

University of Nebraska - Lincoln

DigitalCommons@University of Nebraska - Lincoln

Library Philosophy and Practice (e-journal)

Libraries at University of Nebraska-Lincoln

2023

Users Satisfaction with Services, Resources, and Facilities in Nigeria Maritime University Library Okerenkoko, Delta State

Aroghene Eghwubare Mr.

Nigeria Maritime University, Okerenkoko, Delta State, eghwubarearoghene@gmail.com

Confidence Reghagwa Idjai Mr

Nigeria Maritime University, Okerenkoko, Delta State, confidence.idjai@nmu.edu.ng

Oghenetega Gracious Agbori Mr

Nigeria Maritime University, Okerenkoko, Delta State, tegagracious@gmail.com

Follow this and additional works at: <https://digitalcommons.unl.edu/libphilprac>



Part of the [Library and Information Science Commons](#)

Eghwubare, Aroghene Mr.; Idjai, Confidence Reghagwa Mr; and Agbori, Oghenetega Gracious Mr, "Users Satisfaction with Services, Resources, and Facilities in Nigeria Maritime University Library Okerenkoko, Delta State" (2023). *Library Philosophy and Practice (e-journal)*. 8030.

<https://digitalcommons.unl.edu/libphilprac/8030>

Users Satisfaction with Services, Resources, and Facilities in Nigeria Maritime University Library Okerenkoko, Delta State

by

Aroghene Eghwubare

University Library, Nigeria Maritime University, Okerenkoko, Delta State.,
eghwubarearoghene@gmail.com, 08163223566

Confidence Reghagwa Idjai

University Library, Nigeria Maritime University, Okerenkoko, Delta State.,
confidence.idjai@nmu.edu.ng, 07038994909

Oghenetega Gracious Agbori

University Library, Nigeria Maritime University, Okerenkoko, Delta State.,
tegagracious@gmail.com, 08067050730

Abstract

The aim of the study was to examine users' satisfaction with services, resources, and facilities in Nigeria Maritime University Library Okerenkoko, Delta State. The study adopted a descriptive survey design because of its potency in examining respondents via data collection and analysis to arrive at a conclusion. The total enumeration sampling technique was adopted for the study because of the manageable size of the population. The instrument used for eliciting data from the respondents was a structured questionnaire with the aid of two research assistants. The researcher distributed 215 copies of the questionnaire to the respondents and only 206 copies were returned and found usage for the research. The elicited via the questionnaire were analysed using descriptive statistics method which involves mainly frequency counts and percentage. The findings revealed that the extent of patronage of the Nigeria Maritime University library was low as users only patronise the library for reading for examination and test. Also, it can be concluded from the findings that the users' satisfaction level with the Nigeria Maritime University Library Services is high. The findings revealed that the users' satisfaction level with the Nigeria Maritime University library resources is high. Similarly, the finding revealed that the users' satisfaction level with the Nigeria Maritime University library facilities is high. It was recommended in the study that further studies should be carried out to ascertain the factors that have led to the low patronage of the Nigeria Maritime University Library Okerenkoko, Delta State and the library's administrators should maintain the high level of user satisfaction by enhancing the availability of current and relevant information resources, contemporary facilities, and appropriate services that fulfill users' requirements and expectations.

Keywords: Users' Satisfaction; Patronage; Services; Resources; Facilities; University Library

Introduction

University libraries are service oriented as they are established to aid and meet the information needs of their users which include students, academics, researchers and other external scholars who visits the library with a letter of introduction. According to the School of Information (2020) university libraries are a vital part of the university and mainly serve purpose that are complementary in nature; firstly to aid the curriculum and to assist faculty and student research. According to Abubakar (2011) academic libraries are at the heart of delivering information services to their communities, which include students, lecturers, and researchers, to support their teaching, learning, and research requirements. University libraries as a service rendering organisation should ensure they regularly assess users satisfaction levels, this will enable them plan, formulate policies as well as know areas to improve to keep users satisfied. The key areas to assess as regards users satisfaction in university libraries include services, resources, facilities, and staff. Each of these areas can either result to user satisfaction or dissatisfaction depending on how users assess their quality level. The University management will be able to get an insight into the potential advancement of their libraries as well as provide good services for the University community by identifying the problems, weaknesses, strengths, and impact of their services to users (Jayasundara, Ngulube, and Minishi-Majanja, 2010).

