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DETERMINANT FACTORS FOR THE EVALUATION OF LIBRARY WEBSITE CREDIBILITY BY THE UNDERGRADUATE STUDENTS IN KWARA STATE UNIVERSITY, KWARA STATE, NIGERIA

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Introduction

The importance of Information and Communication Technologies (ICTs) in this 21st century cannot be overemphasized, due to the fact that technologies had brought tremendous changes to the way of life of people. Most especially, the use of Internet and Web technologies in the academic libraries had reshaped the way people search, navigate and disseminate information. This means that, academic libraries are using web technologies to provide high quality information for their students mostly in digital format, and this gives numerous values and also enriched their services to the community of users (Pareek & Gupta, 2013). In this technological era, academic libraries had developed a library website to demonstrate an important component of the library so as to easily meet the information needs of the users. In other words, library had created a website that represents the "face" of the library (Polger, 2011). This library website offers numerous advantages to both the librarians and the users. For example, library website can be used to displays information resources available in the library to the students and faculty, and to promotes the services rendering in the library such as circulation, reserves, reference, library instruction, library events, and interlibrary loan to the community of users. In addition, the library website displays information such as library hours (both opening and closing hours), policy information, directions, the staff directory, basic contact information among others (Polger, 2011). In addition to this, the use of library website in service delivery of library plays a role of an extension and augmentation of a traditional physical library, and offers a variety of library services such as electronic information resources access (such as e-books, electronic journals, e-magazine, among others), online catalogs, and online reference services (Si, 2016). However, the utilization of library website as source of information largely depend on the level of credibility of such website. This is because, the credibility of the library website enhances and increases the usage of the web (Silva & Wijayarathne, 2015).

Conceptually, the term credibility can be described as an overall assessment of an entity or object of which trust and expertise factor into the evaluation (Fogg, Marshall, Kameda, Solomon, Rangnekar, Boyd, & Brown, 2001, 2003). Also, Fogg and Tseng (1999) defined credibility as a perceived quality based on multiple factors such as trustworthiness and expertise. Based on these definitions, it can be deduced that website credibility is one of the major factors that users use to make judgments about the quality and utility of information posted on a site, and also has the potential to influence users' decision-making and information behaviors (Sillence, Briggs, Harris, & Fishwick, 2007; Rains, 2007; Eysenbach, 2008). Researchers from different part of the world such as Si (2016); Polger (2011) have identified different factors to evaluate the credibility of library website. These factors includes navigation, interactivity, aesthetic quality, accessibility, currency, authority, relevancy of the general library information, mission statements, collection, resources and services, catalogue access, electronic resources, contact information and other interactive services such as RSS feeds, chats with a librarian as factors that users can use to determine the credibility of the website. Similarly, Fogg (2003) is of opined that content of a website is what matter most to its users that the more credible this content the more users will put the website to use. To buttress this statement, Alsudani and Case (2009) opined that library websites credibility influence users' interest in it, of which once the users perceived the website to be credible will ingratiate them to use the websites very often as their primary source of information. In Nigeria, many universities have developed websites for their libraries; however, factors that determine the credibility and utilization of these libraries' website mostly by the undergraduate students are yet to be determined. In addition, studies that determine

university library websites credibility in Nigeria seem to be limited which shows that researchers have ignored or pay little attention to this area. Therefore, it is against this background that this study aimed to examine the determinant factors for the evaluation of library website credibility by the undergraduate students in Kwara State University, Kwara State, Nigeria.

