

University of Nebraska - Lincoln

DigitalCommons@University of Nebraska - Lincoln

---

Library Philosophy and Practice (e-journal)

Libraries at University of Nebraska-Lincoln

---

Summer 9-28-2023

## USER SATISFACTION A PREDICTOR TO LIBRARY PATRONAGE AMONG UNDERGRADUATE STUDENTS IN FEDERAL UNIVERSITY OYE-EKITI, EKITI STATE, NIGERIA

Lateefat Adeola BADMUS Miss

*Federal University Oye-Ekiti; Faculty of Education; Department of Library and Information Science; Oye Ekiti, Ekiti State, Nigeria, aboladeade01@gmail.com*

Japheth Abdulazeez Yaya Dr

*Senior Lecturer; Federal University Oye-Ekiti; Faculty of Education; Department of Library and Information Science; Oye Ekiti, Ekiti State, Nigeria, japheth.yaya@fuoye.edu.ng*

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



Part of the [Scholarly Communication Commons](#)

---

BADMUS, Lateefat Adeola Miss and Yaya, Japheth Abdulazeez Dr, "USER SATISFACTION A PREDICTOR TO LIBRARY PATRONAGE AMONG UNDERGRADUATE STUDENTS IN FEDERAL UNIVERSITY OYE-EKITI, EKITI STATE, NIGERIA" (2023). *Library Philosophy and Practice (e-journal)*. 7984. <https://digitalcommons.unl.edu/libphilprac/7984>

# USER SATISFACTION A PREDICTOR TO LIBRARY PATRONAGE AMONG UNDERGRADUATE STUDENTS IN FEDERAL UNIVERSITY OYE-EKITI, EKITI STATE, NIGERIA

By

Lateefat Adeola **BADMUS**

Federal University Oye-Ekiti; Faculty of Education; Department of Library and Information Science; Oye Ekiti, Ekiti State, Nigeria; [aboladeade01@gmail.com](mailto:aboladeade01@gmail.com); +2348106777454

&

Japheth Abdulazeez **YAYA**, PhD

Senior Lecturer; Federal University Oye-Ekiti; Faculty of Education; Department of Library and Information Science; Oye Ekiti, Ekiti State, Nigeria; [japheth.yaya@fuoye.edu.ng](mailto:japheth.yaya@fuoye.edu.ng); +2347033762965; **Orcid Id:** <https://orcid.org/0000-0003-2566-1406> [Correspondence author]

## Abstract

This paper investigated user satisfaction as a predictor to library patronage among undergraduate students in Federal University Oye-Ekiti, Ekiti State, Nigeria. The instrument used was a self-developed questionnaire by the researchers. The questionnaire validation was subjected to the scrutiny of the experts in the areas of the variables studied; it gave a reliability coefficient of 0.855 (85.5%) for library patronage and 0.837 (83.7%) for user satisfaction. A response rate of 100% was achieved. Data were analyzed using descriptive (percentage, mean, average mean and standard deviation) and inferential (Pearson Product Moment Correlation) statistics. The study revealed a significant relationship between library patronage and user satisfaction ( $r = 0.000^c$ ,  $N = 100$ ,  $P < 0.05$ ) among undergraduate students in Federal University Oye-Ekiti, Ekiti State. The study concluded that adequate customer care services from the library staff would increase undergraduate students' library patronage. It is recommended that university management in conjunction with the university library management should ensure adequate provision of relevant and current information resources for the students use in the library. Also, the library management should endeavor to proffer solution(s) to most of the issues that militated the effective usage of the university library.

**Keywords:** Library patronage, User satisfaction, Library, University library, Nigeria

## **Introduction**

Librarians and other information managers in various academic libraries are often interested in the active patronage of the educational resources that have been carefully selected, acquired, processed and displayed on the library shelves to meet the information needs of various information seekers especially undergraduate students. According to Schoenberger (2018), library patronage can be defined as physical and remote access to and consultation or use of libraries' collections/information resources by undergraduate students in the university. Francisca and Goodluck (2013) defined library patronage as access to libraries' collections and services by the university community. Odunola and Tella (2019) defined library patronage as the consultation or use of library information resources by users of the library either physically or via remote access. In essence they defined library patronage as simply the regular utilization of library services by the intended users. Najib (2016) stated that library patronage can be seen as the extent to which library users visit the library to use information resources or for any other relevant activities. It is a process whereby users willingly visit the library to consult information resources or services that will meet up with their information needs.