The needs of users of university libraries often varies, this also coupled with the fact that new sets of students are admitted into the various departments each year with different information needs and aspirations. Regular assessment of users' satisfaction with various areas of library services, resources, facilities and staff would enable library management restructure their services and formulate policies that help step up their service quality to users. Since university libraries are established majorly to cater for the needs of their users, it is vital to regularly carry out users studies that assess their perception and satisfaction with various service quality offered in their libraries. Iwhiwhu and Okorodudu (2012) defines user satisfaction with library resources and services as how users rate library services and whether users obtain the requisite information resources, facilities, and services that libraries are expected to provide. Satisfying user requests requires providing accurate information or services that meet the needs of the information seeker (Bassey, 2006). Ijiekhuamhen and Oyovwe-Tinuoye (2020) stated that it is critical to understand users' wants and expectations before creating policies for libraries, because all library services, resources, and facilities should be aimed toward their satisfaction.

Users' study is one of the most investigated and relevant issues in library and information studies, according to Emerald Publishing Limited (2019), but it is also one of the most elusive, since there is no easy description accessible to assist researchers get a hold on it. User studies cover studies that are related to information needs and seeking behaviour of users, users' perception and attitude, users' competencies/ abilities/ understanding and knowledge, users preferences, and users satisfaction to mention only but a few. User studies centered on users' satisfaction should be seen and taken as a priority before policy formulation for libraries because it would reveal salient areas that users are not okay with, this will enable the library take steps to

improve to boost their users' confidence and satisfaction. This study will be assessing users' satisfaction with library services, resources, and facilities in a Nigerian specialized university.

Statement of the Problem

When the Nigeria Maritime University library was established in the year 2018, the library witnessed massive patronage from members of the academic community (Students, Staff and other researchers). Currently, there is drastic decline in patronage by users and this has been the trend for a while now. This low patronage level has raised some questions on the mind of the researcher; could it be that users are no longer satisfied with the services, resources, and facilities of the library hence they don't find it interesting to visit the library whenever they have an information need?

In order to solve this dilemma and understand the reasons for this decline in the usage of the Nigeria Maritime University Library, the researcher decided to carry out this study in view of understanding the current situation and proffering solutions.

Objectives of the Study

The main objective of the study is to determine how satisfied library patrons are with services, resources, facilities, and personnel at the Nigeria Maritime University library in Okerenkoko, Delta State. The following are the precise objectives:

1. Find out the level of patronage of the Nigeria Maritime University library in Okerenkoko, Delta State.
2. Ascertain users' satisfaction level with the Nigeria Maritime University library Services.
3. Determine users' satisfaction level with the Nigeria Maritime University library resources.
4. Examine users' satisfaction level with the Nigeria Maritime University library facilities.

Research Questions

The study provided answers to the following research questions:

1. What is the level of patronage of the Nigeria Maritime University Library in Okerenkoko, Delta State?
2. What is users' satisfaction level with the Nigeria Maritime University Library Services?
3. What is users' satisfaction level with the Nigeria Maritime University Library resources?
4. What is users' satisfaction level with the Nigeria Maritime University Library facilities?

Literature Review

The literature review will be arranged in line with the objectives of the study.

