staff. It was shown how the interview responses from the above five categories and one category of library staff affirmed or went against one another. In general, the responses from all the participants who were part of the study were balanced, reporting on both the positive and negative aspects of the library resources and services. The research results were organized according to the following themes:

- Personal and biographical information of the participants;
- Level of awareness of current library services;

- User's satisfaction;
- Perceptions of service quality; and
- Purpose of using library services.

The findings of this study indicated that library users were dissatisfied with the library's services and resources, however, they value the library due to the quality service of the library personnel. It is anticipated that the findings of the study will serve as a guide in enhancing the library's services and resources for the advantage of users and SAPS members in general. The next chapter summarises the major findings, conclusions and recommendations derived from the study.

CHAPTER 5

DISCUSSIONS, CONCLUSIONS AND RECOMMENDATIONS

5.1 INTRODUCTION

In Chapter 4, data were presented, analysed and interpreted with the aim of addressing the study questions and achieving the stated objectives. This chapter summarises the major findings, conclusions and recommendations derived from the study. The purpose of this study was to use LibQUAL to evaluate user satisfaction regarding the current and perceived library resources and services at the Aloe Park SAPS National Library in Pretoria. In addition, this chapter seeks to measure whether the resources and services provided by the Aloe Park SAPS National Library meet the standards as set out by the LibQUAL measurement tool.

As already indicated in Chapter 2, the LibQUAL assessment tool avers to measure users' level of perceived service quality in three dimensions; namely, effect of service, reliability, library as place, provision of physical collections, and access to information (Habiburrahman & Erlianti 2020). The LibQUAL tool was developed by the Association of Research Libraries and its library partners with the aim of assessing individuals' perceptions regarding the quality of library services (Saunders, Lewis & Thornhill 2019). The utilisation of the LibQUAL tool enables libraries to determine the gaps that exists between the needs of users and the services being offered. This data can then be utilised to strategize for the enhancement of services and the allocation of resources (Ip & Wagner 2020).

Additionally, the study identified strategies that can be implemented to increase user satisfaction with library resources and services. This investigation, as described in the study discussions was guided by the following study objectives:

- Establish users' level of awareness regarding the current library resources, services and their usage.
- Evaluate users' level of satisfaction regarding the current library resources, services and library as a place.
- Explore library users' perceptions regarding the current and expected library resources and services.
- Make recommendations based on the findings of the study.

5.2 SUMMARY OF MAJOR FINDINGS AND CONCLUSION

This section provides a summary of the study's major findings that were drawn from the results gathered in Chapter 4. In accordance with the objectives of this study, the findings will be presented in sub-sections.

5.2.1 SECTION B: LIBRARY RESOURCES AND SERVICES AWARENESS

The first objective of the study was to establish users' level of awareness regarding the current library resources and services. As indicated in Chapter 4, the study assessed the level of awareness regarding library computers and internet services, legal databases, printed books, reference desk and loan services, printing and photocopy services and study areas.

Awareness of current library resources

Regarding **computers and the internet**, the findings of the study revealed that the Aloe Park library participants were aware of the library computer section and that only one computer was connected to the internet. From the total sample size of 20 participants, 12 responded positively regarding their level of awareness about the computer service. It was disappointing that most of the studied participants are not using the computer section due to various reasons, such as that only one computer is connected to the internet and it is often occupied, the internet bandwidth or connectivity is slow, and the library operating times are inconvenient for the users to utilize the internet services. The library closes at 4 p.m., which is the same knock off time of the library users from their official work hours.

Similarly, in a study which was conducted by Jayaprakash (2017), the findings indicated that more academics utilize computers and the internet in their offices due to the restricted number of computers, which leads to sharing of those few computers. This supports the findings of Prema and Kannappanavar (2021) that low levels of patronage and customer satisfaction are largely caused by poor ICT infrastructure, slow internet connectivity, lack of access to the printers in the library, lack of awareness to many e-resources and the lack of advanced search skills by most library users. In their research study, Joy and Idowu (2014) revealed that the lack of internet and computer services was the main issue affecting library users' access to needed information in the library. It is apparent that challenges of limited access to computers and the internet at Aloe Park Library is not a unique one. However, the number of computers and access to internet services need to

be improved. Thereafter, the level of awareness must be heightened to attract more users to the library services.