The researchers conceptualized library patronage as the extent to which the resources and services of a library are utilized for teaching, learning, reference and research purposes. In other words, Library patronage is the extent to which library users visit the library to use information resources or for any other relevant activities. It is a process whereby users willingly visit the library to consult information resources or services that will meet up with their information needs. It is user purposive visit to the library physically to consult its resources and services or electronically to use the internet to log into their website to use their digital resources at any point of need. Library patronage also is an interaction between an individual, group of individual and a library or information service with a view of satisfying the need for information. The following factors influenced library patronage among students; up-to-date information resources, staff attitudes, database/e-services, internet facilities, access to information search, research materials, and power supply.

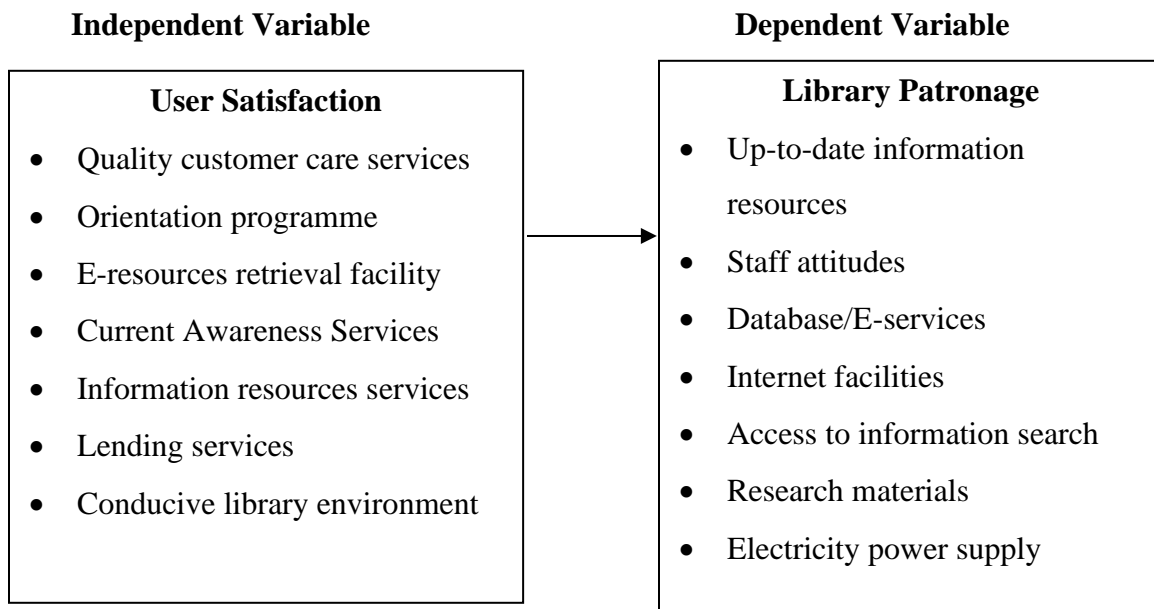
Ikolo (2015) defined user satisfaction as the fulfillment or comfort a user feels when content with a service or product. It is the extent to which a user is delighted with a service, product, or experience. User satisfaction is defined by Zeithaml (2013), as assessing a product or service to determine if it meets the needs and desires of the users being delivered to. This means that failure

to meet their set standards and expectations results in dissatisfaction. Yeboah (2018) reiterated that user satisfaction is the degree to which a user's needs, expectations, and preferences are met by a product or service. It can be influenced by many factors, such as usability, functionality, design, performance, support, and value. Thakuria (2017) stated that user satisfaction is the extent to which users of the library facilities and services available to meet users' needs and desires. User satisfaction with facilities will enhance research and greater productivity leading to much use of the facilities more frequently. The satisfaction of library users in university communities is a function of quality and maintenance products received, quality and quantity of facilities available for users.

