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Users Perception of the role of Academic Library in Private Universities in Delta State.

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ABSTRACT

This study investigates Users Perception of the role of Academic Library in Private Universities in Delta State. Thus, the study outlined among others, the types of services provided, meaning of the concept users. To achieve this study, four (4) research objectives were formulated and they are: To identify the services of academic library; To ascertain users perception of academic libraries and their services; To know the various challenges that bedevil academic libraries in providing their services; Outline possible ways to remedy challenges of academic libraries. The study adopted a descriptive research method which gives room for the collection of data through questionnaire. The data collected were presented using frequency distribution, tables, and percentage. Data collected were also interpreted and analyzed to arrive at the findings of the study. The study discovered among others, that the respondents centred majorly on online public access catalogue services followed by constant provision of light in the library, locating books and journals for users, constant internet browsing services, Provision of reprographic/photocopying services, Presence of cataloguing and classification services, Effective reference services etc thought of the users towards the services that are been provided by the various institutions is on the positive side it was discovered that the determination of budget by the founder and the board of trustees, followed by High rate of price for books in the country, Noncompliance by management to the request of the academic library staff , Lack of acquaintance with recent trends and skills in the profession. The study was concluded by giving recommendations to the above challenges outlined.

Keywords: Users, Academic Libraries, Library services, Perception

Introduction

There is no gain saying that the library occupies a paramount position in the academic environment due to the role it plays in satisfying or meeting the needs of information seekers all over the world. The academic library is an embodiment and a storehouse of information resources and the paramount reason for setting it up is to ensure that teaching, learning and research activities are immensely supported by the wealth of information resources that the

library has acquired over the years and the university library must ensure that their resources are judiciously utilized.

In recent times, the nascent of technology has greatly revolutionized the way libraries and librarians attend to the needs of users. According to the library laws given by Ranganathan one of the founding fathers of the library, he is of the view that **time** is of the essence for users who are seeking and searching for information as such **it must be saved**, as a result of that, the traditional catalogue card was developed so as to save users from struggling on how to locate or gain access to a given material or information resources on the shelf. Over the years, it was discovered that the card catalogue was limited despite the fact that it was helpful but was not as effective and efficient compared to the online public access catalogue that was later invented in the era of technological proliferation.

The role of libraries in the academic environment cannot be ruled out in this modern day despite the coming of different technologies in the world. In fact the birth of technology has even helped the library to improve on how to serve their clientele in the best possible ways. To this end, therefore, in Nigeria in particular, the National Universities Commission (NUC) made it mandatory that facilities in the universities must meet up to the minimum standard of which the library is not exempted as recommended in the Benchmark Minimum Academic Standard (BMAS) documents against which facilities are evaluated.

Background Information about the Private Universities in Delta State

There are five (5) private Universities in Delta State. These Universities were established at different times, that is, their founding year is at variance. The essence for their establishment is to help indigenes and non-indigenes of Delta State to secure admission into the tertiary institution since many of the secondary school leavers are finding it difficult to secure admission into the public institution as a result of the competition amongst the students and the stringent rules that govern the intake of students into higher institution of learning. Below is a table showing the available private universities in Delta State according to their year of establishment.

S/N	NAME OF UNIVERSITIES	LOCATION	YEAR OF ESTABLISHMENT	SOURCE
1.	Novena University	Ogume	2005	nuc.edu.ng/nigerianuniversities/private-universities
2.	Western Delta University	Oghara	2007	nuc.edu.ng/nigerianuniversities/private-universities
3.	Edwin Clark University	Kiagbodo	2015	nuc.edu.ng/nigerianuniversities/private-universities

4.	Michael and Cecilia Ibru University	Agbarha-Otor	2015	nuc.edu.ng/nigerianuniversities/private-universities
5.	Admiralty University	Ibusa	2017	nuc.edu.ng/nigerianuniversities/private-universities

The above listed tertiary institutions are the available private universities that are currently in existence in Delta State. The journey thus far of these private universities started with Novena University that kicked off in the year 2005 at Ogume in Ndokwa West local Government Area of the Delta North Senatorial District of the State. Thereafter, Western Delta University at Oghara was established in the year 2007 in Ethiope West Local Government Area of the Delta Central Senatorial District of the State. Also, Edwin Clark and Michael and Cecilia Ibru University kicked off simultaneously in the year 2015 within the Delta Central Senatorial District of the state. In 2017, Admiralty University of Nigeria was established at Ibusa, Oshimili North Local Government Area, of the Delta North Senatorial district of the state.

