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ABSTRACT

This study examined the sources of information, services rendered in the library, ascertain the level of satisfaction and the correlation between library services provision and satisfaction. It has been observed that postgraduate students hardly patronise the library though some of the underlying causes of this low patronage have been documented, yet there were no sufficient explanations as to whether these causes affected their level of satisfaction. Thus, it has become necessary to empirically establish the aforementioned and this necessitates a need for this study. This study adopted a survey research method with target population of all postgraduate students in selected universities in South-west, Nigeria. Stratified random sampling technique was adopted and questionnaire was used as the instrument for data collection. The study established that printed and electronic sources of information were provided with some deficiencies in the provision of inter-library loan (32%), current awareness service (33%) and selective dissemination of information (34%). The study also found that there is significant relationship, ($r = .65$, $p < .01$ 2-tailed) between library services provision and satisfaction of postgraduate students. Based on the aforementioned, recommendation was made to complement the provided services with inter-library loan, current awareness service, selective dissemination of information, and regular orientation for greater satisfaction.

Keywords: Library services Provision, Satisfaction, Postgraduate students and South-west Universities.

1. Introduction

It is often believed that information is power, thus library could be tagged the powerhouse of any academic institution. This has made the libraries to play a vital role of being the storehouse of knowledge, and service-oriented unit where information is selected, acquired, processed/organised, preserved and disseminated. As noted by Verma and Laltnanmawii (2016), the library is a vital platform which support and provide adequate resources for accelerating teaching, learning and research process in universities for added value, knowledge, skills and

ideas to build up the future career of the end users. The main purpose of establishing an academic library is to provide information resources in relevant areas covered by the courses offered by the parent institution and at the same time provide services to meet the specific information needs of users.

Library users are mostly satisfied when their information needs are met with less difficulty in retrieval and utilization. According to Usoro (2019) the success of any academic library depends on provision of effective and quality services that support the academic goals of such tertiary institution. Therefore, for any library to be sure that it is fulfilling its mandate to the users, the totality of its services and resources must be geared towards satisfaction of the information users. These users vary as we have different groups of users in an academic library. Among these are the postgraduate students (who are the focus of this present research) whose nature of programme demands a lot of research and independent studies. Therefore, provision of services and the satisfaction of postgraduate students are crucial to achieve their academic objectives. Thus, this study focused on library services provision and satisfaction by postgraduate students in universities in South-west, Nigeria.

1.1. Statement of the Problem

Preliminary investigations have shown that most postgraduate students hardly patronise the library. Perhaps, this might be attributed to the fact that some desired information resources and services are not provided to satisfy their information needs. Other underlying causes of this low patronage have been documented, yet there were no sufficient explanations as to whether these causes affected their level of satisfaction or not. It is expected of the academic libraries to regularly assess the level of satisfaction of their users with the provided resources and services. This is with the aim of determining the strengths and weaknesses of services provided in order to improve and ensure customers' retention in academic libraries. It is in the light of the above that the researchers examined resources and services provided in the library and the level of satisfaction with such services. However, documented evidence on provision and satisfaction to library services by postgraduate students in South-west, Nigeria seems to be limited. Therefore, this study examined library services provision and satisfaction focusing on the postgraduate students in universities in South-west, Nigeria by means of a survey.

1.2 Objectives of the Study

The main objective of this study was to examine library services provision and satisfaction by postgraduate students in universities in South-west, Nigeria. The specific objectives were to:

1. identify the sources of information provided to the postgraduate students in South-west, Nigeria universities;
2. identify the library services provided to satisfy the information needs of the postgraduate students in these universities;
3. ascertain the level of satisfaction to library services by postgraduate students in universities in South-west, Nigeria.

1.3. Hypothesis

The study tested the following null hypothesis at 0.05 level of significance:

H₀₁: There is no significant relationship between library services provision and satisfaction by postgraduate students in public universities in South-west, Nigeria.