The researchers conceptualized user satisfaction as the user's comfort and acceptability of a computer application during the consumption of the content and the interaction with the system. It is the means which users determine that a product or service meet the required needs and expectations. User satisfaction is an evaluation of a product or service in terms of whether that product or service has met their needs and expectations. User satisfaction is the extent to which users of the library facilities and services available to meet users' needs and desires. User satisfaction with facilities will enhance research and greater productivity leading to much use of the facilities more frequently. The following factors influence user satisfaction; customer care services, orientation programme, e-resources retrieval facility, current awareness services, information resources services, selection dissemination information services, and conducive library environment.

Library patronage is indeed on a rapid decline in many Nigeria academic institutions. This could be as a result of lack of satisfaction with resources, facilities and staff attitudes toward library user which might discourage them from further consulting the library. In a nutshell, users' satisfaction could be considered as the satisfaction users derive from the library by using the various types of information resources and services to fulfill their information needs for their various daily activities. Thus, the availability of quality information resources and services in libraries do have a significant influence on users' satisfaction. When users are satisfied with library information resources, they not only come back but speak well of the library to other users. It is therefore important to investigate user satisfaction as a predictor to library patronage among undergraduate students in Federal University Oye-Ekiti, Ekiti State, Nigeria.

## Conceptual Model for the Study



**Figure 1:** Conceptual model for the study

**Source:** The Researchers, 2023

The conceptual framework for this paper was built on the theories and literatures reviewed. The model is broadly divided into two parts: independent and dependent variables. The independent variable compartment consisted of an enclosed cell and same for the dependent variable. For the independent variable (User Satisfaction), the study considered quality customer care services. It is noted that user satisfaction requires regular orientation programme for the undergraduate students. Other factors include: resources retrieval facility, current awareness services, information resources services, lending services and conducive library environment. These factors all contribute to the possibility of user satisfaction in the library.

The library patronage box consisted of factors that could improved library patronage in academic library. Up-to-date information resources, Staff attitudes, Database/E-services, Internet facilities, Access to information search, Research materials and Electricity Power supply. For an effective and efficient library patronage, library staff must provide up-to-date library information resources and friendly services to the users. In addition to this, library information resources must be accessible to users, to enable them have access to information search and research materials provided in the library and other internet access. Library patronage will be increased if there is qualified manpower.

## **Statement of the Problem**

Libraries are attached to academic institutions to support the curriculum, assist students in carrying out research works, assignments, projects, and to provide information services to library users. However, no matter how well equipped a university library is, it cannot add value to those within its community except they are satisfied with its resources and services and actually use the information resources provided by the library. Odu (2016)'s research results shown a significant decline in library patronage in many academic libraries in Nigeria which could suggest a poor users' satisfaction among students in academic institutions or lack of satisfaction with library service. This situation, if allowed to continue would not only affect the quality of education in our tertiary institutions but will also threaten the existence of libraries as they may not be able to justify their value to the university community. Therefore, this study seeks to investigate user satisfaction as a predictor to library patronage among undergraduate students in Federal University Oye-Ekiti, Ekiti State, Nigeria.

## **Research Objective**

The main objective of this study is to examine user satisfaction as a predictor to library patronage among undergraduate students in Federal University Oye-Ekiti, Ekiti State, Nigeria. While the specific objectives are to:

- i. investigate the rate of library patronage among undergraduate students in Federal University Oye-Ekiti;
- ii. find out the level of user satisfaction among undergraduate students in Federal University Oye-Ekiti;
- iii. identify the relationship between user satisfaction and library patronage of undergraduate students in Federal University Oye-Ekiti, Ekiti State; and

## **Research Questions**

The following research questions were raised to guide the study:

- i. what is the rate of library patronage among undergraduate students in Federal University Oye-Ekiti?
- ii. What is the level of user satisfaction among undergraduate students in Federal University Oye-Ekiti?

## **Research Hypothesis**

Ho: There is no significant relationship between users' satisfaction and library patronage among undergraduate students in Federal University Oye-Ekiti.

## **Literature Review**

The relationship between users' satisfaction and library patronage among undergraduate students in any Nigerian tertiary educational system cannot be overemphasized. Libraries generally adopted various strategies to enhance the use of their resources and services. One of those strategies, which have survived several centuries and still remains relevant, is the management of library documents and other information sources (Peacock & Middleton, 2019). When library materials are properly arranged, access and retrieval become easier which leads to user satisfaction and ultimately encourages sustained library patronage by students.