Level of Patronage of University Library

There are quite a number of studies based on the level of patronage of university libraries. Ofodile and Ifijeh (2013) studied the new trends of patronage of library patronage by faculties in Ladoke Akintola University, Nigeria. The study also found out that majority of respondents used the library very frequently and most of the respondents used the library daily for class preparation, to seek information for general knowledge and specific interest. This study implies that the level of patronage of the Ladoke Akintola University, Nigeria was high. They discovered that library resources such as abstracts, indexes, yearbooks, and atlases were neither adequate nor readily accessible. Judah and Oluwatola (2022) investigated how students at the Afe Babalola University in Ado Ekiti, Ekiti State, Nigeria, used and patronized information resources. Furthermore, the results revealed that respondents patronise the library on a regular basis, but that they did so mostly to read for examinations, research, completing assignments, and personal development. The statistics also show that library customers came to the library because they were looking for textbooks, answers to previous questions. Emorojoh (2005) discovered that university libraries in Nasarawa state polytechnics have a low patronage rate. This decreased visitation was ascribed in large part to the increased acceptance of technological innovation, since the majority of library customers now utilize the internet to get information. In the federal university library in Lafia, Abdulsalami and Efosa (2020) investigated students' non-patronage of information resources and services. The findings revealed that there is low patronage of library resources and services by students of Federal University Lafia which has a great effect on the students themselves, the university, and the general society. Nse and Okorafor (2011) investigated patronage of Nigeria academic libraries at two universities: Federal University of Technology, Owerri (FUTO) and Evan Enwerem University, Owerri (EEU). The findings revealed that patronage was low. Patronage was found to be below average in a survey of four private university libraries done by Ogbuiyi and Okpe (2013).

Users' Satisfaction Level with the Nigeria Maritime University Library Services

Scholars have dealt exhaustively with the topic of users' satisfaction level with university library services. Iyishu (2021) investigated patrons' satisfaction with university library services in Nigeria's South-South region. Users' satisfaction with reference services and interlibrary loan services at university libraries in South-South Nigeria is very high, according to the findings of the study. According to the findings, library users in Nigeria's south-south have a high level of satisfaction with reference and interlibrary loan services in university libraries. Users' satisfaction with reference, lending, and user education services at academic libraries in Cross River State was surveyed by Nkanu and Iyishu (2013). The survey found that library users in Cross River State are more satisfied than the national average with reference, lending, and user education

services in academic libraries. In Redeemer's University, Adeniran (2011) investigated user satisfaction with academic library services. The study also found that providing relevant information items, an access point, and a favorable setting for learning, teaching, and research increased library satisfaction and utilization. Abukari (2019) studied user satisfaction with resources and services of the Narh-Bita College, Tema, Ghana. The findings revealed that majority of the users were satisfied with the library photocopying services, library hours, orientation programme, lending services and all the library services. Users' perceptions of services, resources, and facilities were investigated by Ijiekhuamhen, and Oyovwe-Tinuoye (2020). Users were happy with library user education/orientation services, library research help services, and library references services, but were unsatisfied with internet services, library electronic services, inter-library loan services, and library lending services, according to the findings. Users' satisfaction with academic library services in Sri Lanka was investigated by Im and Singh (2013). The biggest level of discontent was seen during library opening hours, according to the findings. When compared to the total feedback of students from all faculties, management students were quite pleased with the services.

Users' Satisfaction Level with the Nigeria Maritime University Library Resources

As regards users' satisfaction level with the Nigeria Maritime University library resources, user satisfaction with Library Resources, Services, and Facilities was investigated by Muthuraja, Surendra, and Shivaraj (2018). According to the findings of the study, 70 (41.18 percent) of respondents visit the library on a daily basis, the majority of 95 (55.88 percent) of respondents are extremely satisfied with the collection of general books, and the majority of 90 (52.94 percent) of respondents are extremely satisfied with the collection of text books. 95 percent of respondents (53.3 percent) said circulation services were great. Latif, Satti, and Awan (2015) investigated users' satisfaction with library resources and services. According to the data, the majority of library users were pleased with the physical collection, e-resources, reference and circulation services, staff competence and attitude, library catalogue, library orientation programs, timing, and overall rate of library services. Users' satisfaction with library resources and service in universities Associated Programmes in Federal Colleges of Education in the South-West of Nigeria was investigated by Oyeleye and Victor (2021). Students commonly use library resources for personal and academic growth, and they have a high level of satisfaction with them, according to the findings. Ijiekhuamhen, Aghojare, and Omosekejimi (2015) evaluated the Federal University of Petroleum Resources (FUPRE) Library's user satisfaction. The study's main findings show that the participants were quite pleased with the library's collection and information resources. Similarly, Hafiz, Issah, and Iddirisu (2019) examined how satisfied customers of the Bagabaga College of Education Library in Ghana were with the library's resources and services. Users were satisfied with internet resources, newspaper services, and lending services, according to the data.