2. Review of Related Literature

Selection of information sources is the first and most vital step in the information search process. Information users use variety of information sources to proffer solution to their information needs. Some of these sources are in print formats, such as textbooks, journals, conference proceedings, research papers, reports, technical reports, government publications, theses, projects dissertations, newspaper and electronic formats, such as electronic books, electronic journals, electronic newspapers, electronic magazines, and electronic databases and many others. In the 21st century, human resources, electronic resources, and printed resources are the familiar information sources selected by users through the emergence of the Internet makes electronic information sources more accessible for users to fulfil different types of search tasks.

Several studies have reported different sources of information. In a study surveyed by Siamian, Yaminfirooz, Dehghan, and Shahrabi (2013) on faculty members' information gathering at Babol University of Medical Sciences in Iran. The study found that half of the information sources preferred by respondents were printed books as opposed to electronic resources. This was attributed to adequate provision and the low speed of Internet service that made it challenging to access electronic resources. Iwara (2015) evaluated information needs and library resources available to postgraduate students in the Institute of African Studies, University of Ibadan, Ibadan, Nigeria. The study reported that thesis and dissertation among other library resources were available and used by postgraduate students on daily basis. These sources of information provided these students with the required information and enable research gaps to be identified for further studies. Nwagwu (2015) examined the diffusion of electronic books, commonly known as e-books, among postgraduate students in the arts and technology faculties of the University of Ibadan, Nigeria. The study found electronic books as the most provided and used source of electronic information.

As there are different sources of information provided in the library, there are also various services offered to satisfy the information needs of its users. Some studies have examined the relationship between such library services and the level of satisfaction of the postgraduate students. For example, Rasul and Singh (2010) examined the postgraduate students' views on the role of university library services in facilitating their research with the resources. The results showed that majority of the respondents acknowledged the role of university libraries in facilitating research while most (72%) of them were satisfied with the current awareness services.

Doraswamy (2010) presented evidence for a study on information use patterns of postgraduate students at Siddhartha College of Arts and Sciences, India. The study found out that the majority of the respondents were satisfied with circulation service (92.14%), reference service (95.72%), reader's service (90%), reprographic service (83.57%), Internet and/or email (80.72%), even as many others were not satisfied with interlibrary loan (62.86%). Overall, the majority of the respondents (81.55%) indicated satisfaction with the library services in general, with only 18.45% dissatisfied. Also, the study revealed that there is a relationship between library services provided and satisfaction as the majority of the respondents were satisfied with the services

provided. Onuoha, Ikonne, and Madukoma (2013) investigated the impact of library use on the research productivity of postgraduate students at Babcock University, Ogun State. The results showed that library services are of utmost importance to the research productivity of postgraduate students as all the respondents who were able to have at least one publication within the last two years affirmed using the library. However, majority of them were satisfied with printed books and was ranked as the most crucial library service for research while the personal assistance of library staff was ranked very low in importance. The respondents suggested regular training of library staff in order to improve the staff-user relationship.

Chinoye, Ogunnaike, Akinbode, Agboola, Maxwell, and Aka (2016) examined the perceived service quality and user satisfaction in library environment and the outcome revealed that library service quality has a significant positive effect on user satisfaction through library usage. Kona, Chagari, and Rudraksha, (2017) assessed the use of library resources and services. The survey revealed that all the studied university libraries provided and maintained good library information resources (electronic & print) and services (such as current awareness service CAS, selective dissemination information SDI, photocopying, CD copying, inter-library loan, reference service, Internet browsing, OPAC and also provide user awareness programmes, online lecture, information literacy programmes), though lending service was their main service. Also, the majority of the respondents expressed excellent satisfaction with library working hours and physical facilities. The study finally showed that there was a strong relationship between the provision of these services and satisfaction.

In the previous literature, a range of studies have reported various information sources and services rendered in the library. Some of the postgraduate students expressed great satisfaction with these information sources and services while others were averagely satisfied, quite satisfied and dissatisfied. Also, some studies reported the positive correlation between library services provision and satisfaction demonstrating the significant role of providing relevant information sources and services in the library, though all these studies were carried out with a lesser population. However, documented evidence on services provided by the library, to meet the needs, of the postgraduate students in south-west Nigerian universities seems to be limited. Hence, the study sought to correlate library services provision and satisfaction of postgraduate students in South-west, Nigeria.