Statement of the Problem

The application of Information and Communication Technologies (ICTs) to the library operations had brought tremendous changes to the way library render their services to the users. One of the technologies used by the library is the World Wide Web (WWW) which gives room for the creation of library website. Throughout the world, many academic libraries had developed a website to perform their traditional services such as cataloguing and classification, charging and discharging, registration of library users, Current Awareness Services (CAS) among others. Despite the fact that many academic libraries including Kwara State University Library had developed a website to perform their day to day activities, however, it is regrettable that little or no study had been carried out on the determinant factors for the evaluation of library website credibility most especially from the perspective of the number one stakeholder, that is, the undergraduate students. Therefore, in determining the credibility of the library website, this study focused on some factors such as the authority and accuracy; currency; and accessibility speed to evaluate the credibility of the library website understudy. Although, previous researchers such as; Nielsen and Tahir (2002); Brower (2011); Michalec (2006); Pareek and Gupta (2013); Silva and Wijayaratne (2015); Ulla and Qutab (2016) have carried out studies on the usability of library websites but they did not directly focus on the factors for the evaluation of library website credibility most especially, Kwara State University library. This means that previous researchers had neglected this area and there is need to bridge this gap. It is in the light of this that this study was designed to investigate the determinant factors for the evaluation of library website credibility by the undergraduate students in Kwara State University, Kwara State, Nigeria.

Objectives of the Study

The broad objectives of this study is to examine the determinant factors for the evaluation of library website credibility by the undergraduate students in Kwara State University, Kwara State, Nigeria. Specifically, the study will:

1. investigate the authority and accuracy of the information on Kwara State University library website,
2. examine the currency of the information on Kwara State University library website,
3. determine the accessibility speed of the Kwara State University library website,
4. determine the frequency of use of library website by the undergraduate students in Kwara State University, and
5. identify challenges that undergraduate students in Kwara State University encountered while using library website.

Research Questions

The following research questions will be answered

1. What is the authority and accuracy of the information on Kwara State University library website?
2. What is the currency of the information on Kwara State University library website?
3. What is the accessibility speed of the Kwara State University library website?
4. What is the frequency of use of library website by the undergraduate students in Kwara State University?
5. What are the challenges that undergraduate students in Kwara State University encountered while using library website?

Hypothesis

The following null hypothesis will be tested at 0.05 level of significant

H₀₁ There is no significant difference in the use of library website between male and female undergraduate students in Kwara State University.

Scope of the Study

This study focused on determinant factors for the evaluation of library website credibility by undergraduate students in Kwara State University. The study will be limited to Kwara State University. The sample will be selected from all the undergraduate students in university. Furthermore, authority and accuracy; currency; and accessibility speed will be used to evaluate the credibility of library website. Questionnaire was the only instrument used to collect data from the respondents. Also, data collected was analyzed using frequency counts and percentages while the only null hypothesis of the study was tested using T-test.

Review of Related Literature

Several studies had been carried out on the usability of library website but limited studies had been carried out on the determinant factors for the evaluation of library website credibility. Therefore, this study will only review the available studies on the library website credibility and utilization. Studies on the library website content have viewed a number of factors related to navigation, access, speed, general library information, mission statements, collection, resources and services, catalogue access, electronic resources, contact information and other interactive services such as RSS feeds, chats with a librarian among others as some of the factors to evaluate library website credibility. According to Michalec's study carried out in 2006 on a content analysis of art library websites. The study analyzed content, contact details, hours of operations, information about the library collections, the library web page location on the parent organization web site, and number of clicks required to navigate library information. The study also analyzed the availability of search engine links, internet subject resources, local resources, electronic databases, and links to reference assistance along with other basic library-related information contents. The study concluded that the library website understudy is credible. Another study conducted by Hong (2006) on the influence of structural and message features on website credibility revealed that sites with more message quality features, such as information currency and quotations elicited higher website credibility perception. In support of these findings, Rains and Karmikel (2009) in their study on health information-seeking and perception of website credibility, observed that both message and structural features of a website actually influence level of credibility of a website. On the other hands, Stanford, Tauber, Fogg and

Marable (2002) argued that users relied more on the visual and information design of website than other features, that users were generally satisfied when there is load of information on a website without paying attention to credibility of the source of such information.