Objectives of the study

1. To identify the services of academic library
2. To ascertain users perception of academic libraries and their services
3. To know the various challenges that bedevil academic libraries in providing their services
4. Outline possible ways to remedy challenges of academic libraries

The Roles of Academic Libraries

Academic libraries are libraries that are set up or established to meet the needs of higher institutions of learning in order to support teaching and learning in academic environments such as universities, polytechnics, monotronics and colleges of education. These libraries are attached to higher schools of learning that are above secondary and primary level. There are no forms of library that are not relevant because libraries are established to render different kinds of services to users. Thus, services are the main product of the library system (Iwhiwhu, 2012). One of the most important tasks of a resource centre is to make information available and encourage people to use it, by offering a range of information services. Information services should improve access to information, not only for people who can come and visit the resource centre, but also for those who cannot come into the information centre for different reasons. The most commonly provided services include lending, reservation, advisory services, literature searches and photocopying (Health link worldwide, 2003).

In the work of Umoh (2017) it was postulated that the academic library is the only organ that can assist the university and colleges to achieve their goals therefore, the library should be given credence in the academic environment. The academic library is a must to the parent institution

because it has greater benefits not only to the staff of the library but also to those who are faithful patrons or those who patronize the services of this type of library. The benefits are numerous, they are listed below:

1. The academic library helps to improve users' retention.
2. The academic library instruction adds value to users long term academic experience
3. The academic library supports academic rapport of the users
4. The use of academic library space relates positively to users learning and better academic performance
5. Collaborative academic programmes and services involving the library enhance users' learning skills.
6. Information literacy instruction strengthens general education outcomes

The academic library is set up to achieve certain objectives and goal. Outline below are the objectives of the academic library as put forward by Ifidon (2009) which are:

1. To provide information resources for library users' instruction, term papers and projects as well as for supplementary reading.
2. To provide information resources in support of faculty, external and collaborative research.
3. To provide information resources to support library users at the post-graduate level carrying out research.
4. Provision of expensive standard work especially in the professional disciplines.
5. To provide library users information resources for personal self-development.
6. To provide subject based information resources on the region or the community within which the university is situated.

With the above objectives, the library is properly guarded on what to do in respect to the needs of the library users so as not to be derailed or go out of guard doing things that will not be beneficial or favourable to the academic community where it is established to serve. The objectives of the academic library help the academic library to perform the under listed roles judiciously so as to satisfy the library users which are:

1. Circulation /Borrowing Services
2. Reference Service
3. Bibliographic Verification Services
4. Current Awareness Services (CAS)
5. Reprographic Services
6. Technical Services
7. Extension / community services
8. Inter-Library Cooperation

Circulation /Borrowing Services

The circulation is a unit under the readers' service department of the library that is responsible for charging and discharging, that is, lending and borrowing of library materials or information resources to users that come visiting the academic library. This section of the library is also responsible for the registration of every new intake into the library community; the staff of the unit is also vested with the responsibility of carrying out orientation to newly admitted students on the use of the library. It is called the open access of the library because all the activities that take place in this unit are open to all to behold such as: the library staff, lecturers and students. This is one of the most vital services rendered by academic libraries in Nigeria.

Reference Services

In the academic library, a reference service is the personal assistance librarians give to users that are seeking information in the library. It can also be seen as help given to users that are having difficulties in locating materials or information resources in the library. It is also seen as the aid librarian's render in bringing together the inquirer and the printed information resources for whatever purpose it is needed. This is a qualitative service rendered to the users usually by means of answering their questions over the telephone, via the web or meeting face-to-face. This service in the era of technology can be rendered either **asynchronously** or **synchronously**.

Connell (2009) asserted that academic libraries play some vital roles to its users as far reference services is concern in the following ways:

1. Assisting users
2. Helping users (readers) make the best choices from the universe of recorded information
3. It helps to substantiate the library presence by demonstrating its worth to those who support it.