In terms of **Legal databases**, the findings revealed that participants from the categories of Legal Services (2) and library staff (2) responded positively about their awareness of databases especially legal databases, whereas the remaining 16 participants were unaware of the online databases offered by the library or the databases that the library subscribes to. Because the library subscribes mostly to legal databases, such as LexisNexis, Juta and Sabinet, it made sense for participants from the legal department to be more aware of those databases. But when asked how often legal databases were used, the responses indicated that they were not often used because they were not kept up to date.

The participants from the Legal category, for example, reported that the database system frequently displays the problem message "Your server was last updated in June/July 2019; updates and access were denied." It is apparent that the Aloe Park Library management need to update online databases timeously to fulfil the needs of library customers. But the challenge of delayed renewal of online database subscriptions of online databases is not unique to Aloe Park as results of the study that was conducted by Bozimo (2008) in one of the libraries revealed that insufficient funding, support to procure and maintain equipment, retrospective conversion of library documents into digital formats, and the inability to subscribe to relevant online databases or renew existing ones were some of the issues affecting the effective use of databases for scholarly research.

Regarding the **printed books collection**, it was interesting to discover how many people were aware of the library's print book collection. All 20 participants were familiar with the library's collection. Most participants, however, expressed worry that the library collection was out of date, having been published more than a decade ago (prior to 2013). Participant 12 (from the understudy category) stated openly:

"The relevant print format resources were extremely limited; we submit a request for new editions every year, but nothing has changed".

Dadzie and Kari's (2015) study of the quality of book collections at the Dunkwan-On-Offin branch library revealed that the library's collection was either obsolete or of poor quality. Perdana and Prasojo (2020) reported the study findings stating that many individuals still

prefer to read physical books over electronic books, and the demand for printed books in university libraries outnumbers the demand for e-books. According to Hussien and Mokhtar (2018), the collection of a library is an important aspect in determining its effectiveness. The acquisition of up-to-date library collection should be taken into consideration by the management of Aloe Park library to fulfil the mandate of Batho Pele principles or good customer service.

Awareness of current library services

In relation to the **reference desk and loan services**, it is notable that all participants (20) expressed awareness of the reference and loan services provided by the library. According to the library staff, patrons frequently utilized the library reference desk for the purpose of seeking information and managing book loans, renewals and returns. The range of services offered encompasses lending services, reference services, current awareness services, inter-lending loan services, exhibition of new arrivals, and selective diffusion of information, users' education and reprographic services. The results revealed that most participants frequent the library on a regular basis, ranging from once a week to multiple times per week, as well as once a month. Their primary purpose for visiting the library is predominantly to borrow books. The findings indicated that participants were happy about the exemplary services provided by the library staff.

The results seem to agree with Tetteh and Nyantakyi-Baah (2019) views that the reference desk section is the frequently used library service. It serves as the point of interaction between the library users and the librarians especially when users are in search of instant answers. Chiwar (2017) argues that the primary purpose of the library reference services is to enhance the efficient utilization of library services and resources. According to Prema and Kannappanavar (2021), the library patrons use the library primarily for studying and borrowing books. The provision of training by Aloe Park management to library workers on reference interviews is mainly to enhance their ability to use library resources and services.

With regards to **printing and photocopy services**, the findings revealed that most participants were aware of the printing and copying services offered at the library. The library staff also reiterated that library patrons made use of the printing and copying facilities, which are provided at no cost. The results of the study revealed that participants from the research, legal services and detective agencies had knowledge about library

resources and services. Disappointingly they were not sufficiently using the library resources and services because of various challenges such as the limited number of computers, access to the internet, outdated books and databases and awkward library operating hours. Because of the highlighted challenges, some participants indicated that they relied more on computers in their offices.

It has been interesting to note that the findings of Samzugi (2019) research study indicated that library users preferred printed books over digital ones due to the presence of eye fatigue and strain associated with reading from a screen. According to Singer and Alexander (2017), there is a higher level of understanding observed while reading materials from printed sources compared to electronic sources. For the Aloe Park Library study, preference regarding book format was not measured. But it can be concluded that because of the challenges of outdated printed books and the importance of keeping up with the trend, the researcher recommends the importance of balancing the collection by including both print books and e-books.