3. Method

Survey research method was adopted for the study. The choice of this method was informed by the presence of the two critical features of survey research which were questionnaire and sampling in order to reach out to a sizeable number of postgraduate students. The target population for this study comprised all postgraduate students (29,425) in selected universities in South-west, Nigerian. According to the National Universities Commission (2014), there were 37 universities in South-west, Nigeria including six federal, ten state and 21 privately owned. However, the first 14 universities offering postgraduate programmes in South-west, Nigeria were selected. Though, 13 out of these 14 universities were finally used for the study because Ladoko Akintola University of Technology was on an indefinite strike as of the time the data were taken. The total population of the postgraduate students in the selected universities was 29,425 as presented in Table 1. However, this number was too large to be used as a sample for the study.

Therefore, the sample was made up of 2720 postgraduate students which represent 10% from the total population from all faculties and departments in the study area. This study adopted the stratified random sampling technique. This is because it is a good representation of the population and the population has already been divided into strata (faculties). A self-constructed questionnaire was used as data collection instrument and it was administered to postgraduate students with the aid of four trained research assistants. The survey was carried out between 18th July 2016 and 12th January 2017 in these universities. Descriptive statistics such as frequency count, percentages were used to analyse the objectives while Pearson Product Moment Correlation was used to measure the null hypothesis. The results were rounded up to whole numbers.

Table 1 presented figures on population, number of questionnaire distributed, number returned, number used and the response rate.

4. Results and Discussion

Table 1: Questionnaire Administration and Retrieval

S/N	Name of University	Population	Number Distributed	Number Returned	Number Used	Response Rate
1	Federal University of Agriculture Abeokuta, Ogun State	1577	158	124	108	68%
2	Federal University of Technology, Akure, Ondo State	3024	302	261	244	81%
3	Obafemi Awolowo University, Ile-Ife, Osun State	5632	563	349	282	50%
4	University of Ibadan, Oyo State	5108	511	392	322	63%
5	University of Lagos Akoka, Lagos State	5710	571	407	324	57%
6	Adekunle Ajasin University, Akungba-Akoko Ondo State	492	49	43	38	76%
7	Ekiti State University, Ekiti State	325	33	27	25	76%
8	Lagos State University Ojo, Lagos State	3010	301	245	222	74%
9	Olabisi Onabanjo University, Ago-Iwoye, Ogun State	2322	232	212	204	88%
10	Babcock University, Ilisan Remo, Ogun State	754	75	72	70	93%
11	Bowen University Iwo, Osun State	304	30	26	25	83%
12	Covenant University, Ota, Ogun State	1,080	108	98	94	87%
13	Redeemers' University, Ede, Osun State	87	9	8	8	89%
	Total	29,425	2,942	2,264	1,966	

Source: Researcher's Field Survey, 2017

From Table 1, it is evident that two thousand, nine hundred and forty-two copies of the questionnaire were distributed to the postgraduate students in selected universities offering postgraduate programmes in South-west, Nigeria. Two thousand two hundred and sixty-four copies were returned while One thousand, nine hundred and sixty-six copies of this questionnaire were completed and found usable yielding a response rate of 66.81%. Distribution of respondents according to ownership stated that majority of them were from federal universities (65.1%) while others were from State (24.9%) and private (10%) universities. The gender distribution of respondents shows 60% of them were male, while 40% were female. Also, 365 were Master/Doctor of Philosophy (M.Phil/PhD) students, 945 were Masters' degree students while 459 enrolled for the Postgraduate Diploma (PGD) programme. Also, majority enrolled for Master Degree (56%), Postgraduate Diploma (25%) and Master/Doctor of Philosophy (19%). Regarding Faculties, the majority were from Science & Engineering (28.9%), while others were from Social Management (21.1%), Art (11.9%), Education (11.5%), Agriculture (11.4%), Health Science (10.3) and Law (4.9%) respectively.