The circulation record which libraries routinely keep can be used to ascertain the extent to which a library is patronized. Townley (2021) concurred with this submission and posited that libraries use their circulation records to know the frequency of use of particular books or journals in an area. The author stressed that knowledge management record can be used to refer users to a more scholarly and current knowledge or put in contact with another person who needs his or her skills or shares similar research interests.

Varalakshmi (2019) observed that most undergraduate students who use the library rely on librarians and other categories of library staff for sundry assistance. This shows that the willingness and enthusiasm of library staff to be serviceable to their users promotes library patronage. Oblinger (2017) stated that it is now the trend among undergraduate students to patronize the library's website to access, retrieve and utilize different electronic resources. A survey by Sevakani and Muneer (2015) revealed that a good number of students visit their institutions' libraries in order to use the ICT facilities to access social networking sites for research. Studies point at an impending reduction in the volume of library patronage as a good number of students and researchers now access needed information on the internet and other electronic sources outside their institution's library (Varalakshmi, 2019).

When library resources are efficiently managed and information services adequately coordinated, it finds expression in increased library patronage. With respect to academic libraries, the rationale for their patronage are several. For example, students patronize academic libraries to

access textbooks and journals, conduct research to write projects/theses and do class assignments (Okunlaya, Oluwafemi & Ajegbomogun, 2014). Others visit these libraries to obtain reference and circulation services in furtherance of their academic and social needs (Echezona, Asogwa & Asada, 2020). Venampy and Sivesan (2013) assessed the service quality of university libraries in Sri Lanka and extracted four (4) factors which affect library patronage, namely: convenient opening hours, currency of information materials, collection comprehensiveness and convenient access to collection.

Available literature gives insight into other reasons for library patronage by different categories of users. For instance, Sohail, Pandye and Upadhyay (2022) studied students' patronage of library resources and found that most of them came to obtain guidance in the use of various information resources and services just as journals, text books and lecture notes were the popular sources of information for a good number of these library users. Issa (2015) examined this phenomenon and found that undergraduate students patronize university libraries in Nigeria mainly to do class assignments and write research projects. On the other hand, other studies point to the fact that students rank amongst the heaviest users of the resources and services of libraries in universities and other tertiary educational institutions (Owolabi, Idowu & Aliu, 2015). Prabhavathi (2021) examined the information seeking behavior of students and found that half of the respondents visited the library everyday with the main purpose of preparing for examinations. This result is reinforced by the findings of another study which revealed that journals, textbooks and theses are the main library materials requested and utilized by students in Nigerian universities (Iwara, 2015). A related report by Ranganathan and Babu (2013) revealed that respondents always came to the library in order to use available e-resources to satisfy their information needs. These facts have been validated by a other research reports in which most respondents visited a university library primarily to read documents, consult reference works and borrow books for study and other research purposes (Mohindra & Kumar, 2015).

## **Research Methodology**

Survey research method was adopted for this study as it is considered suitable to describe, analyze and interpret the data with the given population of study. The population of the study comprised of all the undergraduate students in Federal University Oye-Ekiti, using the university library. Undergraduate students in Federal University Oye-Ekiti can be classified into nine (9) faculties;



Faculty of Agriculture, Faculty of Engineering, Faculty of Social Sciences, Faculty of Sciences, Faculty of Arts, Faculty of Law, Faculty of Management Sciences, Faculty of Pharmacy and Faculty of Education. Simple random sampling technique was used to select 120 respondents from the entire population of the library users. The researchers used this technique due to limited time frame and lean financial resources at this austere period. The instrument used in gathering information for this research work was a self-developed questionnaire by the researchers. It was drawn from the specific objectives, research questions and conceptual model for the study. Both face and content validity were done on the instrument before and it was administered to the respondents.

A pilot study was conducted in order to standardize the research instrument before its administration. The researchers administered 30 questionnaires, among undergraduate students in Ekiti State University, Ado-Ekiti. This was not part of the sample for the main study. Data retrieved was subjected to Cronbach's alpha reliability analysis and with alpha reliability coefficient results as follows: Library patronage  $\alpha = 0.855$ ; User Satisfaction  $\alpha = 0.837$ . In order to get appropriate data for the study, the researchers administered 120 copies of the instrument directly on the undergraduate students in the university library and ensured that the questionnaires were properly completed and returned on the spot. Thus, the entire 120 copies of the administered instrument were retrieved, this gave 100% return rate. Data collected for this study was analyzed using Statistical Package for Social Science (SPSS), 26.0 latest versions. While the hypothesis was tested using Pearson Product Moment Correlation (PPMC) analysis. The result attested to the mutual relationship that existed between User satisfaction and Library patronage of the undergraduate library users.