Concerning the **study area**, it is worth noting that out of the total sample size of 20 participants, 17 individuals demonstrated awareness of the study area, whereas the other three participants did not possess this knowledge. Notwithstanding their familiarity with the designated research environment, certain participants refrained from utilizing it on account of factors such as excessive noise, space limitations, inadequate ventilation and poor lighting conditions. The findings are similar with the results of the study by Agyen-Gyasi and Atta-Obeng (2014), which revealed that lighting and ventilation were important factors in fostering a welcoming reading environment in libraries. Usuka, Nwachukwu and Nwachukwu (2019) posit that the layout and visual attractiveness of a library, designed to attract and captivate its users. For Abbasi, Tucker, Fisher and Gerrity's (2014), the library should be in a beautiful and appealing area and have good lighting since it fosters an environment that is conducive to learning.

Based on the findings obtained in objective 1, it can be concluded that certain resources and services within the library are not sufficiently utilized for a variety of reasons. These include outdated print books, a limited number of computers, slow internet access provided by only one computer, outdated library databases due to delayed subscriptions, noise disturbances in the study areas, limited space availability, and inadequate ventilation and poor lighting. It is apparent that the Aloe Park library is not sufficiently meeting the LibQUAL quality service standards of the three key dimensions: i) information control; ii)

the effect of services; and iii) the library as a physical space. The conclusion has been validated by the findings which revealed that users expressed dissatisfaction with the highlighted challenges.

Mallya and Payini (2019); in their study found that the LibQUAL assessment tool has been widely used to listen to library users' views on whether quality library services have been provided or not. The users' feedback is considered crucial in establishing the strengths, weaknesses and in determining whether library products and services need improvement or not. Furthermore, Mallya and Payini (2019) underscore that LibQUAL provides library users an opportunity to express their perceptions about the library resources and services hence the importance of sensitizing them about the library products and services. These authors are of the view that in this digital era (2023), libraries are faced with challenges of limited or lack of usage of resources due to various reasons such as lack of awareness, lack of relevance, lack of time and lack of skills in the use of electronic resources. Based on this, it is imperative to understand users' level of awareness regarding resources and services as well as their satisfaction regarding these services.

Given the highlighted challenges, it can be concluded that the Aloe Park Library needs to intensify its advocacy and marketing campaigns to further increase the level of awareness and usage of library resources and services. For example, rather than engaging in advocacy campaigns only once or twice in six months, the library can consider doing one campaign per month. Mukwevho and Ngulube (2022) study assert that in many information centres, including archives, there was underutilization of information resources and services because of various factors, including limited or lack of public programming activities. Public programming has to do with tasks undertaken by libraries and archives with the aim of generating awareness regarding their library collections and resources (Saurombe & Ngulube 2016).

Saurombe and Ngulube (2016) further state that it is critical that information centres engage in public programming services to increase visibility and accessibility to library and archival resources. Prema and Kannappanavar (2021) conducted a study at the college libraries of Udupi District and the results of the study suggested the need for the information awareness programs to enrich and promote the use of library resources and services. This was important to enhance knowledge of the available resources and thus promote increased utilization of library resources. The provision of these services is crucial to promoting optimal utilization of the library. Adeoye and Popoola (2018) underscore that

the probability is that the higher the awareness about information resources and services, the higher the usage hence the importance of increasing the level of awareness by increasing the number of advocacy and marketing campaigns and improving the quality of library resources and services.

5.2.2 SECTION C: USERS' SATISFACTION REGARDING LIBRARY RESOURCES AND SERVICES

The second objective of the study was to assess user satisfaction regarding library resources, services, and access to information and library environment. Regarding the level of **user's satisfaction with library resources and services**, the findings revealed that the participants of the Aloe Park library expressed dissatisfaction with the existing materials at the library, such as outdated print books and online databases. Out of the entire sample size of 20 participants, 13 individuals provided negative responses in relation to the information resources that are offered at the Aloe Park Library. According to their statement, the printed materials such as books found at the library were outdated editions, and there was a scarcity of electronic books. The library staff participants also corroborated the assertion that library patrons expressed discontent with the information resources provided by the library. This unhappiness stemmed from the perception that the resources were outdated. A total of seven participants expressed satisfaction with the information resources. When asked why they were satisfied, their responses indicated that they were more satisfied with the library staff services than the library resources.