Objective 1: To identify the sources of information provided to the postgraduate students in South-west, Nigeria universities; In response to objective 1, a range of responses was elicited which was presented in Figure 1a and 1b.

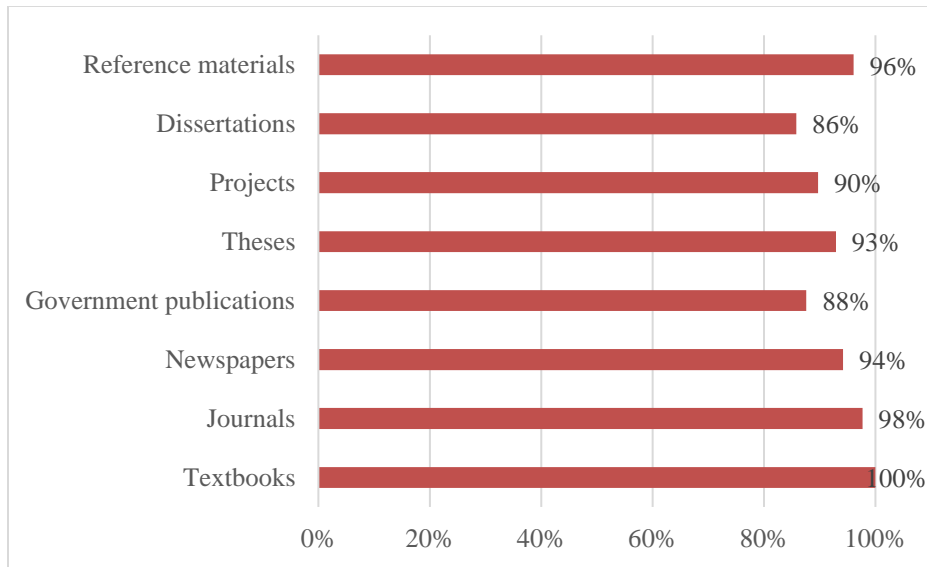


Figure 1a: Print Sources

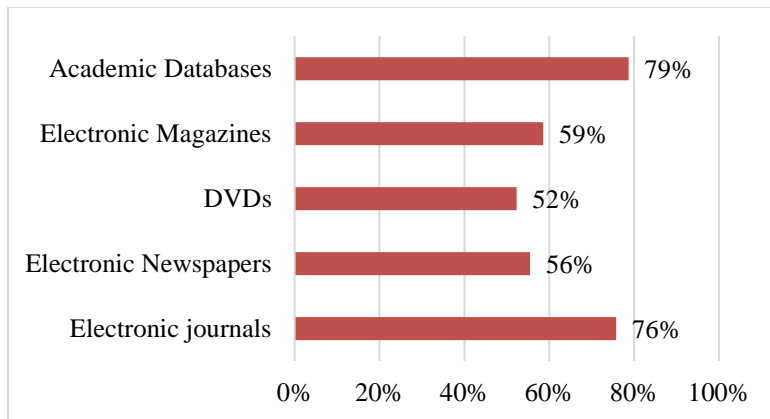


Figure 1b: Electronic Sources

Figure 1a revealed that print sources that are mostly provided to postgraduate students were Textbooks (100%), Journals (98%) and Reference materials (96%) listed in that order, while the least which was dissertation (86%). Interestingly, the majority agreed that all the available print materials were adequately provided for by the university libraries under study. This finding supported the outcome of a study by Siamian, Yaminfirooz, Dehghan, and Shahrabi (2013) which established printed books as the main source of information against electronic sources. However, this contradicted the findings of Iwara (2015) who studied the information needs and library resources available to postgraduate students in which thesis and dissertation were identified as the main sources of information among other library resources provided and used by this group of students.

