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## AN ASSESSMENT OF USER SATISFACTIONS WITH LIBRARY RESOURCES AT OBAFEMI AWOLowo UNIVERSITY OAU, NIGERIA

Lawal Mohammed Tukur  
mohammed.tukur@umyu.edu.ng

Mr Nafi'u Maharazu  
*Umaru Musa Yar'adua University*, nafi.u.maharazu@umyu.edu.ng

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# AN ASSESSMENT OF USER SATISFACTIONS WITH LIBRARY RESOURCES AT OBAFEMI AWOLowo UNIVERSITY OAU, NIGERIA

By

Nafi'u Maharazu

Lecturer II Department of Library and Information Science, Umaru Musa Yar'adua University  
Katsina, Nigeria

[nafiu.maharazu@umyu.edu.ng](mailto:nafiu.maharazu@umyu.edu.ng)

And

Mohammed Tukur Lawal

Research Scholar, Department of Library and Information Science, SRM University, Sonapat,  
Haryana, India

[mohammed.tukur@umyu.edu.ng](mailto:mohammed.tukur@umyu.edu.ng)

## Abstract

*The main objective of the study is to determine the user satisfaction with the library. Although questionnaires were provided to users when the researcher took 0.15 % of the entire respondent population= 35392= 52 around 0.15 sampled. However, fifty two (52) copies of the questionnaires were given to the respondents where fifty (50) copies were retrieved and analyzed, representing 96.15 %. The findings show the existing information resources available. In the Agriculture University Library the challenges User such as internet access, power failure, employee attitudes. To resolve these limitations insufficient numbers of library workers should be filled in, which meant that information resources will be arranged and readily accessible. The jobs of LIS professionals will help users access and use agricultural information tools, repackaging and disseminate agricultural information to them. These findings suggest the need to formalize and improve relations between users and library staff in order to increase access to agricultural information and to formulate policies and regulatory structures for gender response. It is important to have policies that encourage inter-library loans, collaboration and knowledge sharing between Agriculture University Libraries and libraries of research institutes.*

**Keywords:** Agriculture, Information sources, library resources, Digital information, Knowledge and research, faculty members, undergraduate students, sharing, University library, Utilization

## Introduction

Agriculture University Libraries were established with the goal of providing appropriate information resources while maintaining the highest level of excellence as research-oriented institutions. It also aims to improve academic inquiry by educating users on how to find relevant data services for their educational endeavors (Lee and Soohyung 2012). As a result, the

Agriculture University Libraries must establish diverse evaluation, planning, and decision-making procedures, and they must expect the institutions they finance to apply these techniques to determine what is done, why it is done, and how much is done. Librarians may no longer just request resources and expect to receive them; instead, they must demonstrate their value in meaningful and measurable ways, as well as the outcomes of their services. In other words, they must demonstrate that their programs are appropriate for the intended users and that they achieve their goals in a timely and effective manner. The urgent need for a study of this kind is to help The Agriculture University library achieve its purpose of maintaining the highest standards of quality and realizing the vision of providing access to the world's global base of knowledge and information.

## **Literature Review**

### **Forms of Information Resources, Services and Infrastructural Facilities Available and Accessible in University Library of Agriculture**

The availability of information resources is critical in education, science, learning, and community services. "Every book has its reader," according to Library's third law. This will not only broaden their knowledge base, but it will also prepare them for the challenges they will experience in the process of learning, studying, and passing on information.

Libraries acquire information materials such as books, theses, papers, magazines, encyclopedias, dictionaries, e-journals, e-books, and so on, according to Ekene and colleagues (2016). However, Akpe and et al. (2018) hold a contrary viewpoint, claiming that information resources are insufficient. This suggests that respondents' responses to the different types of information required in the Library are not all that dissimilar. The study on information literacy skills conducted by Afianmagbon and et-al(2020) Availability of information resources as factors influencing research productivity of academic staff at Lead City University, Nigeria. However, in a case study of pharmaceutical science students from the University of Jos, Abubakar (2020) looked into the availability and accessibility of information resources in university libraries for academic usage by students, and found that books are among the library's information resources. Other information resources strongly suggested by respondents include journals, web libraries and the internet, e-books, computers, e-journals, encyclopedia index, handbooks, newspapers,