Regarding the degree of satisfaction with library services, the findings of this section show that most participants expressed satisfaction with the lending and reference services provided by the Aloe Park Library. Further probing indicated that the participants were happier about the quality service received from the reference desk. The results indicated that Aloe Park patrons use the reference desk to enquire about needed books and also to borrow them. A study that was conducted by Wanyonyi, Odin and Sikolia (2018) indicated that there was a strong correlation between the sufficiency of informational resources in a library and the level of satisfaction experienced by its users. The findings of Bopape, Dikotla, Mahlatje, Ntsala and Lefose (2021) research indicated that the primary obstacles to the facilitation of library and information services in Limpopo Province was linked to obsolete and insignificant resources, limited infrastructure, inadequate databases, insufficient internet accessibility and connectivity and a lack of materials needed for people

with disabilities. According to Ikolo (2015), it is crucial to address the information demands of library users by offering both tangible information resources and services that cater for their needs. Abraham and Suba (2022) indicated that the satisfaction level of library users is affected by the quality of the information product(s) they receive and the quality of the information system and library services they utilize to access these information services.

About **satisfaction with the access to information**, it was found that the majority of 11 out of the 20 participants responded positively to the satisfaction of accessing information at the Aloe Park Library whereas other participants expressed dissatisfaction with the access to the internet and WI-FI connectivity, which is inadequate and there were insufficient computers. According to the responses from the library personnel, the library users were dissatisfied with the information and communication technology (ICT) services provided by the library. The participants from the legal services department responded negatively regarding access to the library databases. As mentioned before, the dissatisfaction came from subscription databases that did not receive regular updates. Similar to this, Girakaduwa (2019) research findings show that a significant number of researchers face the challenges of lack of access to database subscriptions related to their specific fields of study. Based on the available statistics, it appears that a considerable portion of users have difficulty when trying to access electronic databases, as seen by the lack of subscriptions in some academic fields. Undoubtedly, library database subscriptions provide certain features, and institutional or product-related factors may contribute to their underutilization.

Regarding the issue of **satisfaction with the library environment**, the results showed that 14 out of 20 participants were generally satisfied with the library environment at the Aloe Park, whilst 6 participants indicated dissatisfaction with the setting of the library. Further probing indicated that the participants lamented the study area's inadequate lighting, poor ventilation and worn-out furnishings. In addition, participants lamented the noise in the study area. Furthermore, they indicated that the library surroundings outside were unfriendly as the grass in the yard was not well-maintained.

This finding aligns with the research conducted by Boloka, Jiyane and Mojapelo (2021) which revealed that a significant number of users expressed dissatisfaction with the limited size of the library area. Certain individuals expressed their intention to engage in studying activities while seated on the library sofas due to the constrained capacity of the reading

room. This suggests that users have difficulties in achieving a comfortable studying environment because of the inadequate spatial provisions in the library. According to the findings of Tetteh and Nyantakyi-Baah's (2019) research, the environment and physical infrastructure of a library have a substantial impact on the provision of high-quality and satisfied services to its users.

Based on the findings obtained from objective 2, it can be concluded that participants expressed dissatisfaction over some resources and services provided at the Aloe Park Library. There are various causes for the underutilization or insufficient usage of these resources, including inadequate collection, limited internet access and the absence of WI-FI connectivity, lack of cleanliness in the vicinity, inadequate study areas and occasional noise disruptions. It can thus be concluded that the Aloe Park Library does not sufficiently meet the LibQUAL standards for satisfaction in three areas: i) information control, ii) the effect of services and iii) the library as a physical space. It therefore needs to strengthen its collection, library resources such as computers, internet access, online databases and library services to be able to meet the LibQUAL standards of quality services anchored under the three key dimensions of: 1) the effect of service; 2) the information control and; 3) the library as a place.

5.2.3 SECTION D: PERCEPTIONS AND EXPECTATIONS REGARDING LIBRARY RESOURCES AND QUALITY SERVICES

This study's third objective aimed to explore library users' perceptions regarding current and expected library resources and services. As previously highlighted, the LibQUAL evaluation tool aims to assess the level of service quality that library users perceive as the minimum and their desired levels across three distinct dimensions: effect of service, information control and library as place (Habiburrahman & Erlianti 2020). Ahmed and Shoeb (2022) avers that the LibQUAL instrument has been widely employed by libraries across the globe to assess their services and resources consistently and systematically with the aim of determining whether they effectively serve the needs of their patrons. In line with the LibQUAL standard of assessing library users' perceptions regarding the element of information control, it was deemed important to establish users' perceptions regarding information resources of the studied library.

Perceptions regarding the quality of resources offered by the library: the results of the study revealed that the participants perceived the Aloe Park SAPS Library resources

as not sufficiently meeting the LibQUAL's standard of information control. As already highlighted, a total of 13 participants expressed concern that the library's print books were outdated. In addition, the library databases containing electronic resources are not timeously renewed or updated. Few participants 7 out of 20 were content with the available resources. The two participants from the library category also reiterated that the library resources were outdated as many of them were published a decade ago (before 2013) as this study was conducted in 2023.