## Data Analysis and Discussion of findings

**Research Question 1:** What is the rate of library patronage among undergraduate students in Federal University Oye-Ekiti, Ekiti State?

**Table 1:** Rate of Library Patronage

| S/N   | STATEMENT  | SD (%)       | D (%)        | A (%)        | SA (%)        | M    | SD      | AM          |
|---|--|--------------|--------------|--------------|---------------|------|---------|-------------|
| <b>a. Staff attitude</b>                        |  |              |              |              |               |      |         |             |
| i.  | Library staff are welcoming and friendly   | 0<br>(0.0)   | 0<br>(0.0)   | 16<br>(13.3) | 104<br>(86.7) | 3.87 | 0.34136 | <b>3.28</b> |
| ii.   | I get library services with the assistance of staff  | 0<br>(0.0)   | 16<br>(13.3) | 4<br>(3.3)   | 100<br>(83.3) | 3.57 | 1.02681 |             |
| iii.  | Library staff help me to get my work done with ease  | 0<br>(0.0)   | 60<br>(50.0) | 12<br>(10.0) | 48<br>(40.0)  | 2.40 | 1.43427 |             |
| <b>b. Library database/e-resources</b>          |  |              |              |              |               |      |         |             |
| i.  | Our library database is regularly updated  | 36<br>(30.0) | 12<br>(10.0) | 20<br>(16.7) | 52<br>(43.3)  | 2.73 | 1.29468 | <b>2.89</b> |
| ii.   | I find useful materials from the library database  | 0<br>(0.0)   | 16<br>(13.3) | 56<br>(46.7) | 48<br>(40.0)  | 3.27 | 0.68272 |             |
| iii.  | I enjoy using the library database than going through library shelves                          | 0<br>(0.0)   | 64<br>(53.3) | 32<br>(26.7) | 24<br>(20.0)  | 2.67 | 0.79212 |             |
| <b>c. Availability of internet resources</b>    |  |              |              |              |               |      |         |             |
| i.  | Our library's wi-fi is strong and effective  | 0<br>(0.0)   | 60<br>(50.0) | 32<br>(26.7) | 28<br>(23.3)  | 2.73 | 0.81718 | <b>2.61</b> |
| ii.   | I am able to download materials easily online  | 4<br>(3.3)   | 56<br>(46.7) | 44<br>(36.7) | 16<br>(13.3)  | 2.60 | 0.76036 |             |
| iii.  | I am able to access library collections online   | 16<br>(13.3) | 44<br>(36.7) | 44<br>(36.7) | 16<br>(13.3)  | 2.50 | 0.88877 |             |
| <b>d. Atmospheric condition of the library</b>  |  |              |              |              |               |      |         |             |
| i.  | Our library environment encourages reading   | 40<br>(33.3) | 12<br>(10.0) | 32<br>(26.7) | 36<br>(30.0)  | 2.53 | 1.23624 | <b>2.97</b> |
| ii.   | Our library is always silent to facilitate reading and learning                                | 0<br>(0.0)   | 44<br>(36.7) | 4<br>(3.3)   | 72<br>(60.0)  | 2.87 | 1.43740 |             |
| iii.  | Our library is well ventilated and conducive for reading                                       | 0<br>(0.0)   | 16<br>(13.3) | 12<br>(10.0) | 92<br>(76.7)  | 3.50 | 1.02899 |             |
| <b>e. Regular electricity power supply</b>      |  |              |              |              |               |      |         |             |
| i.  | There is always light in our library to enhance accessibility to stocked educational resources | 0<br>(0.0)   | 4<br>(3.3)   | 4<br>(3.3)   | 112<br>(93.3) | 3.90 | 0.39747 | <b>3.45</b> |
| ii.   | Our library has a stable means of powering the library   | 0<br>(0.0)   | 16<br>(13.3) | 12<br>(10.0) | 92<br>(76.7)  | 3.63 | 0.70928 |             |
| iii.  | There is regular electricity power via stand by generator in the library                       | 20<br>(16.7) | 32<br>(26.7) | 16<br>(13.3) | 52<br>(43.3)  | 2.83 | 1.16196 |             |
| <b>f. Relevant and recent library materials</b> |  |              |              |              |               |      |         |             |
| i.  | Our library has all the required materials   | 0<br>(0.0)   | 48<br>(40.0) | 28<br>(23.3) | 44<br>(36.7)  | 2.97 | 0.87863 | <b>2.99</b> |
| ii.   | Our library housed recent and relevant materials   | 0<br>(0.0)   | 8<br>(6.7)   | 32<br>(26.7) | 80<br>(66.7)  | 3.60 | 0.61357 |             |
| iii.  | Our library has enough resources to support school courses and curricular                      | 12<br>(10.0) | 52<br>(43.3) | 52<br>(43.3) | 4<br>(3.3)    | 2.40 | 0.71479 |             |
| <b>g. Information technology skills</b>         |  |              |              |              |               |      |         |             |
| i.  | Our library staff have good IT skills to assist students in their studies                      | 0<br>(0.0)   | 0<br>(0.0)   | 20<br>(16.7) | 100<br>(83.3) | 3.83 | 0.37424 | <b>3.74</b> |
| ii.   | Our library technologies facilitate learning   | 0<br>(0.0)   | 8<br>(6.7)   | 52<br>(43.3) | 60<br>(50.0)  | 3.43 | 0.61812 |             |
| iii.  | Technologies in the library make its services easier and faster                                | 0<br>(0.0)   | 0<br>(0.0)   | 4<br>(3.3)   | 116<br>(96.7) | 3.97 | 0.18026 |             |