Users' Satisfaction Level with the Nigeria Maritime University Library Facilities

The conduciveness of the facilities in university libraries will determine the satisfaction rate of users, which will in turn influence their interest to patronise the library or not. Users' perceptions of the MTN digital library's facilities, resources, and services were investigated by Ekere, Omekwu, and Nwoha (2016) at the University of Nigeria, Nsukka. Users were generally satisfied with the functional aspects of most library amenities, particularly the tables and chairs, the general library environment, air-conditioning, lighting, and ventilation, according to the findings. They were, however, equally dissatisfied with the functionality of other amenities such as workstations and storage lockers, restrooms, bulletin boards, and teaching facilities, among others. Users' perceptions of library facilities at the University of Cape Coast were investigated by Parbie, Phuti, and Barfi (2021). From the findings, majority of respondents thought that the library had an acceptable number of computers to satisfy their needs, according to the study's findings. The library also had comfortable tables and seats for successful learning, as well as a favourable learning environment, according to the respondents. Ekpenyong and Effiong (2021) assessed users satisfaction with library facilities and attitude of staff in National Library. The findings show that the respondents were highly impressed and satisfied with the library facilities. User satisfaction on library materials, facilities, and services was investigated by Manjunath, Ningogi, and Sadashivappa (2020) at Shri Kumareshwar College of Education, Institute College, library in Hangal district, Haveri, Karnataka. The findings demonstrate that the majority of users are satisfied with all of the physical facilities, computing and photocopying services, as well as online downloading and printing. A Study of Engineering Colleges in Pune City by Gudi and Paradkar (2016) investigated user satisfaction with library amenities (India). The study found that 40.6 percent of respondents were extremely satisfied with library operating hours, while 28.5 percent were extremely satisfied with the library space. Library opening hours (40.6 percent), library space (28.5 percent), library access system (26.1 percent), seating capacity of reading hall (24.7 percent), library security system (23.8 percent), and air conditioners and fans in library are ranked in order of satisfaction (18.8 percent).

Research Methodology

The study adopted a descriptive survey design because of its potency in examining respondents via data collection and analysis to arrive at a conclusion. The population of the study is 215 registered library users of the Nigeria Maritime University library in Okerenkoko, Delta State. The total enumeration sampling technique was adopted for the study because of the manageable size of the population. The instrument used for eliciting data from the respondents was a structured questionnaire with the aid of two research assistants. The researcher distributed 215 copies of the questionnaire to the respondents and only 206 copies were returned and found usage for the research. The elicited via the questionnaire were analysed using descriptive statistics method which involves mainly frequency counts and percentage.

Data Analysis and Result Presentation

Questionnaire Return Rate

Table 1 Shows the Questionnaire Return Rate

Librarians Libraries	in University	No. of Questionnaire Distributed	No. of Questionnaire Returned	Percentage (%) of the Returned Questionnaire
Total		215	206	96%

A total of 215 copies of the questionnaire were distributed, of which 206 (96%) were returned and considered suitable for research because Dulle, Majanja, and Cloete (2010) stated that the acceptable rate of return for most surveys was 60%.

SECTION A: RESPONDENTS' DEMOGRAPHIC CHARACTERISTICS

Table 2: Sex Distribution of the Respondents

Gender	No. of Respondents	Percentage (%)
Male	110	53%
Female	96	47%
Total	206	100%

Table 2 reveals that male respondents accounted for 53 %, while female respondents accounted for 47%. There are more males than females in this study.

Table 3: Categories of Library Patrons

User Category	No. of Respondents	Percentage (%)
Undergraduate	116	56%
Staff	86	42%
External Users	4	2%
Total	206	100%

Table 3 displays the different types of library users. The table indicates that 116 (56%) of the respondents were undergraduate students. This was followed by 86 (42%) staff and 4 (2%) external users. The most of the responders were undergraduate students, as seen by data.

SECTION B: MAIN FINDINGS OF THE STUDY

Research Question 1: What is the level of your patronage of the Nigeria Maritime University library in Okerenkoko, Delta State?