Furthermore, Fogg et al. (2003) carried out a study on how users evaluate credibility of a website, and the study revealed that 46.1% of users (which is the highest) emphasized on design look of a website to adjudge its credibility, with another 28.5% agreed that they used information structure to judge the credibility of the site, 25.1% attested to information focus of the website, 15.5% of users place focus on motive of owner of the website, 14.8% agreed on usefulness of the information presented on the website, another 14.3% on accuracy of information, 14.1% attested to reputation of the author and publisher of the website, 13.8% agreed on the advert placement, 11.6% on bias of information, 9% style of writing, 8.8% on sponsorship, 8.6% on functionality, 6.4% on customer service, 4.6% on past experience of users with the website, 3.7% on clarity of information, 3.4% on affiliation of the website and 3.6% on readability of text. In the same vein, Pareek and Gupta (2013) carried out a study on the analysis of content of the academic library website in Rajasthan. The study found that undergraduate students in Rajasthan University can access the university website within 8 seconds and also use up-to-date and timely information on the university library website to meet their information need. In another study carried out by Ahmad, Komlodi, Wang and Hercegfi (2010) on the impact of user experience levels on website credibility judgment, where users are grouped into novice, intermediate and expert. The study revealed that novice users rely on aesthetics features of a website for credibility judgment while expert and intermediate grouped together do not solely rely on the appearance of the website but also put other features such as organization of the content, consistency of information, accuracy of content and language usage into consideration in verifying the credibility of such website. Based on the findings of the previous researchers, it was revealed that the results on website credibility is not consistent as some studies found that content quality influences credibility perception of users while some suggested structural features and others emphasizing on both content quality and structure characteristics as influential factors for website credibility.

Based on the frequency of use of library website by the undergraduate students, a study carried out by Omotoso and Okiki (2015) on the frequency of library use by students and staff at four private universities in Southwest Nigeria. Simple Random technique and a self-developed questionnaire were used to collect data from both the staff and students of the four universities. It was found that 66.5% of the respondents did not visit the library website and that 82.4% did not read library newsletter. Similarly, the 2010 OCLC Perceptions of Libraries report showed that 83% of the American College students overwhelmingly begin their information searches using search engines, though at lower rates than in 2005 which 92%. Furthermore, OCLC surveys in 2010 showed that no student surveyed started their research on the library website. However, it was interesting to note that information from library sources was seen as more trustworthy than from search engines according to an increasing number of college students (2010 – 43% and 2005 – 31%) (OCLC Perceptions of Libraries, 2010: Context and Community, 2011). Other studies indicate that as online information resources proliferate, college students are making fewer visits to the campus library to retrieve information, and that their use of the World Wide Web as an information resource is increasing overall (Shackleford, Thompson, & James, 1999). In fact, college students are increasingly taking advantage of the Internet and Web to complete course assignments (Browne, Freeman & Williamson, 2000).

Metzger, Flanagin and Zwarun (2003) also, carried out a study on the college student Web use, perceptions of information credibility, and verification behavior. The results demonstrate that the students in this study, are heavy users of the Internet. A vast majority of the students reported using the Internet “every day” (51.0%) or “several times a week” (29.9%). 14.9% reported using the Internet “about once a week.” Interestingly, only a few students (4.2%) said that they used the Internet less than once a week and none said they never use the Internet. In the study of Chen and Pen (2008) on the basic relationship between the internet use of university students and their academic performance, interpersonal relationships, psychosocial adjustment and self-evaluations. The study used a questionnaire and collected 49,609 university juniors’ comments about the questions. The results show that non-heavy internet users have better relationship with administrative staff, academic grades and learning satisfaction than heavy users. They claimed that the heavy internet users were likely than non-heavy users to be depressed.