Source: Field Survey, 2023

Key: SA: Strongly Agree; A: Agree; D: Disagree; SD: Strongly disagree; AM: Average Mean; STD: Standard Deviation

It can be revealed in Table 1 above that undergraduate students surveyed using FUOYE library reported of high information technology skills among staff judging by the average mean

score of 3.74 on the scale of 4. They specifically affirmed that technologies in the library make its services easier and faster (mean of 3.97), they reiterated that library staff have good IT skills to assist students in their studies (mean of 3.83). Most of the respondents (with average mean of 3.46) surveyed reported of regular electricity power supply in the library. They noted that regular light in the library will enhance accessibility to stocked educational resources (mean of 3.90). Besides, some of the respondents with average mean of 3.28 reported positive library staff attitude towards readers, they revealed that Library staff are welcoming and friendly (mean of 3.87). They further reaffirmed that they usually get all the needed library services with the assistance of library staff (mean of 3.57). Also, some of the respondents with average mean of 2.99 were of the view that the university library is having relevant and recent resources that would readily meet the information needs of readers. They reiterated that library has enough resources to support school courses and curricular (with a mean of 2.40) to serve the university community. Please refer to the table for more details.

Research question one showed that the rate of library patronage among undergraduate students in Federal University Oye-Ekiti, Ekiti State was above average grade. Therefore, the rate of library patronage among undergraduate students in Federal University Oye-Ekiti, Ekiti State was above average. This result was supported by Oline (2021) who revealed that the level of patronage of users of the four libraries were above average. The study corroborated the work of Sevakan and Muneer (2015) who revealed that a good number of students visit their institutions' libraries in order to use the ICT facilities to access social networking sites for research.