Figure 1b disclosed the availability of electronic materials provided. Among the electronic resources presented in this section, electronic databases such as e-books (79%) and e-journals (76%) had the highest frequencies respectively. This finding is consistent with the results presented by Nwagwu (2015) which found electronic books as the most provided and useful source of information among postgraduate students of University of Ibadan. This consistency may be ascribed to libraries focusing more on annual subscription to academic databases such as HINARI, AGORA, OARE, JSTOR and so on because of their academic importance than electronic magazines and electronic newspapers which users can easily have access to outside the library. It is clearly shown from Figures 1a and 1b that emphasis was laid on providing print sources by libraries more than electronic sources of information.

Objective 2: To identify the library services provided to satisfy the information needs of the postgraduate students in these universities; In response to objective 2, a range of responses were sought to identify the library services provided to satisfy the information needs of the postgraduate students. This was presented in Table 2 in which SA, A, N, D, SD imply Strongly Agreed, Agreed, Neutral, Disagreed, and Strongly Disagreed respectively. Table 2 showed how library services were grouped into Assurance, Empathy, Reliability Tangibles and Responsiveness.

Table 2
Provision of Library Services to the Respondents

Services	SA	A	U	D	SD
Assurance					
Registration of postgraduate students with the library is mandatory	865 (44%)	646 (33%)	154 (8%)	170 (9%)	131 (7%)
The process of registering with the library is difficult	455 (23%)	781 (40%)	325 (17%)	123 (6%)	282 (14%)
I do not need to register with the library	699 (36%)	585 (30%)	187 (10%)	275 (14%)	220 (11%)
Number of library books for borrowing is adequate	482 (25%)	591 (30%)	298 (15%)	255 (13%)	340 (17%)
Library materials are current and up-to-date	465 (24%)	568 (29%)	328 (17%)	254 (13%)	351 (18%)
Borrowing time for library books is adequate	556 (28%)	835 (42%)	226 (11%)	184 (9%)	165 (8%)
Library's operation hours are adequate	615 (31%)	976 (50%)	91 (5%)	173 (9%)	111 (6%)
All materials on the library shelves can be borrowed	295 (15%)	416 (21%)	293 (15%)	650 (33%)	312 (16%)
All materials on the library shelves cannot be borrowed	299 (15%)	660 (34%)	78 (4%)	704 (36%)	224 (11%)
Only some of the library materials on the shelves can be borrowed	348 (18%)	614 (31%)	323 (16%)	498 (25%)	183 (9%)
The library assist me to get needed materials from other libraries(ILL)	228 (12%)	384 (20%)	373 (19%)	631 (32%)	350 (18%)
The library reserves carrels for postgraduate students	307 (16%)	481 (24%)	431 (22%)	538 (27%)	209 (11%)
The library provides free Internet access for postgraduate students	326 (17%)	534 (27%)	269 (14%)	472 (24%)	365 (19%)
The library provides the wooden catalogue	415 (21%)	656 (33%)	395 (20%)	357 (18%)	143 (7%)
The library keeps my personal contact	379 (19%)	583 (30%)	345 (18%)	474 (24%)	185 (9%)
Empathy					
The library provides indexes for postgraduate students	444 (23%)	757 (39%)	323 (16%)	286 (15%)	156 (8%)
The library provides abstracts for postgraduate students	400 (20%)	836 (43%)	307 (16%)	264 (13%)	159 (8%)
The library offers personalized services to me when in need	316 (16%)	686 (35%)	487 (25%)	356 (18%)	121 (6%)
Reliability					
The library provides free Internet access for postgraduate students	326 (17%)	534 (27%)	269 (14%)	472 (24%)	365 (19%)

Table 2 Contd.