The studies on the challenges that students encountered while using the library website, according to Akporhonor and Akpojotor (2016) revealed that poor internet connectivity, epileptic power supply, information overload, high cost of access, download delay and difficulty in accessing some websites are some of the problems militating against the use of electronic information resources by postgraduate students of library and information science student on Southern Nigeria. Lack of meaningful labels for some link; lack of online help; lack of consistency in layout and placement of navigational components; lack of a proper internal search engine; presence of long and cluttered web pages; use of library terms and abbreviation such as OPAC and periodicals. In addition to this, Muller and Chandrasekhara (2006) found that the major problems in the use of e-resources was a lack of subscription in particular fields of study; lack of user orientation or training, low bandwidth, a lack of printing facilities; terminals and trained staff. In corroboration to this finding, the study of Shukla and Mishra (2011) found that the majority of research scholars treated the problem of low internet connectivity as the major infrastructural problem in accessing e-resources. Another study carried out by Madhusudhan (2010) in India, revealed slow access speed is the main challenge that majority of respondents encounter while some respondents were of the opinion that too much information was retrieved and that they could not make use of e-resources effectively due to the lack of proper IT knowledge.

Methodology

This study adopted descriptive survey research design. This design was adopted because the researchers seek to collect data on the opinions of the respondents through the questionnaire. The population of this study consists of all the undergraduate in Kwara State University. As at 2020/2021 academic session, the total number of the undergraduate students in Kwara State University is 12,116 (Academic Planning Unit, 2021). Out of 12,116 undergraduate students, 378 sample were drawn-out using multi-stage sampling technique, that is, stratified and simple random sampling technique. The justification for the selection of this sample size is determined by Raosoft Calculator Software. A questionnaire titled “Determinant Factors for the Evaluation of Library Website Credibility by Undergraduate Students Scale” (DFELWCUSS) was used to collect data from the respondents. The instrument was divided into two sections, that is, Section A and B. Section A deals with demographic information of the respondents while Section B was further sub-divided to five (5) sections to capture information on the research questions of the

study. The instrument was validated using content validity by giving five copies of the questionnaire to five research experts in the Department of Library and Information Science with a reliability co-efficient of $r=0.721$ by using Split-half technique. In order to have maximum response rate, researchers administered 378 copies of the questionnaire to the undergraduate students in their various lecture room and they were persuaded to fill the questionnaire and return it immediately, out of which 358 copies were returned and completely filled which gives 94.9% response rate. The data collected for the five research questions were coded using IBM-SPSS Version 21.0 and were analyzed using frequency counts and percentages while T-test was used to test the only null hypothesis of the study.

Data Presentation and Analysis

Table 1: Demographic Information of the Respondents

Gender	Frequency	Percentage
Male	180	50.2
Female	178	49.8
Total	358	100.0
Age		
16-20	168	46.9
21-25	95	26.5
26-30	63	17.6
31 and above	32	8.9
Total	358	100.0
Level of Study		
100	41	11.5
200	147	41.1
300	74	20.7
400	96	26.8
Total	358	100.0

The result in Table 1 revealed the demographic information of the respondents. The result confirmed that out of 358 respondents, 180 (50.2%) were male while 178 (49.8%) were female. This means that majority of the respondents are male. Also, the result showed that 168 (46.9%) were between the age range of 16-20. Next to this are the respondents that fall between the age range of 21-25 represented by 95 (26.5%). This is closely followed by the respondents that fall between the age of 26-30 which was mounted at 63 (17.6%) while 32 (8.9%) respondents fall between the age range of 31 and above. Based on the level of study of the respondents, the result confirmed that out of 358 respondents, 147 (41.1%) were in 200 level while 96 (26.8%) respondents were in 400 level. This is followed by the respondents that were in 300 level represented by 74 (20.7%) while 41 (11.5%) respondents were in 100 level.

Research Question 1: What is the authority and accuracy of the information on Kwara State University library website?