**Research Question 2:** What is the level of users' satisfaction among undergraduate students in FUYOYE library?

**Table 2: Level of Users' Satisfaction**

| S/N       | STATEMENT   | SD (%)     | D (%)        | A (%)        | SA (%)        | M    | SD      | AM   |
|-----------|---|------------|--------------|--------------|---------------|------|---------|------|
| <b>A</b>  | <b>Customer care services</b>   |            |              |              |               |      |         |      |
| i.        | Our library is always in support of user's information needs                      | 0<br>(0.0) | 16<br>(13.3) | 12<br>(10.0) | 92<br>(76.7)  | 3.83 | 0.45528 | 3.88 |
| ii.       | Our library monitor information flow to ensure information delivery               | 0<br>(0.0) | 4<br>(3.3)   | 12<br>(10.0) | 104<br>(86.7) | 3.90 | 0.30126 |      |
| iii.      | I always get my request easily from the library staff                             | 0<br>(0.0) | 0<br>(0.0)   | 12<br>(10.0) | 108<br>(90.0) | 3.90 | 0.30126 |      |
| <b>b.</b> | <b>Effective orientation programme</b>  |            |              |              |               |      |         |      |
| i.        | Our library organizes orientation programmes for new users                        | 0<br>(0.0) | 0<br>(0.0)   | 12<br>(10.0) | 108<br>(90.0) | 3.67 | 0.47338 | 3.70 |
| ii.       | I learnt the use of the library resources through the orientation programme       | 0<br>(0.0) | 0<br>(0.0)   | 40<br>(33.3) | 80<br>(66.7)  | 3.67 | 0.65251 |      |
| iii.      | The orientation programme is effective and helpful in accessing library resources | 0<br>(0.0) | 12<br>(10.0) | 16<br>(13.3) | 92<br>(76.7)  | 3.77 | 0.49761 |      |
| <b>C</b>  | <b>E-resources retrieval facilities</b>   |            |              |              |               |      |         |      |
| i.        | There are facilities to retrieve information online in the library                | 0<br>(0.0) | 4<br>(3.3)   | 20<br>(16.7) | 96<br>(80.0)  | 3.60 | 0.71479 | 3.40 |
| ii.       | Our library online resources are accessible                                       | 0<br>(0.0) | 16<br>(13.3) | 16<br>(13.3) | 88<br>(73.3)  | 3.33 | 0.74848 |      |
| iii.      | Downloading materials in the library is made available                            | 0<br>(0.0) | 20<br>(16.7) | 40<br>(33.3) | 60<br>(50.0)  | 3.27 | 0.81718 |      |
| <b>d.</b> | <b>Current awareness services (CAS)</b>   |            |              |              |               |      |         |      |
| i.        | Our library offers current awareness services (CAS) to readers                    | 0<br>(0.0) | 28<br>(23.3) | 32<br>(26.7) | 60<br>(50.0)  | 3.03 | 0.83950 | 3.12 |
| ii.       | CAS is an effective service to readers in our library                             | 0<br>(0.0) | 40<br>(33.3) | 36<br>(30.0) | 44<br>(36.7)  | 2.97 | 0.79846 |      |
| iii.      | I am satisfied with our library CAS   | 0<br>(0.0) | 40<br>(33.3) | 44<br>(36.7) | 36<br>(30.0)  | 3.37 | 0.75519 |      |
| <b>e.</b> | <b>Selective dissemination of information (SDI)</b>                               |            |              |              |               |      |         |      |
| i.        | Selective dissemination of information (SDI) is helpful to my studies             | 0<br>(0.0) | 20<br>(16.7) | 36<br>(30.0) | 64<br>(53.3)  | 3.67 | 0.53974 | 3.55 |
| ii.       | Our library offers SDI services to meet the information needs of users            | 0<br>(0.0) | 4<br>(3.3)   | 32<br>(26.7) | 84<br>(70.0)  | 3.67 | 0.59878 |      |
| iii.      | SDI in our library is reliable and helpful to readers                             | 0<br>(0.0) | 28<br>(23.3) | 28<br>(23.3) | 64<br>(53.3)  | 3.30 | 0.82605 |      |

**Source:** Field Survey, 2023

**Key:** SA: Strongly Agree; A: Agree; D: Disagree; SD: Strongly disagree; AM: Average Mean; STD: Standard Deviation

Table 2 above focused on the of users' satisfaction among undergraduate students in FUYOYE library, Ekiti State. It can be revealed in the table that the undergraduate students reported of receiving adequate customer care services from the library staff judging by the average mean score of 3.88 on the scale of 4. They specifically affirmed that they always get their requests easily from the library staff (mean of 3.90), they further asserted that library monitor information flow to

ensure information delivery to the right library users (mean of 3.90). This is followed by most respondents (with average mean of 3.70) surveyed reported of the effective orientation programme of the library to the new students that just admitted into the university; they claimed that the orientation programme is effective and helpful in accessing library resources (mean of 3.77). They further noted that they learnt the skills of using the library resources through the orientation programme which they attended (with a mean of 3.67). Besides, some of the respondents with average mean of 3.55 reported of the selective dissemination of information services (SDI) of the library to their customers (readers) outside the library building, they stated that SDI is helpful to their studies (with a mean of 3.67). Please refer to the table for more details.