Services	SA	A	U	D	SD
The library organizes ICT training for postgraduate students	297 (15%)	332 (17%)	415 (21%)	498 (25%)	424 (22%)
Tangibles					
Postgraduate students can access photocopying services in the library	780 (40%)	564 (29%)	199 (10%)	321 (16%)	102 (5%)
Postgraduate students can access printing services in the library	532 (27%)	624 (32%)	237 (12%)	426 (22%)	147 (7%)
Responsiveness					
The library contacts me for needed materials always	273 (14%)	373 (19%)	291 (15%)	610 (31%)	419 (21%)
The library keeps me abreast of the latest information in my research area	231 (12%)	429 (22%)	323 (16%)	613 (31%)	370 (19%)

On Assurance, the majority (77%) agreed that library registration was mandatory. Interestingly, 55% agreed that the number of books borrowed at a time is adequate while 70% agreed that borrowing time for books is adequate. Surprisingly, only 36% agreed that all materials from the library shelves could be borrowed. Also, only 49% believed that their personal details are kept while 40% agreed that library reserves carrels for postgraduate students. For services under Empathy, nearly two-thirds of respondents agreed that indexes (62%), bibliographic and abstracts (66%) were provided in their libraries. On Reliability, about 60% of the respondents agreed that the library provides access to relevant databases while 44% provides free Internet access for the postgraduate students. 69% of respondents agreed that they have access to photocopying services while 59% have access to printing services. About one-third (32%) agreed that the library provides inter-library loan (32%), current awareness services (33%) and selective dissemination of information (34%).

On library services provision, majority of the respondents agreed that circulation services, reference services, electronic services, and reprographic services were provided while a minority of them agreed that current awareness services (CAS), selective dissemination of information (SDI) and orientation services were provided in their libraries. On circulation services, the outcome of the present study supported that of Doraswamy (2010) who reported that circulation services were provided, and respondents were satisfied with these services. This may be because circulation services such as library registration, opening hour, loaning of library materials are core services in academic libraries provided by almost all.

Also, the present study established that for reference services, nearly two-thirds of respondents agreed that indexes, bibliographies, and abstracts were provided. This finding is in line with the result of a study carried out by Ejeh (2016) which established the provision and usage of reference sources such as encyclopedias, dictionaries, concordances, atlases, yearbooks, periodicals, bibliographies, handbooks, and manuals for assignments, development of vocabulary and finding specific/general information. A possible explanation for these results may be due to the importance and usefulness of reference resources and the studies been carried out in the same type of library (academic library) and in the same country. On the contrary, this is at variance

with the result of Pawarl, Songara, and Bajpai, (2016) which showed that majority of the students of Government Postgraduate Colleges in Rajgarh District were not aware of the reference services being provided for them. This may be attributed to the inadequate provision of reference materials, poor current awareness service to showcase their newly acquired reference sources and services, lack of awareness programmes such as orientation programmes to create awareness of available information sources and services in the library.

On reprographic service, the outcome of the present study is related to that of Doraswamy (2010) who found out that majority of the postgraduate students of Siddhartha College of Arts and Sciences, India were satisfied with reprographic service. Also, the outcome of the present study supported the findings of Motiang, Wallis, and Karodia (2014) and Nyaktayi (2016) by establishing the provision and high level of satisfaction of students with reprographic service in the concerned libraries. A possible explanation for this might be because of the importance of reprographic services which is mostly done at a reduced rate in libraries and has reduced theft and mutilation of library materials.

Surprisingly, half of the respondents disagreed that library training is organised for them regularly. This finding confirmed the outcome of the study by Gbaje and Kotso (2014), which assessed the contents of Nigerian academic libraries and found that most of the academic libraries in Nigeria do not organise training to provide their patrons with information search skills to facilitate access to their resources. This result may be explained by the fact that most libraries see the postgraduate students as matured students. This made the library staff to focus more on teaching the undergraduate students on the use of the library, organising practical classes to create awareness on information sources and services that are available and how to maximise their use.

Objective 3: To ascertain the level of satisfaction to library services by postgraduate students in universities in South-west, Nigeria. In response to objective 3, postgraduate students were asked to indicate their level of satisfaction with electronic resources, printed publications, technical facilities, library environment and human resources. This is shown in Tables 3 where VS, S, U, D and VD connote Very Satisfied, Satisfied, Undecided, Dissatisfied and Very Dissatisfied respectively.