and magazines. Some of the data resources were shown to be poor, as revealed by respondents, while more than half of the respondents recognized them. Audio-visual conference proceedings, abstracts and indexes for monographs, and ordinary CD-ROM databases are the types of databases. In their study on the availability of information resources in libraries, Kutu and Olabode (2020) took a different approach, stating that newspapers, textbooks, and journal collections were the most readily available print information resources, while indexes, technical reports, and manuscripts were the least readily available. Ilogho and colleagues (2020), Swaminathan and colleagues (2020), and Babarinde all agreed. Festus, too (2020). Scholars have differing perspectives on how to access information resources in terms of accessibility. According to Jabbaret-al (2020), Study Accessibility and Use of Research Scholars' Institutional Repository: A Case of the COMSATS Institute of Information Technology, Lahore, users accessed Information Resources off campus, while others accessed Information Resources on campus, with some using IP and very few using other modes of access. This research is similar to Jan and Reman's (2020) University Students of Pakistan: A Quantitative Study of Khushal Khan Khattak University of Karak-Pakistan on Internet Usability and Accessibility, in which they discovered that the majority of Khushal Khan Khattak University Karak students access the Internet at their homes, hostels, and the University Library. Others, interestingly, were using the Internet in their courses.

### **The Use of Information Resources in Agriculture University Library**

Ilogho and colleagues (2020), Swaminathan and colleagues (2020), and Babarinde all agreed. Festus, too (2020). Scholars have differing perspectives on how to access information resources in terms of accessibility. Study Accessibility and Use of Research, according to Jabbaret-al (2020), The findings were supported by Owolabi and colleagues (2016), Kumar (2017), Akpe and colleagues (2018), Aladeniyi and Temitope (2018), and Salubia nd et al (2018); and Madondo and et al (2017) and Madu and et al (2018) in their research on the use of electronic information services by undergraduate students at the University of Africa, Mutare, Zimbabwe, and on the availability and use of ICT for information retrieval by undergraduate students at the University of Africa, They claimed that undergraduate students at Africa University often make insufficient use of computerized information services.

## **User Satisfaction with Agriculture University Library Information Infrastructure, Services and Facilities**

In today's information age, the library is regarded as a significant center and the heart of every learning environment. Libraries gather a variety of materials and provide services to meet the requirements of its patrons. User feedback is extremely valuable in helping the Library improve its collection and services. By taking this into account, libraries and library professionals, particularly at Agriculture University Libraries, were able to strive, survive, and grow by meeting their users' needs and supporting the institution's teaching and learning processes by consistently providing relevant and useful learning resources.

Osaze and others (2015) Users are pleased with the library's information resources and services, such as infrastructure/place/space, library collection/information distribution, photocopying/scanning machines, e-books and e-journals, media services, bibliographic services, reference services, and re-reference services, according to a report on the evaluation of user satisfaction with the efficiency of the academic library. Kwaghgba and colleagues backed up their findings (2015) Customer satisfaction with Academic Library Products and Services in the Metropolis of Zaria, Nigeria Ijiekhuamhen and et al., Ijiekhuamhen and et al., Ijiekhuamhen and et al., Ijiekhuamhen and et al., Ijiekhuamhen and et al (2015) On user satisfaction with the Federal University of Petroleum Resources Academic Library's (FUPRE) library, sources, equipment, and information services, and Chauhan (2015) User satisfaction with Library Collection Adequacy at MM Engineering College.

### **Statement of the Problem**

User satisfaction surveys allow Agriculture University Library to assess how well they contribute to the achievement of their parent organizations' objectives, identify issues in the areas of information resources, services, and facilities, track progress toward specifications, compare past, present, and desired future levels, and identify areas for improvement. In this regard, one of the ways in which the Agriculture University Library at Obafemi Awalowo University (OAU) in Nigeria may contribute to the universities and their patrons is by evaluating the services and facilities for information resources.