Table 4: Level of Patronage of the Nigeria Maritime University library

Note: VHE: Very High Extent; HE: High Extent; LE: Low Extent; VLL: Very Low Extent

Level of Patronage of the Library	VHE	HE	LE	VLE	Mean
Books	58	48	68	32	2.64
Serials (Journals, Newspapers, Magazine)	52	22	74	58	1.98
Electronic Information Resources and Services	78	32	12	84	2.50
Reference Services and Resources	12	70	22	102	1.96
Reprographic Services	8	24	18	156	1.44
Charging and Discharging Service	28	58	24	96	2.09
Reading for Examination, Test Preparation	168	28	4	6	3.73
Keeping Up-to-Date/ Information Seeking	56	18	86	46	2.40
Using the Internet for my Information seeking	12	44	12	138	1.66
Aggregate Mean					2.27
Criterion Mean					2.50

Table 4 shows the Level of Patronage of the Nigeria Maritime University library. With the aggregate mean of 2.27 which is higher than the criterion mean of 2.50, it can be concluded that

the extent of patronage of the Nigeria Maritime University library is low. This finding implies that the users are not maximally patronizing the university library for meeting their various information needs.

Research Question 2: What is users' satisfaction level with the Nigeria Maritime University Library Services

Table 5: Satisfaction Level with the Nigeria Maritime University Library Services

Note: VHL: Very High Level; HL: High Level; LL: Low Level; VLL: Very Low Level

Satisfaction Level with the Library Services	VHL	HL	LL	VLE	Mean
Book Loaning Services	112	62	22	10	3.33
Interlibrary Loan Service	16	28	42	120	1.70
Reference and Information Services	74	84	26	22	3.01
Selective Dissemination of Information	34	56	72	44	2.38
Current Awareness Services	132	24	24	26	3.27
Research Assistance Service	96	44	24	42	2.94
Indexing and Abstracting Services	58	32	20	96	2.25
User Education/ Orientation Services	104	44	28	30	3.07
Reprographic Services	134	38	18	28	3.46
Electronic Library Services	122	24	52	8	3.26
Internet Services	146	32	14	14	3.50
Aggregate Mean					2.92
Criterion Mean					2.50

Table 5 is centered on the users' satisfaction level with the Nigeria Maritime University library Services. With the aggregate mean of 2.92 which is higher than the criterion mean of 2.50, it can be concluded that the users' satisfaction level with the Nigeria Maritime University library Services is high. This finding implies that the users are satisfied with the services rendered at the Nigeria Maritime University library.

Research Question 3: What is users' satisfaction level with the Nigeria Maritime University library resources?

Table 6: Users' satisfaction level with the Nigeria Maritime University library resources

Note: VHL: Very High Level; HL: High Level; LL: Low Level; VLL: Very Low Level

Satisfaction Level with the Library Resources	VHL	HL	LL	VLE	Mean
Books	84	68	42	12	3.08
Serial Publication (Journals, Newspapers, Magazine)	128	28	134	12	4.25
Reference Materials	74	66	52	14	2.97
Electronic Information Resources	102	32	54	18	3.05
CD-ROMs	18	44	106	38	2.20
Academic Software	96	44	48	18	3.05
Indexes and Abstracts	58	32	72	44	2.50
Projects/ Theses and Dissertations	86	32	28	60	2.69
Search Engines/ OPAC	68	48	64	26	2.76
Past Examination Questions	58	102	34	12	3
Audio-Visual Materials	32	68	62	44	2.42
Aggregate Mean					2.90
Criterion Mean					2.50

Table 6 is based on the users' satisfaction level with the Nigeria Maritime University library resources. With the aggregate mean of 2.90 which is higher than the criterion mean of 2.50, it can be concluded that the users' satisfaction level with the Nigeria Maritime University library resources is high. This finding implies that the users are satisfied with the resources available at the Nigeria Maritime University library.

Research Question 4: What is users' satisfaction level with the Nigeria Maritime University library facilities?