Reference service in a nutshell is categorized into three major areas which are: (a) information service, this an area of the reference service unit that is vested with the responsibility of finding the needed information for the users that is aiding the users in finding the information. (b) Instruction in the use of the library, this aspect of the reference service unit teaches users the requisite skills to find and use library resources. (c) Guidance, this aspect specialize in assisting users in choosing the most appropriate information resources that best suit their educational, informational, or recreational needs.

Bibliographic Verification Services

This service involves provision of facts about publications rather than people, events or organizations. In providing this service, the reference librarian searches his bibliographic tools such as indexes, bibliographies, catalogues, etc, to verify that users' information about a document (i.e. bibliographic publication) is correct and complete. This

service is very important because it is evident that students, scholars, publishers, authors and the general public sometimes miss some bibliographic information about some items they cited. Information about data of publications, correct names of authors etc is sometimes wrongly cited. This service is therefore provided to assist users to verify any of such information.

Current Awareness Services (CAS)

Many information services are provided by academic libraries in Nigeria especially to alert their users about the existence of some current publications or information. According to Madu (2009) that CAS takes the form of periodic (Daily, Weekly, etc) listing of publications, monographs and periodical articles within a given subject area. These publications are circulated among some categories of users or general users of academic libraries in Nigeria in order to notify them about the existence of such information resources contained on the list. For example a user may find something relevant to its area of specialization and therefore request for the resources or a specific part of it. Elizabeth (2004) described the concept (CAS) as “The service which includes review of publications immediately upon receipt, selecting information resources pertinent to the programmes of the organization served and note individual information resources to be brought to the attention by one means or the other of those persons to whom work they are related”

Reprographic Services

This is a service provided by the academic library under the reader service department helping users to duplicate any information resources that they may find relevant to them of which they cannot move out of the library or loan out due to the fact that the academic library has those information resources in limited numbers and other documents that are relevant to the users. In doing this, the copyright law is strictly adhered to by both parties (library staff and users).

Technical Services

This is a department in the academic library that is responsible for processing the information resources making available the right resources at the right time to the right user. This department of the library is regarded as the heart of the library profession or the academic library; this is so because there is no way the end user will be able to get access to the information resources without this department not performing its crucial role. This department is termed **behind the scene** or **closed access** of the academic library, it is called the above terms because the activities that take place within this section are not made open to the public except for the library staff.

The various activities that are performed in this department are:

1. Collection Development
2. Cataloguing
3. Classification

Collection Development

This unit under the technical service department is responsible for acquisition of information materials in any forms into the library. This unit usually liaises with the academic staff and students to gather the necessary resources that will best serve the academic library users through some means. Okolo, S E.; Eserada, R E.; Ugboh, P N.& Ngbo, D. L. (2019) called community need assessment, selection, placing orders and receiving and checking exercise. Additionally, they are of the view that this unit comprises the following procedures for acquiring information resources into the library which are: purchase, legal deposit, photocopying, interlibrary loan, bequeathal, gifts/donation; exchange, subscription to database, weeding.

Cataloguing

This is a unit in the technical service department that is involved in the process of creating a metadata containing information resources that are in various forms such as books and non-book, sound recordings, moving images etc. In a study conducted by David-West & Angrey (2018) citing Edem and Ntui (2012) cataloguing is defined as the description of a book or any other information resources such that the important bibliographic features are highlighted. This process helps the technical department of the academic library to systematically list out the bibliographic information of a given resource so as to aid accessibility by the library users. In doing this, a “3 * 5” catalogue card was developed but in the era of information technological explosion, it has given birth to the application of technologies called Integrated Library Management Software (ILMS) such as KOHA, Newgen, Greenstone, ISIS etc in running the day to day activities of the Library modules. With the help of the Integrated Library Management Software, the Online Public Access Catalogue popularly known as OPAC is invented which serves as a substitute for the card catalogue in this era of technology.

Classification

Classification as a unit under the technical service department is regarded as a systematic way of arranging information resources in groups or categories in accordance with an established procedure or criteria. Classification has been defined in many ways. Geoffrey C. Bowker and Susan Leigh Star defined classification as “a spatial, temporal, or spatio-temporal segmentation of the world.” Classification is also defined as the activity of grouping things and phenomena in classes, according to some principles or criteria. The most usual principle is likeness.