## Hypothesis

**H<sub>01</sub>.** No correlation exists between the availability and utilization of information resources, services and facilities and the satisfaction level of users in the agriculture university libraries under study

## Objective of the study

1. To analyze the types of information resources available in the University Agriculture Library
2. Determine the degree to which library users are pleased with the Agriculture University Library information resources.

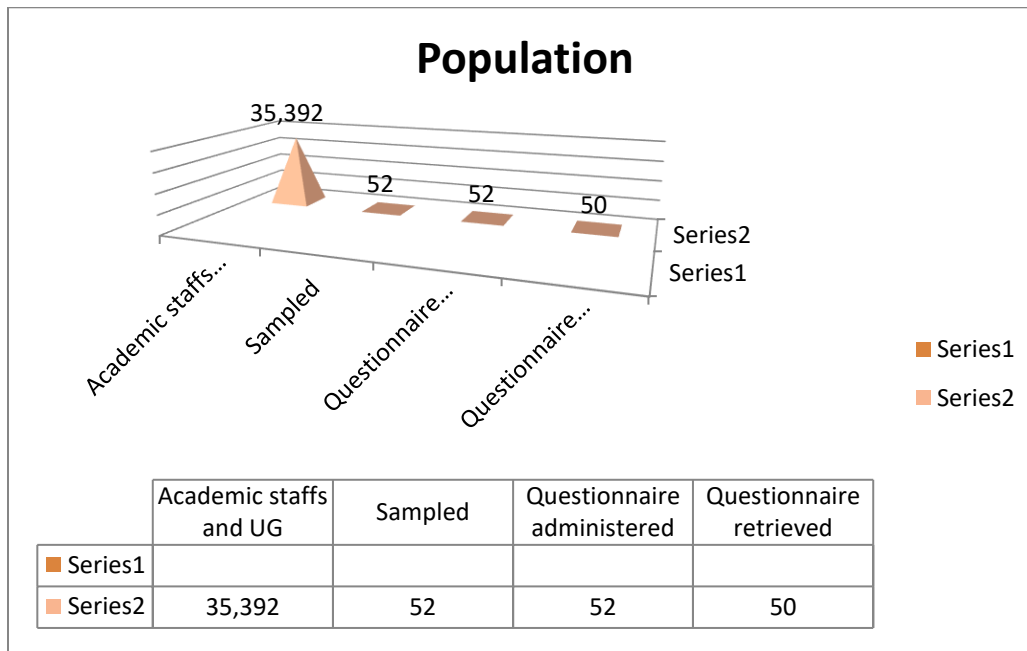
## Data Analysis

### Population of the Study

**Table 1: Population of the respondents**

S/N	Academic staffs and UG	Sampled	Questionnaire administered	Questionnaire retrieved
1	35,392	52	52	50

**Figure 1**



Since the study is a mini project to understand an Assessment of User Satisfaction with Library Resources, Facilities and Services by Academic Staffs and Undergraduate Students in the Faculty of Agriculture University Library OAU, Nigeria, the sample of 52 means around 0.15% is justifiable. However, at last only 50 questionnaires were returned with complete response.