The study conducted by Dadzie and Kavi (2015) examined the book collection at the Dunkwan-On-Offin branch library. The findings of this study indicated that the library's collection suffered from either outdated materials or insufficient quality. In other words, the library was not adequately fulfilling the information requirements of its patrons. Ruth and Ruth (2014) argue that a library collection can be deemed to be of good quality if it meets the criteria of being up-to-date and effectively meeting the different demands of its customers. According to Abraham and Sabu (2022), it is agreed that the satisfaction of users is contingent upon the perceived quality of resources that meet their expectations.

Given the highlighted findings of the study, it can be concluded that the Aloe Park Library did not sufficiently satisfy the LibQUAL standard in terms of information control. It is under this premise that this study suggests that the Aloe Park library management must provide quality service in terms of information control. According to Hussien and Mokhtar (2018), a library's collection is a key factor in determining how effective it is.

Perceptions regarding library services offered by staff: In the present study, the findings derived from the responses of 16 participants indicated positive perceptions on the quality of service provided by the library staff, especially at the reference desk. A total of two people provided a negative response to the question. The participants put out the notion that there is a need for the personnel to enhance their customer service skills, specifically in alignment with the Batho Pele principles (good customer service). Both participants from the library staff also had a negative response, stating that libraries should have competent librarians who can effectively perform their professional duties.

According to Khan and Parveen (2020), the library staff in special libraries in the Punjab Province are required to hold the competencies that have been outlined by the service level agreement (SLA) Task Force. The results of the study indicated that librarians in the Punjabi special libraries possessed an intermediate level of competence as defined by the Special Libraries Association (SLA). Notwithstanding, they also showed strong

fundamental interpersonal and professional skills. This study proposes that the relevant training programmes relevant for good customer services must be provided for the librarians especially those employed in public libraries.

The results were in line with the assessment carried out by Agyen-Gyasi and Atta-Obeng (2014) about the disposition of the staff towards patrons at the Ashanti Regional Library. The findings of the study indicated that a notable percentage of individuals utilizing the library indicated discontentment with the manner in which the staff conducted themselves and the range of services offered by the institution. For Nyantakyi-Baah (2016), it is crucial for the library personnel to possess a comprehension of the manner, place and rationale behind customers' utilization of the library. Acquiring this knowledge is essential for improving service delivery in areas of high demand and discontinuing services that do not effectively meet the needs of the customers. Based on the assessment, it can be concluded that the Aloe Park Library and its staff do to a certain extent meet the LibQUAL dimension pertaining to the effect of service as the staff does understand their users' needs in terms of resources and services needed. Furthermore, it is proposed that the library staff should continue to conduct user satisfaction surveys as they will continuously help in understanding the contemporary information needs of the Aloe Park library users.

Perceptions regarding the library environment; the findings revealed that most participants were dissatisfied, citing issues such as insufficient study space, noise and a lack of cleanliness in the surrounding outdoor area such as grass that is not well-maintained. According to Amarasekara and Marasinghe (2020), the provision of a conducive learning environment to the patrons is important as it motivates the library users to utilize library resources. It is important that the library environment must be kept clean, conducive and welcoming to the users who want to sit and study in the library. Tetteh and Nyantakyi-Baah (2019), reiterate that the ambiance and infrastructure of a library are crucial factors in delivering superior and gratifying services to patrons.

Regarding the Aloe Park Library, the results indicated that a significant proportion of participants held a positive perception of the library environment. Based on the performed study, it can be inferred that the Aloe Park Library does to a certain extent satisfy the LibQUAL dimension of a library as a physical space. But it must be reiterated that there is still room for improvement. Therefore, it is important for the Aloe Park library management to prioritize the provision of sufficient study space, lighting and other amenities in response to the needs of the library users. This is critical for the fulfilment of the mandate of the

library's vision, mission and the LibQUAL standards of providing quality resources and services to the users.

5.3 RECOMMENDATIONS

The next section provides the recommendations derived from the conclusions outlined by the researcher. The following recommendations outline the essential measures identified by the researcher to increase and improve user satisfaction with the resources and services offered by the Aloe Park SAPS Library.