Table 3
Satisfaction of Postgraduate Students with Library Services

<i>Electronic resources</i>	VS	S	U	D	VD
I am satisfied with the:					
number of databases available in my field	263 (13%)	632 (32%)	432 (22%)	296 (15%)	343 (17%)
free internet access provided in the library	349 (18%)	517 (26%)	338 (17%)	460 (23%)	302 (15%)
online public access catalog (OPAC) for searching library materials	416 (21%)	714 (36%)	347 (18%)	301 (15%)	188 (10%)
number of computers available in the e-library	383 (19%)	664 (34%)	267 (14%)	438 (22%)	214 (11%)

Printed Publication

Library collection	303 (15%)	813 (41%)	224 (11%)	346 (18%)	280 (14%)
volumes of reference books in my field of study	351 (18%)	687 (35%)	333 (17%)	450 (23%)	145 (7%)
number of journals in my field	272 (14%)	704 (36%)	416 (21%)	311 (16%)	263 (13%)
currency of the materials in my field	314 (16%)	609 (31%)	375 (19%)	410 (21%)	258 (13%)
orientation programme provided by the library	199 (10%)	542 (28%)	595 (30%)	541 (28%)	89 (5%)
borrowing time/loan period	492 (25%)	660 (34%)	468 (24%)	298 (15%)	48 (2%)
number of books I can borrow at a time	437 (22%)	756 (38%)	475 (24%)	241 (12%)	57 (3%)
opening hours of the library	658 (33%)	876 (45%)	159 (8%)	245 (12%)	28 (1%)
library registration process	415 (21%)	944 (48%)	330 (17%)	225 (11%)	52 (3%)
personalized assistance rendered by the library staff (Reference services)	406 (21%)	651 (33%)	488 (25%)	309 (16%)	112 (6%)
way the library always contact me for needed materials (Current Awareness Service)	161 (8%)	327 (17%)	766 (39%)	495 (25%)	217 (11%)
way the library keeps me abreast of the latest information in my research area (Selective Dissemination of Information)	134 (7%)	439 (22%)	493 (25%)	668 (34%)	232 (12%)

Technical Facilities

photocopying services in the library	621 (32%)	710 (36%)	235 (12%)	325 (17%)	75 (4%)
printing services in the library	391 (20%)	598 (30%)	328 (17%)	534 (27%)	115 (6%)
manual (wooden) catalog for searching library materials	457 (23%)	710 (36%)	528 (27%)	199 (10%)	72 (4%)
seating capacity of the library	448 (23%)	679 (35%)	244 (12%)	424 (22%)	171 (9%)
working and adequate number of fan	556 (28%)	728 (37%)	355 (18%)	219 (11%)	108 (5%)
working and adequate number of air conditioners	453 (23%)	831 (43%)	153 (8%)	268 (14%)	249 (13%)

Library Environment

library temperature	443 (23%)	1120 (57%)	237 (12%)	145 (7%)	21 (1%)
library lighting	634 (32%)	872 (44%)	210 (11%)	187 (10%)	63 (3%)

library furniture	544 (28%)	1014 (52%)	136 (7%)	195 (10%)	77 (4%)
library ventilation	527 (27%)	927 (47%)	235 (12%)	204 (10%)	73 (4%)
<i>Human Resources</i>					
ability of the library staff to perform service(s) dependably and accurately	528 (27%)	781 (40%)	471 (24%)	151 (8%)	35 (2%)
way the library staff willingly help and respond to my information needs	364 (19%)	929 (47%)	404 (21%)	221 (11%)	48 (2%)
level of confidence demonstrated by the library staff in responding to my information needs	382 (19%)	892 (45%)	395 (20%)	240 (12%)	57 (3%)
level of understanding from the library staff to my queries	375 (19%)	873 (44%)	530 (27%)	127 (6%)	61 (3%)

Table 3 revealed that postgraduate students were satisfied with library services in the following areas: opening hour (78%), registration process (69%) reprographic service (68%), and loan duration (59%). The result of this study is related to the outcome of a study carried out by Kona, Chagari, and Rudraksha (2017) which revealed that, majority of the library users of Deemed University Libraries in Andhra Pradesh, India expressed excellent satisfaction with library opening hours. This result may be explained by the fact that these libraries are opened for more extended period which gives the users access whenever they are willing to use the library. On reprographic service, the finding of the present study corroborated the outcome of Doraswamy (2010) which revealed that majority of the postgraduate students of P.B. Siddhartha College of Arts and Sciences, India were satisfied with reprographic service. This may be as a result of its cheaper rate mostly done in the library which has reduced theft and mutilation of library materials.