**Table 2: Demographic of respondents**

Gender	Frequency	Percentage %
Male	34	68%
Female	16	32%

**Figure 2**

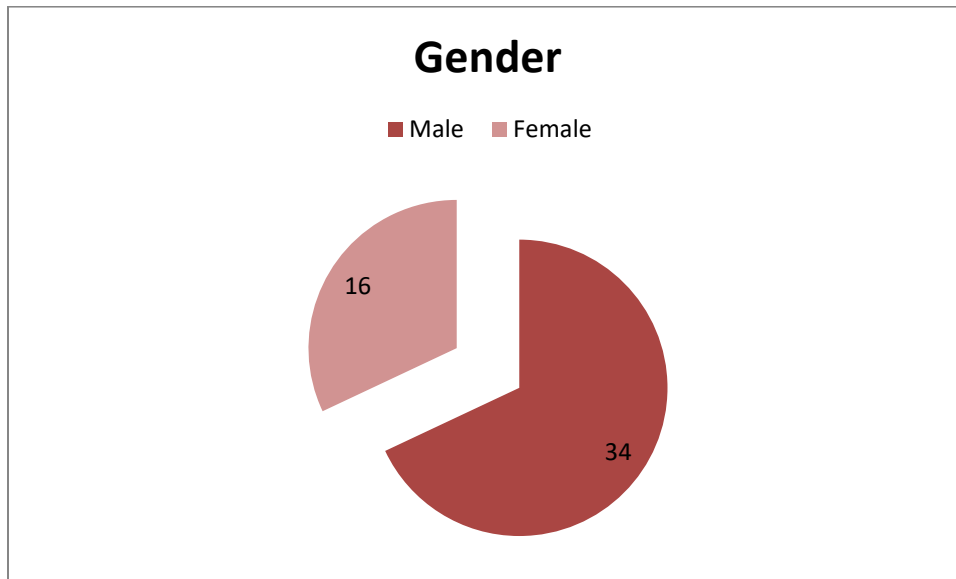


Table 2 revealed that Out of 50 respondents, about 34 (68%) were male while the remaining 16 (32%) were female. In general, it's obvious that many of the Nigerian Universities, we find that the male students are more comparing to that of females.

**Table 3: Open information services and furniture in the Library**

Univer sity	Information resources/furniture																							
	Print resources									E-Resources							Furniture							
	Journals	Books	Conf	Govt	Thesis /projects	Magazi nes	Ne ws pap ers	At la s, M ap s	Manu scrip t s	E-Databases	E- B oo ks	E-Journals	E- Thesi s	E- N e w sp ap er s	C D R O M	M icr of il m s	R a d i o	T V	T a b l e s	Chairs	F a n s	C o m p u t e r s	P r i n t e r s	P h o t o c o p i e r s
OAU	45000	5000	4500	13000	14000	2000	430 00	69	2000	78	50 00	3800	1230 0	67	90 0	NI L	7	1 0 0	5 0 0	1000	4 5	3 0 0	1 2	6

Respondents were given lists of probable library information resources and furniture to tick as many as possible in order to determine the sort of information resources and furniture available at the examined Agriculture University Library OAU. Table 3 displays the types of information tools and furniture accessible in the Agriculture University Libraries, as reported by respondents. Journals, textbooks, thesis/dissertations/projects, newspapers, conference proceedings & technical reports, e-books, and e-thesis/dissertations/projects, tables, fans, CDROM, and computers dominate the accessible information services in the Agriculture University Library, according to the survey.