Extension / community services

Apart from the aforementioned services rendered by academic libraries in Nigeria, they also extend their services to their immediate communities in which the academic libraries are situated. This is done by ways of providing the community users with adequate information resources that would go a long way to cater for their immediate needs and aspirations. The academic libraries provide services such as computer programmes designed to inculcate to the users on how to use the systems for their personal and immediate needs. They also provide books that could serve as a yardstick for education and cultural development of their society. Academic libraries in Nigeria also assist the community members to actualize their dreams and aspirations by providing them with information resources that would improve the quality of their lives, particularly low-income individuals.

Inter-Library Cooperation

Inter-Library cooperation is another vital service rendered by academic libraries in Nigeria. This type of service is usually seen to be practiced between two or more libraries with mutual benefits in which the libraries involved come together with an agreement to share and exchange information resources. This is done to help academic libraries that hardly receive funds for their library so that they can meet users' need as the occasion demands

Users Perception of Academic libraries

Users as the term implies according to Anyira (2011) citing Nwalo (2003) they are people who visit the library with the singular intention of meeting their information needs. In other words the users according to Aina (2004) cited by Anyira also, they are regarded as those who avail themselves of the services offered by a library, the users here are known by the following terminologies: **readers, patrons, clientele, consumers, and information seekers** etc categorically and traditionally, users of the library are classified into groups. In a study conducted by Whitakers (1993) they are grouped into: **General readers; Subject readers; Special readers** and **non-reading users**. To this end, one is forced to ask, what are the views, the thoughts or the perception of users concerning academic libraries in this 21st century? The academic library as we all known, it has been described as the “heart” “the backbone” of any learning community, providing a place for users that is, students, lecturers and researchers in various faculties to do their research and advance their knowledge (Ajayi and Adetayo, 2005).

In a study conducted by Enidiok, Basseyy and Babatunde (2018) it reveals the users perception of the academic libraries stating that 43(21.5%) of the respondents (users) agreed that faculty libraries possess abundant resources for use, while a larger percentage of about 157(78.5%) of the respondents disagreed with this claim. Also, only 78(39.0%) respondents perceived that the library resources were very accessible to the student, while a total of 122(58.0%) are of the perception that library resources are not very accessible to students. 60(30.0%) of the total respondents strongly believe that all that is required for students’ academic excellence can be found in the faculty library, while the remaining 140(70.0%) disagreed with this fact.

Furthermore, about 44(22.0%) of the respondents positively perceived that library automation in academic libraries make it easy to locate needed materials, while 156(78.0%) have a negative perception of this fact. Also, 20(10.0%) of the respondents agreed to have access to online information in the faculty libraries which they cannot subscribe to by themselves, while 180(90.0%) disagreed with this claim. It is seen from the result above that users’ perception of library resources in the academic libraries is negative. From this study you can deduce that users' view or thought about the academic library is on the negative side due to the fact that the libraries do not possess abundant resources in meeting the needs of the users. More so, the readily available materials in the library are resources that are not up to date as such

it discourages them since they cannot lay their hands on any current materials that will aid them carrying out a research on a given topic of interest.

Additionally, User perception can be seen from the angle of the academic library environment which entails good interior and exterior aesthetic structure. Stimulating clean, free from noise pollution from cell phones, generators, blast of motor horns, noise from passers-by, staff talking, banging of doors, music from rallies and bad odour from the toilets. Academic Library environment could affect users, staff and library resources in the absence of light, ventilation, temperature, humidity control, layout of stack, convenience and adequate space. The location of a university library building should be in proximity to faculties, departments and lecture halls where the entire users will have quick access, to encourage the user to stay long in the library thereby satisfying their academic needs. For a user to benefit from the services rendered by the university library, these environmental factors must be looked into.

Similarly, Iwhiwhu and Okorodudu (2012) conducted a study on users' satisfaction with library information resources, facilities and services in Edo State Central Library, Benin-City, Nigeria. In that study, it was discovered that users were not content with the information resources and they were only content with three services provided in the library, which are hours of service, labelling services and bindery services with a mean of 2.87, 2.32 and 2.88 respectively. However, they were satisfied with the furniture available.