Table 7: Users' satisfaction level with the Nigeria Maritime University Library facilities

Note: VHL: Very High Level; HL: High Level; LL: Low Level; VLL: Very Low Level

Satisfaction Level with the Library Facilities	VHL	HL	LL	VLE	Mean
Library Space	84	52	62	8	3.03
Tables and Chairs	128	24	32	22	3.17
Reading Carrels	74	66	32	34	2.87
Scanners	92	32	44	38	2.86
CD-ROMs	18	44	96	48	2.16
Internet Access Facilities	102	52	38	14	3.17
Fans/ Air Conditioning	76	52	46	32	2.83
Library Lighting/ Ventilation	92	42	54	18	3.01
Cutting Edge Printers/ Coping Machines	112	28	54	12	3.17
Toilet Facilities	58	102	24	22	2.95
3D Laminating Machines	32	68	58	48	2.41
Shelves	82	48	56	20	2.93
Storage Lockers	78	52	66	10	2.96
Notice Boards	52	82	32	40	2.71
Aggregate Mean					2.87
Criterion Mean					2.50

Table 7 is based on the users' satisfaction level with the Nigeria Maritime University library facilities. With the aggregate mean of 2.87 which is higher than the criterion mean of 2.50, it can be concluded that the users' satisfaction level with the Nigeria Maritime University library facilities is high. This finding implies that the users are satisfied with the facilities available at the Nigeria Maritime University library.

Discussion of the Findings

The findings of the study will be discussed according to the objectives of the study:

Extent of Patronage of the Nigeria Maritime University Library

The findings revealed that the extent of patronage of the Nigeria Maritime University library was low as users only patronise the library for reading for examination and test. The findings agree with the study of Ogbuiyi and Okpe (2013) that recorded below average in terms of the patronage of the private university libraries surveyed.

Satisfaction Level with the Nigeria Maritime University Library Services

It can be concluded from the findings that the users' satisfaction level with the Nigeria Maritime University library Services is high. The agree with the study of Abukari (2019) which revealed that the users of Narh-Bita College library, Tema, Ghana were satisfied with the library photocopying services, library hours, orientation programme, lending services and all the library services.

Users' Satisfaction Level with the Nigeria Maritime University Library Resources

The findings revealed that the users' satisfaction level with the Nigeria Maritime University library resources is high. This finding implies that users are satisfied with the available books, serial publications, and electronic information resources, among others. This finding totally agrees with the study of Ijiekhuamhen, Aghojare, and Omosekejimi (2015) which revealed that the users of Federal University of Petroleum Resources (FUPRE) Library were quite pleased with the library's collection and information resources available. The finding also agree with the study of Hafiz, Issah, and Iddirisu (2019) which revealed that users were satisfied with majority of the services rendered at the Bagabaga College of Education Library in Ghana.

Users' satisfaction level with the Nigeria Maritime University Library facilities

The finding revealed that the users' satisfaction level with the Nigeria Maritime University Library facilities is high. The findings agree with the study of Parbie, Phuti, and Barfi (2021) which revealed that the users of the University of Cape Coast were satisfied with the library facilities, as they library had a comfortable table and seats, good number of functional computers, as well as a conducive learning environment.

Conclusion and Recommendations

The study assessed user satisfaction level with the services, resources, and facilities in Nigeria Maritime University Library Okerenkoko, Delta State. Based on the findings, users were satisfied with the library services, resources, and facilities in the university library understudy. However, the findings revealed that the level of patronage of the university library is still low. Since the users were satisfied with the service, resources and facilities, further studies will be carried on users' satisfaction of library staff to ascertain if they are the reasons for the poor patronage the university library is currently experiencing. The study will enable the university sustain the tempo as regards their service, resource and facilities quality to ensure users are continually satisfied. User satisfaction studies should be frequently carried out in university libraries because facts about users' perception of the library, which would enable the library, formulate policies and make plans to improve their services, resources and facilities quality to boost and sustain user's satisfaction level. The study has revealed that the library management of the Nigeria Maritime University Library Okerenkoko, Delta State is doing well in terms of their service, resources and facilities quality, hence users are satisfied. This study finding will be provided to the library and university management for review and implementation.

In line with the study findings, the following recommendations are made:

1. Further studies should be carried out to ascertain the factors that have led to the low patronage of the Nigeria Maritime University Library Okerenkoko, Delta State.
2. The library's administrators should maintain the high level of user satisfaction by enhancing the availability of current and relevant information resources, contemporary facilities, and appropriate services that fulfill users' requirements and expectations.
3. The Nigeria Maritime University Library should concentrate its marketing efforts on the institution's academic and non-academic staff.