**Table 4: Information Sources rank as per priority in Agriculture University Library OAU**

OAU	Academic										Undergraduates									
	Very high		High		Medium		Low		Very low		Very high		High		Medium		Low		Very low	
frequency/%	F	%	F	%	F	%	F	%	F	%	F	%	F	%	F	%	F	%	F	%
Library resources and services	17	68.00	8	32.00	0	0.00	0	0.00	0	0.00	20	80.00	5	20.00	0	0.00	0	0.00	0	0.00
Journals	17	68.00	8	32.00	0	0.00	0	0.00	0	0.00	20	80.00	5	20.00	0	0.00	0	0.00	0	0.00
Text books & Ref books	22	88.00	2	8.00	0	0.00	0	0.00	0	0.00	19	76.00	3	12.00	1	4.00	2	8.00	0	0.00
Conf proceedings & Technical reports	3	12.00	1	4.00	5	20.00	0	0.00	14	56.00	7	28.00	8	32.00	3	12.00	7	28.00	0	0.00
Government publications	3	12.00	0	0.00	5	20.00	2	8.00	14	56.00	10	40.00	3	12.00	3	12.00	6	24.00	3	12.00
Thesis /Dissertations/ projects	3	12.00	2	8.00	4	16.00	2	8.00	14	56.00	7	28.00	8	32.00	5	20.00	3	12.00	2	8.00
Magazines	5	20.00	1	4.00	6	24.00	2	8.00	13	52.00	5	20.00	6	24.00	6	24.00	5	20.00	3	12.00
News papers	4	16.00	1	4.00	10	40.00	0	0.00	8	32.00	9	36.00	2	8.00	6	24.00	5	20.00	3	12.00
Atlas, Maps&Posters	4	16.00	1	4.00	14	56.00	2	8.00	6	24.00	5	20.00	4	16.00	2	8.00	6	24.00	8	32.00
Manuscripts	6	24.00	12	48.00	14	56.00	0	0.00	2	8.00	9	36.00	3	12.00	4	16.00	4	16.00	5	20.00
E-databases	4	16.00	3	12.00	12	48.00	1	4.00	6	24.00	9	36.00	4	16.00	5	20.00	4	16.00	3	12.00
E-Books	4	16.00	3	12.00	18	72.00	0	0.00	0	0.00	7	28.00	2	8.00	1	4.00	9	36.00	6	24.00
E-Journals	5	20.00	2	8.00	18	72.00	0	0.00	0	0.00	9	36.00	2	8.00	5	20.00	4	16.00	4	16.00
E-thesis/projects	4	16.00	2	8.00	15	60.00	0	0.00	4	16.00	6	24.00	7	28.00	4	16.00	4	16.00	4	16.00
E-Newspapers&E-Zines	3	12.00	8	32.00	14	56.00	0	0.00	0	0.00	7	28.00	5	20.00	7	28.00	3	12.00	3	12.00
CDROM	3	12.00	7	28.00	14	56.00	0	0.00	0	0.00	3	12.00	9	36.00	3	12.00	5	20.00	4	16.00
Microfilms&Microfiche	2	8.00	1	4.00	21	84.00	1	4.00	0	0.00	6	24.00	13	52.00	2	8.00	2	8.00	2	8.00
Radio	4	16.00	9	36.00	11	44.00	1	4.00	0	0.00	11	44.00	8	32.00	3	12.00	2	8.00	1	4.00
Television	13	52.00	8	32.00	3	12.00	1	4.00	0	0.00	15	60.00	7	28.00	1	4.00	1	4.00	1	4.00

In order to determine the extent of the use of the information sources studied in the Agriculture University Library OAU, a list of information sources was provided to the respondents to rank according to priority status. Table 4 above shows the information Sources

rank as per priority. Majority ranked books, journals, e-books and e-journals much higher. Government publications, atlases, maps and posters, for instance, are the type of library information resources ranked very lower

**Table 5: The level of satisfaction of library facilities in the libraries of the Agriculture University**

Information resources																				
OAU	Academic staff										Undergraduates									
Library resources and services	Excellent		Good		Average		Poor		Very Poor		Excellent		Good		Average		Poor		Very Poor	
frequency/%	F	%	F	%	F	%	F	%	F	%	F	%	F	%	F	%	F	%	F	%
Adequate no of text books	3	15.00	4	20.00	10	50.00	1	5.00	0	0.00	7	28.00	7	28.00	7	28.00	2	8.00	0	0.00
Adequate no of reference materials	3	15.00	3	15.00	9	45.00	2	10.00	0	0.00	3	12.00	11	44.00	8	32.00	2	8.00	0	0.00
Adequate no of journals	3	15.00	6	30.00	3	15.00	5	25.00	0	0.00	3	12.00	9	36.00	7	28.00	2	8.00	1	4.00
Adequate no of e-books	2	10.00	4	20.00	7	35.00	4	20.00	1	5.00	3	12.00	5	20.00	8	32.00	3	12.00	3	12.00
Adequate no of online journals/databases	2	10.00	5	25.00	7	35.00	3	15.00	1	5.00	5	20.00	6	24.00	7	28.00	3	12.00	2	8.00
Circulation services	3	15.00	6	30.00	4	20.00	3	15.00	0	0.00	3	12.00	6	24.00	8	32.00	2	8.00	2	8.00
Inter library loan	2	10.00	4	20.00	4	20.00	5	25.00	0	0.00	1	4.00	3	12.00	5	20.00	5	20.00	6	24.00
Library network service/ consortium	1	5.00	6	30.00	6	30.00	2	10.00	0	0.00	8	32.00	4	16.00	5	20.00	5	20.00	0	0.00
Current awareness services	1	5.00	4	20.00	8	40.00	1	5.00	1	5.00	1	4.00	8	32.00	11	44.00	2	8.00	0	0.00
Selective Dissemination of Information	2	10.00	6	30.00	5	25.00	2	10.00	1	5.00	1	4.00	9	36.00	10	40.00	0	0.00	1	4.00
User-Education/ orientation	2	10.00	4	20.00	6	30.00	2	10.00	0	0.00	3	12.00	8	32.00	8	32.00	2	8.00	1	4.00
Indexing and abstracting services	1	5.00	8	40.00	3	15.00	3	15.00	0	0.00	4	16.00	10	40.00	4	16.00	2	8.00	2	8.00
Printing/Binding services	1	5.00	6	30.00	5	25.00	3	15.00	1	5.00	8	32.00	4	16.00	5	20.00	3	12.00	2	8.00
Information Consultancy services	0	0.00	4	20.00	7	35.00	4	20.00	1	5.00	4	16.00	4	16.00	10	40.00	1	4.00	2	8.00
Photocopying services	1	5.00	6	30.00	4	20.00	5	25.00	0	0.00	5	20.00	6	24.00	6	24.00	4	16.00	2	8.00
Translation services/ Language	0	0.00	4	20.00	7	35.00	3	15.00	2	10.00	4	16.00	3	12.00	5	20.00	2	8.00	8	32.00