Challenges that hinders academic libraries in providing their services

In the running of libraries today, there have been so many factors that are responsible or hinder the smooth provision of library services to the library users and it has brought about difficulties to both parties (Library staff and users). In a study conducted by Amaechi N. M., Enweani, U. V., and Eke C. C. (2018) the following were challenges they came up with Inadequate funding of libraries has the highest score of 68 responses (86.1%). This was followed by non-compliance with the demands of ICT with response score of 64 (81%) , indifferent attitudes of library manager, lack of ICT policies, poor working conditions, lack of ICT facilities and lack of passion for the profession all had the response of 61 (77.2%), followed by lack of motivation (75.9%) and non-attendance to workshops/seminars (73.4%). Institutional policies not in favour of librarianship, absence of well-defined and uniform library policies as well as librarians phobia for emerging technologies all had response rate below (70%). In similar vein, in a study

conducted by Igbokwe, J. C. Ezeji, E. C & Obidike N. A. (2010) these various factors were also identified as some challenges that hinders academic libraries from providing services which are inadequate fund (3.53), inadequate infrastructure for marketing of library services.(3.17), The available staff lack professional training in marketing (2.98), The library is understaffed(2.93), Media access is highly limited (2.89), No fund allocation (2.77),

METHODOLOGY

A descriptive research method was adopted for this study. This method was adopted because it allows gathering of data from a sample of a given population to estimate the true value of the population. The target population of this study cut across all the users which was derived from the seating capacity of each library in Rode Cecil Ibru University (250); Edwin Clark University Library (300); Novena University Library (500); Western Delta University Library (200) and Admiralty University Library (400) which amounted to the total population of 1,600. Due to the largeness of the population, 10% which is (160) of the total population was used and this was justified by Okorodudu (2013 p.189) that sample size of 10% is appropriate and adequate. The sampling techniques used for this study was purposive or judgmental sampling techniques.

In collecting data for this study, a standardized questionnaire titled “**Users Perception of the role of Academic Library in Private Universities in Delta State**” was used as the research instrument of the study. The instrument consisted of two sections “A” and “B”. Section “A” elicited demographic information from the respondents while section “B” gathers information on Users Perception of the role of Academic Library in Private Universities, Delta State”.

Out of the one hundred and sixty (160) questionnaires administered by the researcher to the respondents, hundred percent 100% were returned interpreted; analyzed using frequency distribution, tables, and percentage, to arrive at the findings of the study.

RESULTS AND FINDINGS

Table 1: Demographic Information of the Respondents

Gender	
Male	85(53%)
Female	75(47%)
Categories of users	
Students	70(44%)
Academic staff	50(31%)
Non-Academic staff	40(25%)
Level of users	
Undergraduate	80(50%)
Postgraduate	30(19%)
Neutral	50(31%)

Source: Research Field Survey, 2022

Table 1 above shows the demographic information of the respondents and revealed that most of the respondents were males with 85(53%) value, while from the respondents, the categories of users that emerge as the majority were students with 70(44%) as value. Conclusively from the demographic information, the respondents with the highest value of 80(50%) within level of users were the undergraduates students.

Table 2: Mean score of Types of Library Services

Types of library services	SA	A	U	D	SD	Mean	Decision
Effective reference services	60	50	30	10	10	3.8	Accept
There are up to date newspapers in the serial section	45	60	35	20	-	3.6	Accept
Provision of interlibrary loan	15	35	35	63	12	2.84	Accept
Provision of reprographic/photocopying services	70	50	7	20	13	3.9	Accept
Presence of bindery and maintenance services	9	50	50	25	6	2.25	Reject
Presence of institutional repositories services	5	15	30	50	60	2.09	Reject
Provision of SDI services	45	65	30	5	15	3.75	Accept
Marketing the library to staff and students services	70	40	5	15	30	3.65	Accept
Acquisition of new information resources services	40	80	15	5	20	3.71	Accept
Management of project/thesis/dissertation services	50	40	40	11	19	3.56	Accept
Presence of current awareness services	30	60	40	10	20	3.43	Accept
Presence of cataloguing and classification	50	80	7	7	16	3.88	Accept

services							
Provision of bibliographic services	25	60	60	5	10	3.53	Accept
Provision of special collection services	20	90	30	-	20	3.56	Accept
Constant internet browsing services	50	80	9	6	15	3.9	Accept
Database management services	40	60	13	7	40	3.33	Accept
Constant provision of light services in the library	80	50	15	6	9	4.10	Accept
Online public access catalogue service	40	50	60	3	7	4.33	Accept
Locating books and journals for users	50	70	26	4	10	3.91	Accept
Shelf management/arrangement services	70	50	12	6	22	3.87	Accept