5.3.1 Recommendations on library resources and service awareness

The current state of affairs at the Aloe Park library reveals a noticeable gap in the knowledge and understanding (awareness) of various library services and resources among its users. Given the highlighted challenges, it is recommended that Aloe Park Library should intensify its advocacy and marketing campaigns to further increase the level of awareness and usage of library resources and services. For example, rather than engaging in advocacy campaigns only once or twice in six months, the library can consider doing one campaign per month. It is also recommended for the Aloe Park SAPS National Library to publish their services using internal communication channels in the SAPS, library guides and popular social media platforms such as Twitter and Facebook. This approach will enhance the library's accessibility and enable users to fully benefit from its resources.

5.3.2 Recommendations on users' satisfaction regarding library resource and services

The results of this study revealed a notable level of dissatisfaction over the availability and quality of information resources, insufficiency of computer facilities, slow internet connectivity and legal databases update. To fulfill the needs of library users, it is recommended that the Aloe Park library ensure the inclusion of current books, electronic journals and electronic book resources in their collections. The regular renewal of electronic databases is vital for the management of the Aloe Park Library to maintain a massive collection that effectively serves the primary tasks of the library. Furthermore, it is essential to increase the quantity of computer systems and enhance the speed of the internet connection to effectively tackle the obstacles associated with the provision of online services. There is dissatisfaction regarding the inconvenience of the library's operation hours for its users. Specifically, the library's closure at 16:00 p.m. coincides with

the end of the typical workday for library patrons. It is recommended that the management prioritize the expansion of the library's operation hours.

5.3.3 Recommendations on perceptions and expectations regarding library resources and quality services

A significant proportion of participants had negative perceptions towards the quality of library materials, whereas a subset of service providers also shared this sentiment. To optimize the calibre of services offered to patrons of the Aloe Park Library, it is crucial that the library staff undergo consistent training in customer service. This will enable them to furnish consumers with pertinent and up-to-date information. Moreover, there exists a notable issue pertaining to the study environment due to the presence of noise, limited space as well as insufficient lighting and air conditioning facilities. It is recommended that management consider expanding the library space and ensuring the provision of sufficient air conditioning units to enhance the overall comfort of the facility. In order to mitigate the noise levels in the library, it is recommended that patrons be provided with a designated place conducive to undisturbed study.

5.4 SUGGESTIONS FOR FUTURE RESEARCH

The central area of investigation in this study was the Aloe Park SAPS National Library located in Pretoria. It is suggested that further investigations be undertaken to assess user satisfaction about the resources and services offered by the SAPS Provincial and SAPS Academic libraries. The study encompassed participants who were both library patrons and library professionals. There is a suggestion to perform further research that specifically examines the management of human resource development, considering the mandate of SAPS libraries and their associated responsibilities.

The aim of this study was to evaluate user satisfaction regarding the current and perceived library resources and services at the Aloe Park SAPS National Library in Pretoria. In order to enhance users' satisfaction with library resources and services, it is recommended that the library develop a comprehensive strategy to engage in benchmarking activities. This strategy would involve comparing the library's performance to that of other libraries, with the ultimate objective of improving its services and resources by adopting the best practices observed in its benchmarking partners.

5.5 CONCLUSION

The purpose of this study was to evaluate user satisfaction regarding the current and perceived library resources and services at the Aloe Park SAPS National Library in Pretoria. The study revealed that the Aloe Park Library adequately satisfied users' basic expectations regarding the LibQUAL dimension of the effects of services and the library as a place. However, it failed to meet the minimum satisfaction level of users in relation to the aspect of information control. This deficiency was attributed to a lack of sufficient resources in terms of both printed and electronic materials that were available. When considering the adequacy of resources, it is imperative to continually enhance both the quality and quantity of suitable resources to efficiently deliver library services to its patrons. This remark implies the need to offer current information in many formats to meet the evolving requirements of the SAPS library's users. This encompasses both recently published resources and the replacement of the old edition materials.

Another challenge that was encountered was the limited availability of computer resources and the poor internet connection. These factors posed significant barriers to the implementation of automation in this library and can be attributed to the decreasing allocation of resources devoted to ensuring the provision of high-quality services and resources at the Aloe Park Library. Furthermore, it is crucial for the SAPS to prioritize the maintenance of adequate library personnel levels that align with the necessary educational and professional qualifications. In addition, the managers of the library possess the capacity to create an environment that is conducive to the needs of users through the deliberate creation of a dedicated study space. By using this strategy, the Aloe Park Library can effectively fulfil the fundamental requirements of its patrons while simultaneously placing emphasis on efforts to improve the general standard of the library to a level that meets satisfaction. Based on the current situation, it can be concluded that

while there is a certain level of satisfaction at the Aloe Park Library, the implementation of sufficient and consistent budgetary support or a reliable source of income is needed.