The outcome of this study revealed that, majority of the postgraduate students were satisfied with the attitude of library staff and lighting system in the library. This finding contradicted the studies of Onuoha, Ikonne, and Madukoma (2013) which discovered the attitude of library staff as an inhibiting factor that discouraged the library users and hurt information accessibility, usage and satisfaction. The variance may be attributed to change in the attitude of library staff and the use of more population in the present study. Also, the result of this study opposed the outcome of the study of Kona, Chagari, and Rudraksha (2017) which found that users were satisfied with the current awareness service (CAS), selective dissemination of information (SDI), photocopying, CD copying, interlibrary loan (ILL) in selected Deemed University Libraries in Andhra Pradesh, India. A possible explanation for this might be variance in the location of the study and use of more population in the present study.

Hypothesis Testing

This section presented the results of the hypothesis.

Hypothesis 1: There is no significant relationship between library services provision and satisfaction by postgraduate students in public universities in South-west, Nigeria.

Table 4: Relationship between Provision and Satisfaction

Variable	<i>N</i>	<i>r</i>	<i>p</i>	<i>Decision</i>
Satisfaction of Postgraduate Students	1966	.65	** .00	Significant
Library Service Provision	1966			

***p* < .05 (2-tailed)

Table 4 showed the correlation between ‘library service provision’ and ‘satisfaction’ based on 1,966 respondents. From Table 4, *N*= 1,966, *r* = .65, *p* <.05 showing a strong positive correlation, which is significant. This means that there is a statistically significant relationship between library services provision and satisfaction of postgraduate students. Therefore, the result is not consistent with the stated null hypothesis, which implies that the library services provision is associated with satisfaction; hence, the null hypothesis is rejected.

Regarding the correlation between library services provision and satisfaction of the postgraduate students, the result of the present study showed a strong, positive correlation between the two variables, with a high level of satisfaction of postgraduate students associated with high level of library service provision. This is in line with the findings of Doraswamy (2010) whose study revealed a relationship between library services provided and satisfaction as the majority of the respondents were satisfied with the services provided. Also, the outcome of the present study supported the result of the study carried out by Chinoye, Ogunnaike, Akinbode, Agboola, (2016) which revealed that library service quality has a significant positive effect on user satisfaction through library usage. In addition, the result of this study is consistent with that of Kona, Chagari, and Rudraksha, (2017) which revealed that all the university libraries studied provided and maintained good library information resources (electronic & print) and services. The study further established a strong relationship between the provision of these services and satisfaction. This consistency can be related to someone who is always satisfied ones his needs and expectation are provided continuously and met. Overall, the findings to this hypothesis revealed that achievement of high level of satisfaction of postgraduate students majorly depends on the provision of quality library services.

5. Conclusion and Recommendation

Satisfaction of users with the provided information sources and services is one of the ways the library can continue to remain relevant in this information era. However, printed and electronic sources of information were provided with various services to satisfy the information needs of the postgraduate students in South-west, Nigerian university libraries. Also, some of the services provided in these libraries were deficient in some areas among which were inter-library loan (ILL), current awareness service (CAS) and selective dissemination of information (SDI), which have influenced the postgraduate students to be fairly satisfied with the services provided in these libraries. In addition, this study established that there is significant relationship between provision and satisfaction to library services by these postgraduate students. Based on the aforementioned, recommendation was made to complement the provided services with inter-library loan (ILL), current awareness service (CAS), selective dissemination of information (SDI), and regular orientation for greater satisfaction.

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