Table 5 shows that the majority of the respondents are satisfied with the types of services and resources provided by order of preference, it shows that a good number of respondents are not satisfied with various information services as ranked translation

services, inter-library loans, printing and binding and information consultancy services very poor the study shows that users were satisfied with circulation services.

**Table 6: Level of satisfaction of Library facilities in Agriculture University Library**

Information resources																				
OAU	Academic										Undergraduates									
Library resources and services	Excellent		Good		Average		Poor		Very Poor		Excellent		Good		Average		Poor		Very Poor	
frequency/%	F	%	F	%	F	%	F	%	F	%	F	%	F	%	F	%	F	%	F	%
Reading tables/ Chairs	6	30.00	9	45.00	3	15.00	1	5.00	0	0.00	9	36.00	12	48.00	3	12.00	0	0.00	0	0.00
Adequate & dust-free space	5	25.00	10	50.00	3	15.00	1	5.00	0	0.00	8	32.00	11	44.00	5	20.00	0	0.00	0	0.00
Catalogues/ OPAC	5	25.00	7	35.00	6	30.00	2	10.00	0	0.00	9	36.00	9	36.00	4	16.00	0	0.00	0	0.00
Translators	0	0.00	5	25.00	6	30.00	14	70.00	0	0.00	4	16.00	7	28.00	5	20.00	3	12.00	3	12.00
Conducive space for study and research	3	15.00	9	45.00	5	25.00	2	10.00	0	0.00	10	40.00	6	24.00	4	16.00	2	8.00	1	4.00
Circulation services	1	5.00	6	30.00	9	45.00	10	50.00	0	0.00	10	40.00	3	12.00	9	36.00	1	4.00	1	4.00
Internet facility	1	5.00	3	15.00	7	35.00	14	70.00	0	0.00	2	8.00	1	4.00	5	20.00	7	28.00	8	32.00
Drinking water	1	5.00	7	35.00	6	30.00	14	70.00	0	0.00	3	12.00	4	16.00	8	32.00	4	16.00	4	16.00
Rest Room / Toilet facilities	6	30.00	3	15.00	6	30.00	2	10.00	0	0.00	11	44.00	8	32.00	3	12.00	0	0.00	1	4.00
Adequate Lightening/ventilation	4	20.00	3	15.00	6	30.00	7	35.00	1	5.00	6	24.00	10	40.00	3	12.00	3	12.00	1	4.00
Parking facilities	3	15.00	3	15.00	6	30.00	8	40.00	0	0.00	5	20.00	11	44.00	3	12.00	2	8.00	1	4.00
Uninterrupted power supply	4	20.00	2	10.00	7	35.00	14	70.00	1	5.00	5	20.00	10	40.00	4	16.00	2	8.00	2	8.00

Most library respondents were pleased with the facilities at the Library, as shown in Table 7 above as ranked excellent, good and average the respondents were also satisfied with the rest room / toilet facilities, parking facilities and catalogues/ OPAC. The consequence of the above findings is that the University Library need to continue to provide and enhance the use of resources,

facilities and services for information. This can be accomplished by educating workers, offering alternative power sources and internet facilities.