Source: Research Field Survey, 2022

Table 2 above shows the mean score of the type of services offered by the various academic libraries. The response of the respondents are mostly centred on online public access catalogue (4.33) followed by constant provision of light in the library(4.10), locating books and journals for users (3.91) constant internet browsing services and Provision of reprographic/photocopying services (3.9) Presence of cataloguing and classification services (3.88) Effective reference services (3.8), Shelf management/arrangement services (3.87), Provision of SDI services (3.75), Acquisition of new information resources services (3.71), Marketing the library to staff and students services (3.65), There are up to date newspapers in the serial section (3.6), Management of project/thesis/dissertation services and Provision of special collection services (3.56), Provision of bibliographic services (3.53), Presence of current awareness services (3.43), Database management services (3.33) and Provision of interlibrary loan (2.84). However, Presence of bindery and maintenance services and Presence of institutional repositories services with mean score of (2.25) and (2.09) respectively were rejected. It can therefore be deduced that the accepted services provided by the academic libraries in the various private universities were predominantly available and the need of users were attended to by them while bindery and institutional repositories were not readily available.

Table 3: Mean Score of Users' Perception of Librarians/Library Services

Users perception of librarians/library services	SA	A	U	D	SD	Mean	Decision
Library staff hardly or do not attend professional training	60	45	40	5	10	3.87	Accept
The librarians are friendly with the library users	30	90	30	5	5	3.84	Accept
The library resources are properly processed for easy accessibility	12	89	30	6	23	3.38	Accept
Users usually have access to the right resources at the right time	60	70	20	7	3	4.10	Accept
The collection of information resources in the library are up to date	20	60	50	10	20	3.31	Accept
The library staff have lackadaisical attitudes towards their job	4	6	70	40	40	2.33	Reject
The location of the library is too high/far from accessibility	14	70	3	13	60	2.78	Accept
The library is too quiet for my liking	40	30	15	25	50	2.90	Accept
The library is located to close to a noisy area/staff room/students lecture halls	30	40	13	17	60	2.76	Accept
Lack of appreciation for library staff	35	20	60	10	35	3.06	Accept
Information resources are properly shelved	14	95	12	4	35	3.30	Accept
The library environment is too dusty for patronage	8	15	7	70	60	2.00	Reject

Source: Research Field Survey, 2022

Table 3 shows the mean score of users' perception of librarians and library services in the various private universities undertaking for this study. From the above, majority of the respondents centred on Users usually have access to the right resources at the right time (4.10), followed by Library staff hardly or do not attend professional training (3.87), the librarians are friendly with the library users (3.84), The library resources are properly processed for easy accessibility (3.38), The collection of information resources in the library are up to date (3.31), Information resources are properly shelved (3.30), Lack of appreciation for library staff (3.06), The library is too quiet for my liking (2.90), The location of the library is too high/far from accessibility (2.78), The library is located to close to a noisy area/staff room/students lecture halls (2.76). However, the library staff has lackadaisical attitudes towards their job and the library environment is too dusty for patronages were rejected with the mean score of (2.33) and (2.00) respectively.

Table 4: Mean score for challenges of academic libraries in providing services

Challenges of Academic Libraries in providing services	SA	A	U	D	SD	Mean	Decision
The determination of budget by the founder and the board of trustees	80	50	20	5	5	4.21	Accept
High rate of price for books in the country	50	50	45	5	10	3.78	Accept
Poor ICT infrastructure	25	20	50	5	60	2.65	Accept
Poor state of the academic library	10	50	20	40	40	2.68	Accept
Phobia for technologies usage by academic librarians	40	25	40	15	40	3.06	Accept
The institutional policies not in favour of the academic library	20	80	10	35	15	3.34	Accept
Lack of appreciation for library staff	10	30	50	60	10	2.81	Accept
Lack of acquaintance with recent trends and skills in the profession	10	80	60	5	5	3.53	Accept
I don't care attitude towards work	15	15	20	60	50	2.28	Reject
Noncompliance by management to the request of the academic library staff	70	5	55	20	10	3.65	Accept