Table 2: Authority and Accuracy of Information on the Library Website

S/N	Statements	SA	A	D	SD
1	The author of the library website is credible	175 (48.9%)	163 (45.5%)	15 (4.2%)	5 (1.4%)
2	There is phone number and postal address to contact for further information	213 (59.5%)	140 (39.1%)	3 (0.8%)	2 (0.6%)
3	There is no grammatical, typing and spelling mistakes in the information provided on the website	248 (69.3%)	109 (30.4%)	1 (0.3%)	-
4	The author provide accurate link to other credible website	201(56.1%)	129 (36.0%)	23 (6.4%)	5 (1.4%)

Note: SA+A=Agree while D+SD= Disagree

The result in Table 2 showed the level of agreement of the respondents with the authority and accuracy of the information on Kwara State University library website. The results revealed that out of 358 respondents, 338 (94.4%) agreed that the author of the library website is credible while 20 (5.6%) disagreed with this statement. Also, the results revealed that 353 (98.6%) agreed that there is phone number and postal address to contact the author for further information while 5 (1.4%) disagreed with this statement. In addition, the result confirmed that 357 (99.7%) agreed that there is no grammatical, typing and spelling mistakes in the information provided on the website while 1 (0.7%) disagreed with this statement. In the same vein, the result showed that 330 (92.1%) agreed that the author provide accurate link to other credible website while 28 (7.8%) disagreed with this statement. In summary, it can be deduced that the author and the information provided on the Kwara State University library websites is accurate and credible.

Research Question 2: What is the currency of the information on Kwara State University library website?

Table 3: Currency of the Information on the Library Website

S/N	Statements	SA	A	D	SD
1	The website is update frequently	227 (63.4%)	110 (30.7%)	15 (4.2%)	6 (1.7%)
2	The information on the library website is current and timely enough to meet the information need of the users	115 (32.2%)	118 (32.9%)	82 (22.9%)	43 (12.0%)
3	There is an indication of when the page was last updated or revised	202 (56.4%)	73 (20.4%)	46 (12.9%)	37 (10.3%)
4	Copyright information is shown on the page to show when the webpage was updated	241 (67.3%)	110 (30.7%)	7 (2.0%)	-

Note: SA+A=Agree while D+SD= Disagree

Table 3 revealed the level of agreement of the respondents about the currency of the information on Kwara State University library website. The result confirmed that out of 358 respondents, 337 (94.1%) agreed that the website is updated frequently while 21 (5.9%) disagree with this statement. In the same vein, the results shows that 233 (65.1%) respondents agreed that the information on the library website is current and timely enough to meet the information need of the users while 125 (34.9%) disagree with this statement. Also, the result results confirm that 275 (76.8%) agreed that there is an indication of when the page was last updated or revised while 83 (23.2%) disagree with the statement. Furthermore, the study shows that 351 (87.2%) agreed that copyright information is shown on the page to show when the webpage was updated while 110 (25.1%) disagree with the statement. In nutshell, it can be noted that the information provided on Kwara State University library website is current and up-to-date.

Research Question 3: What is the accessibility speed of Kwara State University library website?

Table 4: Accessibility Speed of Library website

S/N	Statements	SA	A	D	SD
1	I can access the site within few seconds	32 (8.9%)	40 (11.2%)	195 (54.5%)	91 (25.4%)
2	Library site can be accessed more than two clicks from homepage	19 (5.3%)	12 (3.4%)	205 (57.2%)	122 (34.0%)
3	Information about the library can be found on the university website without stress	41(11.5%)	5 (1.4%)	185 (51.7%)	127 (35.4%)
4	Information about the library resources, facilities and infrastructure can be found from library link.	11 (3.1%)	17 (4.7%)	99 (27.7%)	231 (64.5%)

Note: SA+A=Agree while D+SD= Disagree

The result in Table 4 showed the accessibility speed of Kwara State University library website. The results revealed that out of 358 respondents, 72 (20.1%) agreed that they can access the site within few seconds while 286 (79.9%) disagreed with the statement. Additionally, the results confirmed that 31 (8.7%) agreed that the library website can be accessed not more than two clicks from homepage while 327 (91.2%) disagree with the statement. Furthermore, the results showed that 46 (12.9%) agreed that information about the library can be found on the university website without stress while 312 (87.1%) disagreed with the statement. Finally, the result revealed that 28 (7.8%) agreed that information about the library resources, facilities and infrastructure can be found from library link while 330 (92.2%) disagreed with the statement. In synopsis, it can be noted that the accessibility speed of Kwara State University library website is low.