## Hypotheses tested

**H<sub>0</sub>** There is no connection between the availability of tools, services and facilities for information and the usage of undergraduate students and academic staff in research efficiency in the Agriculture University Library under review.

Spearman's Rank Order Correlation statistic was used to test this hypothesis. The data was analyzed using SPSS and the outcome is shown in the following table:

**Table 7: Relationship between the availability of information resources, services and facilities and utilisation in research productivity of students and academic staff in the Agriculture University Library under study**

		Availability of IRS&F	Utilisation of IRS&F in Research Productivity
<b>Availability of IRS&amp;F</b>	Pearson Correlation	1	.807**
	Sig. (2-tailed)		.000
	N	769	769
<b>Utilisation of IRS&amp;F in Research Productivity</b>	Pearson Correlation	.807**	1
	Sig. (2-tailed)	.000	
	N	769	769

Correlation is significant at the level of 0.01 (2-tailed).

The relationship between the availability of information tools, services and facilities and the usage of research efficiency for students and academic staff in the Agriculture University Library under review is  $r = .807$ ,  $N = 769$  and  $P = .000$ , according to Table 37 above. Therefore, the null hypothesis was dismissed and the alternative hypothesis accepted in the study, because the p-value (.000) is less than the alpha value (.05). The researcher concluded that there was a connection between the availability of information tools, services and facilities and the usage of the student and academic staff of the Agriculture University Library studied for research productivity. It is therefore concluded that there is a major gap between the kinds of information

services and facilities accessible and used. There is also a need for Agriculture University Library in OAU to provide more tools for knowledge and consortium enhancement.

**H<sub>0</sub>**The level of satisfaction of users of library and the availability of information materials, services and facilities in the Agriculture University Library for this study are not associated.

Therefore to test this hypothesis, statistics from Spearman's Rank Order Correlation were used. The data was analyzed using SPSS v.23 and the result is shown in the following table:

**Table 8: Therefore to test this hypothesis, statistics from Spearman’s Rank Order Correlation was used. The data was analyzed using SPSS v.23 and the result is shown in the following table:**

		Satisfaction Level of Library Users	Availability of IRS&F
Satisfaction Level of Library Users	Pearson Correlation	1	.910**
	Sig. (2-tailed)		.000
	N	769	769
Availability of IRS&F	Pearson Correlation	.910**	1
	Sig. (2-tailed)	.000	
	N	769	769

\*\* . Correlation is significant at the level of 0.01 (2-tailed).

The relationship between the level of satisfaction of library users and the availability of information materials, services and facilities in the Agriculture University Library under review is  $r = .910$ ,  $N = 769$ , and  $P = .000$ , based on Table 38 above. Therefore, the null hypothesis has been dismissed and the alternative hypothesis accepted, because the p-value (.000) is smaller than the alpha value (.05). The investigator concluded that the level of satisfaction of library users and the availability of information tools, services and facilities in the Agriculture University Library under study are associated. It is therefore concluded that there is a substantial difference in the type of information resources and facilities available and used in the studied

Agriculture University Library in OAU. There is therefore a need for University Library to provide and make users aware of appropriate and up-to-date information resources and also to help them access and use the resources

## **Findings**

### **Types of Information Resources services and facilities that are available in Agriculture University Library OAU**

The available information resources in the Library are dominated by journals, textbooks, thesis/dissertations/projects, newspapers, conference proceedings & technical reports, e-books and e-thesis/dissertations/projects, followed by tables, fans, CDROMs and computers as the most available furniture and equipment available in the library.

### **Accessibility of Information resources, services and facilities in Agriculture University Libraries**

In the sense of the use of information resources in the University Library OAU, the importance of the accessibility of information resources, services and facilities was well interpreted. The study reveals that there is a substantial gap between undergraduate students and academic staffs in accessing the information resources. In sum, the students use the library materials more frequently in contrast to the academic staffs.