Acknowledgement

We give glory to the Almighty God for His help in course of carrying out this study; without Him we could've done nothing. We sincerely appreciate the Tertiary Education Trust Fund (TETFund) and Institutional Based Research (IBR) for their support in funding this study; Special thanks to the Vice Chancellor, Nigeria Maritime University, Okerenkoko, Delta State (Engr. Prof. Emmanuel M. Adigio), Engr. Prof. Tolumoye J. Tuaweri (Director of Academic Planning – Nigeria Maritime University, Okerenkoko), his TETFund Committee Members and staff.

References

- Abdulsalami, T.L. & Efosa, E. (2020). Non-patronage of library information resources and services by students of federal universities library. *Direct Research Journal of Engineering and Information Technology*, 7(6), 108-115.
- Abubakar, B.M. (2011). Academic libraries in Nigeria in the 21st century. *Library Philosophy and Practice*. Retrieved from www.webpages.uidaho.edu/~mbolin/abubakar.htm
- Abukari, Z. (2019). User Satisfaction of Resources and Services of Libraries: A Case Study of the Nanh-Bita College, Tema, Ghana. *Library Philosophy and Practice* (e-journal). Paper 2743. <https://digitalcommons.unl.edu/libphilprac/2743>
- Adeniran, P. (2011). Users satisfaction with academic libraries services: Academic staff and students perspectives. *International Journal of Library and Information Science*, 3(10), 209-216.
- Bassey, B.A. (2006). User satisfaction with services in three academic libraries in Cross River State: a comparative study. *Gateway Library Journal*, 9(2), 23-24.
- Dulle, F., Minish-Majanja, M., & Cloete, L. (2010). *Factors influencing the adoption of open access scholarly communication in Tanzanian public universities*. Retrieved from <http://www.ifla.org/files/hq/papers/ifla76/138-dulle-en.pdf>
- Ekere, J., Omekwu, C.O., & Nwoha, C.M. (2016). Users' Perception of the Facilities, Resources and Services of the MTN Digital Library at the University of Nigeria, Nsukka. *Library Philosophy and Practice* (e-journal). Paper 1390. Retrieved from <http://digitalcommons.unl.edu/libphilprac/1390>
- Ekpenyong, M., & Effiong, J. (2021). *Users' Satisfaction with Library Facilities and Attitude of Staff in National Library*. Retrieved from <https://digitalcommons.unl.edu/cgi/viewcontent.cgi?article=11550&context=libphilprac>
- Emerald Publishing Limited. (2019). *User studies*. Retrieved from <https://www.emeraldgroupublishing.com/librarians/management/viewpoints/users.htm>
- Emojorho, D. (2013). Public library and nation building: the Nigeria experience | Emerald Insight. *Library Management*, 26(3), 123–129. <https://doi.org/10.1108/lm>
- Gudi, S.P., & Paradkar, P.M. (2016). *User satisfaction with library facilities: A study of engineering colleges of Pune City (India)*. Retrieved from <https://www.researchgate.net/publication/304276949> User Satisfaction with Library Facilities A Study of Engineering Colleges of Pune City India
- Hafiz, A., Issah, D., & Iddirisu, A. (2019). Assessment of Users' Satisfaction with Library Resources and Services at Bagabaga College of Education Library in Ghana. *International*

Journal of Research and Innovation in Social Science, 3(7). Retrieved from <https://www.rsisinternational.org/virtual-library/papers/assessment-of-users-satisfaction-with-library-resources-and-services-at-bagabaga-college-of-education-library-in-ghana/>

Ijiekhuamhen, O. P., Aghojare, B., & Omosekejimi, A. F. (2015). Assess Users' Satisfaction On Academic Library Performance: A Study. *International Journal of Academic Research and Reflection*, 3(5). <https://www.idpublications.org/wp-content/uploads/2015/05/Abstract-ASSESS-USERS%E2%80%99-SATISFACTION-ON-ACADEMIC-LIBRARY-PERFORMANCE-A-STUDY.pdf>

Ijiekhuamhen, O.P., & Oyovwe-Tinuoye, G.O. (2020). Users perception of services, resources and facilities in Federal University of Petroleum Resources Effurun (FUPRE) Library. *Library Philosophy and Practice*. Available at <https://digitalcommons.unl.edu/libphilprac/3654/>