Source: Research Field Survey, 2022

Table 4 reveals the mean score for challenges of academic libraries in providing services. It was discovered from the above table that majority of the respondents centred on the determination of budget by the founder and the board of trustees (4.21) followed by High rate of price for books in the country (3.78), Noncompliance by management to the request of the academic library staff (3.65), Lack of acquaintance with recent trends and skills in the profession (3.53), The institutional policies not in favour of the academic library (3.34), Phobia for technologies usage by academic librarians (3.06), Lack of appreciation for library staff (2.81), Poor state of the academic library (2.68), Poor ICT infrastructure (2.65). However, I don't care attitude towards work (2.28) as a challenge was not accepted by the respondents which implies that the attitudes of librarians towards their work is something to write home about that is, they are up and doing in the bid to satisfy the desire of users.

DISCUSSION OF FINDINGS

Types of Library Services

The finding of question one revealed the types of library services that are rendered by the academic libraries in the various private universities undertaking for study which comprises the following: the majority of the respondents centred on online public access catalogue services followed by constant provision of light in the library, locating books and journals for users, constant internet browsing services, Provision of reprographic/photocopying services, Presence

of cataloguing and classification services, Effective reference services , Shelf management/arrangement services , Provision of SDI services , Acquisition of new information resources services , Marketing the library to staff and students services , up to date newspapers in the serial section , Management of project/thesis/dissertation services, Provision of special collection services , Provision of bibliographic services , Presence of current awareness services , Database management services and Provision of interlibrary loan this correlates to Elizabeth (2004) . However, it was discovered from the study that institution repository and bindery services were not provided this could be as a result of the private university not having man power in this capacity such as the bindery services also the institution repository that is not yet incorporated in their school website so as to meet the need of users way beyond the four walls of the university community.

Users' Perception of Librarians/Library Services

The finding of question two shows the perception of users pertaining librarians and the services they provide in the various private universities in Delta State. The findings revealed that the thought of the users towards the services that are been provided by the various institutions is on the positive side. This study correlates with Enidiok, Bassey and Babatunde (2018) on users' perception of librarians and library services.

The study also revealed that the positive inclination of the respondents shows that librarians as academicians are not lackadaisical towards their job rather they are efficient and effective in the dispensation of their responsibility. So also it was also discovered that the environment of the library was alluring for users to patronize the library resources.

Challenges of Academic Libraries in providing services

Question three addressed the challenges the various users faced in the various private universities in Delta State. From the study, it was discovered that the determination of budget by the founder and the board of trustees, followed by High rate of price for books in the country, Noncompliance by management to the request of the academic library staff , Lack of acquaintance with recent trends and skills in the profession , The institutional policies not in favour of the academic library, Phobia for technologies usage by academic librarians , Lack of appreciation for library staff , Poor state of the academic library, Poor ICT infrastructure. On the

contrary it was discovered from the research that librarians attitudes towards work was effective and encouraging which implies that they were up and doing.

Conclusion and Recommendations

Based on the findings of this study, it was discovered from the users' perception that library services are provided by librarians' in the various private universities are efficient and effective towards the users and as such the proprietors of each universities should encourage the librarians to do more through the means of motivation on the area of finance and welfare. Therefore, the researcher concludes by recommending that:

1. For the various private universities to effectively provide efficient services that are beyond the four walls of the academic environment, it is expedient that the institutional repository should be put in place by the management of each institution so as to enable the librarians work to be less cumbersome. Also, bindery section should be made available for the repair of information materials so as to prevent wear and tear of information resources.
2. Cleanliness they say is equivalent to godliness, therefore as revealed from the findings that good environmental conditions foster effective patronage of the library by users, it is expected that the management of each private institutions to carve out a way to maintain and sustain clean environment within the library premises.
3. The various challenges pointed out by this study which includes determination of budget by the founder and the board of trustees, high rate of price for books in the country, Noncompliance by management to the request of the academic library staff not limited to this should be looked into by the stakeholders in the various private universities if users would be attracted to utilize the library resources else the library will be lying fallow.

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