Research Question 4: What is the frequency of use of library website by undergraduate students in Kwara State University?

Table 5 Frequency of Use of Library Website by Undergraduate Students

Extent of Using Library Website	Frequency	Percent
Always	62	17.3%
Frequently	52	14.5%
Rarely	188	52.5%
Never	56	15.7%
Total	358	100.0

The results in Table 5 revealed the frequency of use of library website by undergraduate students in Kwara State University. The results confirmed that out of 358 respondents, 62 (17.3%) always use library website while 52 (14.5%) frequently use the library website. The results also showed that 188 (52.5%) rarely use the library website while 56 (15.7%) claimed that they never use the library website. In summary, it can be construed that majority of the respondents rarely use the library website.

Research Question 5: What are the challenges that undergraduate students in Kwara State University encountered while using library website?

Table 6 Challenges Encountered while Using Library Website

S/N	Statement	Yes	No
1	Poor internet network	334 (93.3%)	24 (6.7%)
2	Epileptic power supply	346 (96.6%)	12 (3.4%)
3	Lack of consistency in layout of the website	323(90.2%)	35 (9.8%)
4	Lack of meaningful labels for some link	22 (6.1%)	337 (93.9%)
5	Lack of online help	218 (60.9%)	140 (39.1%)

Table 6 identified the challenges that undergraduate students in Kwara State University encountered while using library website. The result showed that poor internet network; epileptic power supply; lack of consistency in the layout of the website; and lack of online help are some of the challenges that the respondents encountered while using library website.

4.2.7 Testing of Hypothesis

2.2.7.1 H₀₁: There is no significant difference in the use of library website between male and female undergraduate students in Kwara State University.

Table 7: Difference in the Use of Library Website between Male and Female Undergraduate Students in Kwara State University

Variable	N	M	SD	T-cal	Df	P
Male	180	3.213	0.82	37.019		
Female	178	2.923	0.39		356	.000**

The results in Table 7 revealed the differences in the use of library website between male and female undergraduate students in Kwara State University. The results showed that there is a significance difference in the use of library website between male and female undergraduate students in Kwara State University. This is because the T-value which is 37.019 and the associated P-value which is 0.000 is less than the level of significant which is 0.05. Also, the mean score of male undergraduate students (3.213) is found to be significantly higher than the mean score of female undergraduate students (2.923). This means that the null hypothesis is rejected. Therefore, the study concluded that there is a significant difference in the use of library website between male and female undergraduate students in Kwara State University.

Discussion of Findings

The application of Information and Communication Technologies (ICTs) through the creation of library website had offered numerous advantages to both the library staff and the users. This is because library website helped the library users from been overwhelmed with information overload, and also create a librarian-users interface by providing access to wide variety of information resources within and outside the library. However, the extent to which library user make use of the library website largely depend on the level of credibility of the information provided on the library site. Therefore, it is in the light of this that this study purposely examined the determinant factors for the evaluation of library website credibility among the undergraduate students in Kwara State University. The first finding of the study revealed that the authority and accuracy of the information on the university's library website is accurate and credible. This is because majority of the respondents ascertained that the author of the library website provide detailed information that help the users to know more about the author and also the information on the library website is accurate, that is, there is no grammatical mistakes and spelling on the website. This finding is in agreement with the work of Pareek and Gupta (2013) who carried out a study on the content analysis of academic library website in Rajasthan. The researchers found that the information on the library website is well written and understandable, and the website provides information about the author of the website. The reason for this might be connected to the fact that before the information was uploaded on the library website, such information might had been scrutinized and perused, and such information might have come from the reputable author.