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**APPENDIX A
INTERVIEW GUIDE**

INTERVIEW GUIDE

**USING LIBQUAL TO EVALUATE USER SATISFACTION WITH LIBRARY SERVICES AT THE ALOE PARK
SAPS NATIONAL LIBRARY, PRETORIA, SOUTH AFRICA**

Data collection tool(s)

INTERVIEW QUESTIONS

SECTION A: DEMORGRAPHIC INFORMATION

1. Department/Section

.....

2. Your job designation/position/rank

.....

3. Gender:Female [] Male []

4. Age: Please indicate by ticking in the appropriate box below.

18-25	
26-35	
36-45	
46- 50	
51 and above	

5. Highest Educational Qualification: Please indicate by ticking in the appropriate box below.

Matric	
Certificate	
Diploma	
Postgraduate diploma	
Degree	
Master's degree and PhD	

Other (please specify)

.....

6. Work experience: Please indicate by ticking in the appropriate box below.

0-5 years	
6-10 years	
11-15 years	
16-20 years	
21-25 years	
26-30 years	
31-35 years	
36-40 years and above	

SECTION B : Interview Questions for Aloe Park National Library

Level of awareness of current library services and resources

1. How often do you go to the library?

.....
.....

2. Which of the resources and services provided by the library do you often use?

.....
.....

3. What do you use the library resources and services for? (library resources and services indicated under number 2)

.....
.....

4. List other library resources and services that you are aware of, but do not often?

.....
.....
.....
.....

5. Please explain why you do not or do not often use them?

.....
.....
.....

Perception of Aloe Park SAPS Library Services' Quality

6. How would you evaluate the quality of resources offered by library?

.....

7. How do you perceive the quality of the library services offered by library staff?

.....
.....

8. How do you perceive the quality of library environment / library as a place?

.....
.....

User Satisfaction

9. Are you satisfied with the library resources and services? Explain

.....
.....

10. How satisfied are you with the access to information resources in the library, such as ease of access, and speed of access? Explain

.....
.....

11. How satisfied are you with the library environment / library as a place?

.....
.....

Recommendations

12. Could you please think of an instance when the library resources or staff were helpful to you? What kind of help did you receive?

.....
.....

13. What did that help enable you to do?

.....
.....

14. What would you like to see done to improve the resources and services of the SAPS library?

.....
.....

15. Is there any other comment you would like to add?

.....
.....

SECTION C : Interview Questions for Aloe Park National

(Library Staff)

Level of awareness of current library services and resources

1. For what purpose do users' utilizes the library services. Explain

.....
.....

2. Can you list the services that you think patronises most library users?

.....
.....

3 Depending on resources that users are commonly use, briefly explain why it is important for them to utilize those resources?

.....
.....

User perception of service quality

4. How would you perceive the library's services in terms of quality? Explain

.....
.....

5. How would you perceive the quality of library resources? Explain

.....
.....

6. How would you perceive the environment of the library / library as a place? Explain

.....
.....

User satisfaction of library services

7. Are the library users satisfied with the services the library offers? how did you find out?

.....
.....

8. Are the library users satisfied with the physical facilities of the library? how did you find out?

.....
.....

9. Are the library users satisfied with the library 's resources? how did you find out?

.....
.....

Recommendations

10. Which of the resources and services provided by the library is most valued for your users?

.....
.....

11. What would you like to do to improve the library resources and services?

.....
.....

12. What one thing, in your opinion, could the library do to increase the perceived value to Aloe Park SAPS library?

.....
.....

13. Is there any other comment you would like to add?

.....
.....

Thank you

APPENDIX B UNISA ETHICAL CLEARANCE



COLLEGE OF HUMAN SCIENCES RESEARCH ETHICS REVIEW COMMITTEE

05 September 2023

Dear Ms Nora Hlabizang Kaapu

NHREC Registration # :
Rec-240816-052
CREC Reference # :
31495044_CREC_CHS_2023

Decision:
Ethics Approval from 05 September
2023 to 05 September 2024

Researcher(s): Name: Ms. N. H. Kaapu
Contact details: 31495044@mylife.unisa.ac.za
Supervisor(s): Name: Dr. A. N. Zimu-Biyela
Contact details: zimuan@unisa.ac.za

Title: USING LIBQUAL TO EVALUATE USER SATISFACTION WITH LIBRARY SERVICES AT ALOE PARK SAPS NATIONAL LIBRARY, PRETORIA IN SOUTH AFRICA

Degree Purpose: Masters

Thank you for the application for research ethics clearance by the Unisa College of Human Science Ethics Committee. Ethics approval is granted for one year.