Im, N., & Singh, A.P. (2013). Users' Satisfaction of the Academic Library Services in Sri Lanka. *Pearl: A Journal of Library and Information Science*, 7(2):103. DOI:10.5958/j.0975-6922.7.2.016

Iwhiwhu, B. E., & Okorodudu, P. O. (2012). Public library information resources, facilities, and services: User satisfaction with the Edo- State Central Library. *Library Philosophy and Practice*, [e-Journal] 747. Available at: <http://digitalcommons.unl.edu/libphilprac/747>

Iyishu, V. (2021). Users' satisfaction with library services in university libraries in South-South, Nigeria. *Library and Information Perspectives and Research*, 3(1), 26–38. <https://doi.org/10.47524/lipr.31.6>

Jayasundara, C., Ngulube, P., & Minishi-Majanja, M. K. (2010). Using focus groups to investigate service quality determinants for customer satisfaction in selected university libraries in Sri Lanka. *South African Journal of Libraries and Information Science*, 76(2). <https://doi.org/10.7553/76-2-75>

Judah T.A., & Oluwatola, K.I. (2022). Students Patronage and Utilization of Library and Information Resources; Evidence of Afe Babalola University Ado Ekiti, Ekiti State, Nigeria. *Library Philosophy and Practice (e-journal)*. Paper 6663. <https://digitalcommons.unl.edu/libphilprac/6663>

Latif, A., Satti, N., & Awan, Z.A. (2015). Users' Satisfaction with Library Resources and Services: A Case Study. *Pakistan Library Association Journal*. Retrieved from https://www.researchgate.net/publication/336768104_Users'_Satisfaction_with_Library_Resources_and_Services_A_Case_Study

Manjunath, S., Ningoji, M., & Sadashivappa, N. (2020). User satisfaction on library resources, facilities and services: A Case Study in Shri Kumareshwara B.Ed college, Hangal, Dist: Haveri (Karnataka). *International Journal of Library and Information Studies*, 10(3), 2231–4911.

<https://www.ijlis.org/articles/user-satisfaction-on-library-resources-facilities-and-services-a-case-study-in-shri-kumareshwara-bed-college-hangal-dist.pdf>

Muthuraja, S., Surendra, C. S., & Halyal, S. B. (2018). User Satisfaction with Library Resources, Services and Facilities: A Study. *International Journal of Library and Information Studies*, 8(3), 132-137. <https://www.ijlis.org/articles/user-satisfaction-with-library-resources-services-and-facilities-a-study.pdf>

Nkanu, W. O. & Iyishu, V. A. (2013). A survey of users' satisfaction with reference, lending and user education services in academic libraries in Cross River State, Nigeria. *Nigerian Libraries Journal of Nigeria Library Association*, 46(2), 102-113.

Nse, J. S., & Okorafor, C. N. (2011). Comparative study of students' patronage at the academic libraries of two Nigerian universities: FUT0 and EEU. *The International Information & Library Review*, 43(2), 92-98.

Ofodile, F. I., & Ifijeh, G. I. (2013). Current trends in library patronage by faculties in Nigerian universities: A study of Ladoke Akintola University, Ogbomosho, Nigeria. *Annals of Library and Information Studies*, 60, 27-35.

Ogbuiyi, S.U. & Okpe, I.J. (2013). Evaluation of library material usage and services in private universities in Nigeria. *Kuwait Chapter of Arabian Journal of Business and Management Review*, 2(8), 33 – 41.

Oyeleye, O.A., & Victor, O.S. (2021). Users' Satisfaction on Library Resources and Service in Universities Affiliated Programmes in Federal Colleges of Education in South-west. *Library Philosophy and Practice*. Retrieved from <https://digitalcommons.unl.edu/cgi/viewcontent.cgi?article=10188&context=libphilprac>

Parbie, S.K., Phuti, R., & Barfi, K.A. (2021). Users' Perception of Library Facilities: Evidence from the University of Cape Coast. *Library Philosophy and Practice (e-journal)*. Paper 4874. Retrieved from <https://digitalcommons.unl.edu/libphilprac/4874>