In the same vein, the study also found that the information on the university library website is current and always up-to-date. This is found in the response of the respondents who strongly agreed that the information on the library website is timely enough to meet their information needs. The reason for the up-to-datedness of the information on the library website might not be unconnected to the frequent updating of the library webpage by the library management. It should be noted that currency is one of the critical factors that information users normally used to evaluate the credibility of the information. Therefore, to easily assess when last the library website was updated, there is a copyright information which is normally shown when the webpage was updated. This finding corroborate the work of Hong (2006) on the influence of structural and message features on website credibility revealed that sites with more message quality features, such as information currency and quotations elicited higher website credibility perception. Furthermore, the study showed that the accessibility speed of the Kwara State University library website is low. Because majority of the respondents claimed that they cannot access the library site within few seconds; and the information about the library cannot be found without stress. This finding contradict the work of Pareek and Gupta (2013) on the content analysis of academic library website in Rajasthan University where the researchers reported that undergraduate students in Rajasthan University can access the university website within 8 seconds. The reason for the contradiction in the finding of this study and that of Pareek and Gupta may be subjected to the poor internet connectivity that majority of the developing countries including Nigeria are facing which may have negative effect on the accessibility speed of the library webpage.

On the frequency of use of library website by the undergraduate students, the study found that majority of the respondents rarely use the library website. This means that majority of the respondents use it once awhile. This finding is in line with the work of Omotoso and Okiki (2015) on the frequency of library use by students and staff at four private universities in Southwest Nigeria where they reported that majority of the students and staff do not always visit library website. This is pathetic because, despite the fact that majority of the students claimed that the website is credible enough to meet and satisfy their information need, it is expected that this factors should motivate them to always use the library website. To buttress this point, Alsudani and Casey (2009) opined that library websites credibility influence users' interest in it, of which once the users perceived the website to be credible, it will ingratiate them to use the websites very often as their primary source of information. But in the case of the undergraduate students in Kwara State University, reverse is the case because majority of the students do not use the library website as expected. In order to know why the students are not using the library website as expected, the study found that majority of the students encountered some challenges while using the library website. These challenges include; poor internet network; epileptic power supply; lack of consistency in the layout of the website; and lack of online help. This finding supported the work of Akporhonor and Akpojotor (2016) who found that poor internet connectivity, epileptic power supply, information overload, high cost of access, download delay and difficulty in accessing some websites are some of the problems militating against the use of electronic information resources by postgraduate students of library and information science student in Southern Nigeria. Therefore, for utmost use of library website, these challenges need to be address by the library management in collaboration with the university management so that students will be motivated to make use the library website.

Lastly, the only tested hypothesis of the study which states that there is no significant difference in the use of library website between male and female undergraduate students in Kwara State University was rejected. Because the t-value which is 37.019 and the associated p-value which is 0.000 is less than the level of significant which is 0.05. In addition, the mean score of male undergraduate students is found to be significantly higher than the mean score of female undergraduate students. Hence, the null hypothesis is rejected. This means that there is a significant difference in the use of library website between male and female undergraduate students in Kwara State University. The reason for this difference may be attributed to the perception that both male and female have towards the use of library website in meeting their information needs.

Conclusions and Recommendations

The advent of Information and Communication Technology (ICT) had brought tremendous changes to library operations which gives room for the creation of library website. Hence, in the process of developing the library website, it is pertinent for library management to consider the credibility of the website by using some factors such as authority, accuracy, currency, accessibility speed among others. By considering these factors, students and other stakeholders will be motivated to use the library website as their primary source of information. Therefore, based on the findings of the study, the following recommendations were made:

1. Library management in collaboration with the university management should provide good internet facilities for the students and lecturers so as to have easy access to the library website.
2. University management should provide a generator or solar inverter that will solve the issue of power failure.
3. Web-designer should be consistence in the designing of the layout of the library website so that users will not have difficulty in using the website.
4. Librarians should also be ready to offer online help for the user that are facing challenges in using their electronic resources.

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