The low-risk application was reviewed by College of Human Sciences Research Ethics Committee, in compliance with the Unisa Policy on Research Ethics and the Standard Operating Procedure on Research Ethics Risk Assessment.

The proposed research may now commence with the provisions that:

1. The researcher(s) will ensure that the research project adheres to the values and principles expressed in the UNISA Policy on Research Ethics.
2. Any adverse circumstance arising in the undertaking of the research project that is relevant to the ethicality of the study should be communicated in writing to the College Ethics Review Committee.
3. The researcher(s) will conduct the study according to the methods and procedures set out in the approved application.



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APPENDIX C

PERMISSION TO COLLECT DATA IN SOUTH AFRICAN POLICE SERVICE



Privaatsak Private Bag X94	Pretoria 0001	Faks No. Fax No.	(012) 393 4333
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Your reference/My verwysing:

My reference/My verwysing: **2/34/2**

THE HEAD: RESEARCH
SOUTH AFRICAN POLICE SERVICE
PRETORIA
0001

Enquiries/Navrae: **Lt Col (Dr) Smit**
AC Thenga
Tel: **(012) 383 4333**
Email: **ThengaS@saps.gov.za**

NH Kaapu
UNIVERSITY OF SOUTH AFRICA

**PERMISSION TO CONDUCT RESEARCH IN THE SOUTH AFRICAN POLICE SERVICE:
UNIVERSITY OF SOUTH AFRICA: MASTERS DEGREE: USING LIBQUAL TO EVALUATE
USER SATISFACTION WITH LIBRARY SERVICES AT ALOE PARK SAPS NATIONAL
LIBRARY, PRETORIA IN SOUTH AFRICA: RESEARCHER: NH KAAPU**

The above subject matter refers.

1. You are hereby granted approval for your research study on the above-mentioned in terms of National Instruction 4 of 2022.
2. Further arrangements regarding the research study may be made with the following offices:

The Divisional Commissioner: Legal and Policy Services:

- **Contact Person:** AC L Rammupudu
- **Contact Details:** 073 861 5295
- **Email Address:** RammupuduM@saps.gov.za

The Divisional Commissioner: Human Resource Development:

- **Contact Person:** Col C Mthimkhulu
- **Contact Details:** 012 334 3722 and/or 060 963 0591
- **Email Address:** MthimkhuluC@saps.gov.za

The Component: Research:

- **Contact Person:** AC Madzivhandila
- **Contact Details:** 082 822 6258
- **Email Address:** MadzivhandilaA@saps.gov.za

APPENDIX D
TURNITIN RECEIPT AND REPORT

Similarity Report

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AUTHOR

NORA HLABISANG KAAPU

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USING LIBQUAL TO EVALUATE USER SATISFACTION WITH LIBRARY SERVICES AT THE ALOE PARK
SOUTH AFRICAN POLICE SERVICE (SAPS) NATIONAL LIBRARY, PRETORIA SOUTH AFRICA

By

NORA HLABISANG KAAPU

Student number: 31495044

Submitted in accordance with the degree requirements

for the degree of

MASTER OF INFORMATION SCIENCE

in the subject

Information Science

at the

UNIVERSITY OF SOUTH AFRICA

SUPERVISOR: DR N ZIMU-BIYELA

YEAR OF REGISTRATION: 2021

APPENDIX E

EDITING CERTIFICATE



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26 October 2023

NORA HLABISANG KAAPU

Department of Information Science
College of Human Sciences
University of South Africa
Pretoria, South Africa

This serves to confirm that an MA dissertation titled *Using libQUAL to evaluate user satisfaction with library services at the Aloe Park SAPS National Library, Pretoria, South Africa* by NORA HLABISANG KAAPU, Student number: 31495044 and submitted in accordance with the degree requirements for the degree of MASTER OF INFORMATION SCIENCE in the subject Information Science at the UNIVERSITY OF SOUTH AFRICA has undergone both a thorough copy-editing as well as proof-reading processes.

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