### **Determine the degree to which library users are pleased with the Agriculture University Library' information resources, programs and facilities in OAU**

Overall, the level of satisfaction of library users showed that all of them are not happy with their suitability with different information services, such as ranked translation services inter library loans, printing and binding services and information consulting services average. The study shows that consumers, both academic staff and undergraduates, were pleased with circulation facilities.

## **Recommendations**

1. By dividing reading space and sitting between men and women, having a separate section called "Research Section" and providing facilities such as a separate rest room and the internet, computers and printers with qualified staff may allow them to have a comfortable physical atmosphere. Although online journals and databases are on the verge of becoming a reality, traditional library services such as inter-library loans and document delivery services still retain their identity.
2. User profile: The "personal profiles" of academic and non-academic staff must be maintained on the basis of their areas of expertise in order to provide the appropriate services needed. Personal profiles should include, on the basis of these areas, their descriptions and specialization areas and essential main terms of their thrust areas. Libraries should provide academic and non-academic staff and postgraduate students with personalized services such as SDI and CAS computer-assisted mailing facilities on time.
3. Connecting all the faculties, offices, classrooms, departments and hostels to the library digitally, so that a physical visit to the library is not mandatory. Steps should, therefore, be taken to strengthen the library system by fully digitizing libraries and also increasing library working hours from 9:00am to 12:00pm. In order to enhance library use, the University should implement the shifting and hazard allowances to the deserved staff.
14. The implementation of a 'Library Use' hour at least for undergraduates and postgraduates, as part of the daily time table. Credit points to be provided to students in their assignments, projects, dissertations and theses for the use of library references.
5. Better processes and procedures and strong library staff relationships, so that people feel more secure contacting them when using the library to solve their problems.
6. Academics and students often pursue information in university library for their scholarly pursuits, but the information resources of the university are insufficient to meet their information requirements. As a result improved tools, programs and equipment should be upgraded. It is proposed that the library subscribes to relevant databases such as e-books and e-journals e-databases, e-Granary, textbooks, reference books and existing university curriculum-related



journals and forms part of the library consortium. It is equally important to have a favorable reading atmosphere and guide pamphlets for newly enrolled students to use the library.

7. A requirement for better and timely facilities in the library is the availability of well-qualified and sufficient personnel. The researcher has observed, along with the suggestions made by the respondents, that the Agriculture University Library under study face acute shortages of manpower, particularly of technical staff. In addition, it was noted that the respondent libraries did not have trained computer personnel to control the libraries' computer-related functions. Therefore as recommended by the Library Registration Council of Nigeria (LRCN) Minimum Standards and Guidelines for Academic Libraries in Nigeria benchmark 2014, the study recommends that the authorities should make certain arrangements to fill vacant posts quickly for the smooth running of the library as recommended by the Library Registration Council of Nigeria (LRCN) Minimum Standards and Guidelines for Academic Libraries in Nigeria benchmark 2014, which specified that the composition of the library staff should be: 35% librarians, Para- Professionals

8. Provision of facilities which are in high demand amongst users based on their needs of different types, textbooks, journals, offline databases, e.g. e-Granary and other resources are to be procured by the library. The responses to the questionnaire suggest that the users, especially academic staff, prefer to have many copies of prescribed journals and textbooks in the Library. The Post-graduates and academic staff suggested that, apart from textbooks, reference books and periodicals should also be added to the existing collection.

9. With the advent of networking, internet and the information explosion, contemporary academics and students have access to these newfangled technologies. Therefore most of them are likely to access the library's information services online instead of patronizing the library. If provisions are made in the library to capture the information resource usage of these users, who access the Library through computer networks, greater insights about the level of utilization could be gained

10. It is thus essential to train the library staff on all these aspects to improve their relationship and skills. Efforts should also be made to create a comprehensive a frequently Asked Questions

(FAQs) module about the availability, location and ways and means of using these facilities, which would prove absolutely useful to the end user.

11. It is necessary to subscribe to various digital knowledge resources and e-databases, so that users have access to the various types of information resources necessary for their academic and research work. With the advent of the internet and information technology, the various services you need in the library have become almost difficult to procure physically, and if the library could subscribe to various online and offline databases, the user could access whatever information they need in the library.

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