Research question two showed the level of users' satisfaction among undergraduate students in Federal University Oye-Ekiti, Ekiti State was above average. Therefore, the level of users' satisfaction among undergraduate students in Federal University Oye-Ekiti, Ekiti State was above average. This was consistent with the research conducted by Perrault and Arseneau (2015) who found that there was a high level of satisfaction of the library services. This study was also supported by Kassim (2019) who found that library users were only quite satisfied with the services and infrastructure of the library as a whole.

### Hypothesis Testing and Interpretation

The only hypothesis for this study was tested using bivariate correlation and crosstab analyses, respectively. Hypothesis was tested using Pearson Product Moment Correlation (PPMC) analysis.  $H_0$ : There is no significant relationship between users' satisfaction and library patronage among undergraduate students in Federal University Oye-Ekiti, Ekiti State.

**Table 3: Relationship between Users Satisfaction and Library Patronage of Students**

| Variables          | Mean | STD     | N   | R     | P                 | Remark |
|--------------------|------|---------|-----|-------|-------------------|--------|
| Users satisfaction | 3.50 | 0.72181 | 120 | 0.606 | .000 <sup>c</sup> | Sig.   |
| Library patronage  | 3.43 | 0.80683 | 120 | 0.468 | .000 <sup>c</sup> |        |

**Significant at 0.05 level**

**Key:** N: Population, R: Value, P: Level of significance

**Source:** Field survey, 2023

From the above Table 3, the mean of users' satisfaction among undergraduate students in Federal University Oye-Ekiti was 3.50, STD 0.72181, while that of library patronage among undergraduate students was 3.43, STD 0.56282 respectively. The correlation of coefficient obtained was 0.606 and 0.468 with p-values of 0.000<sup>c</sup> respectively; that is,  $P < 0.05$ . The result showed positive correlation between users' satisfaction and library patronage among undergraduate students in Federal University Oye-Ekiti, Ekiti State. There was a positive significant relationship between the variables as indicated in the above table as ( $r = 0.000^c$ ,  $N = 100$ ,  $P < 0.05$ ). Null hypothesis for the study is rejected. This indicated that there is significant relationship between users' satisfaction and library patronage among undergraduate students in Federal University Oye-Ekiti, Ekiti State.

This result concurred with previous reading report of Varalakshmi (2019) who observed that most undergraduate students who use the library rely on librarians and other categories of library staff for sundry assistance. This shows that the willingness and enthusiasm of library staff to be serviceable to their users promotes library patronage. Also, the result agreed with the study of Sohail, Pandye and Upadhyay (2022) in which students' patronage of library resources and services just as journals, text books and lecture notes in order to satisfy their information needs.

## **Conclusion**

The study had succeeded in demystifying the indispensability of users' satisfaction and library patronage from its findings. It was directed toward the needs of students in their burning quests to use library resources that will be satisfy their needs. These pressing needs include up-to-date information resources, staff attitudes, database/e-services, internet facilities, access to information search, research materials and electricity power supply. The study has therefore established that user satisfaction has correlated positively with library patronage among undergraduate students in Federal University Oye-Ekiti, Ekiti State.

## **Recommendations**

Based on the findings that were revealed in this study, the following recommendations are hereby proffered as the way forward:

1. University management in conjunction with the university library management should ensure adequate provision of relevant and current information resources for the students use in the library.

2. The library management should endeavor to proffer solution(s) to most of the issues that militated the effective usage of the university library
3. University library management should organize orientation programme regularly for the students.
4. The university library management should provide easy access to online resources to enhance students patronage of the library and easily satisfy their information needs.

## References

- Echezona, R. I., Asogwa, B. E. & Asadu, B. U. (2020). Constraints to effective use of circulation services in academic libraries in South East Nigeria. *Nigerian Libraries*, 44(1), 13-32.
- Francisca, O. I. & Goodluck, I. (2013). *Current Trends in Library Patronage by Faculties in Nigerian universities: A study of Ladoke Akintola University, Ogbomosho, Nigeria*. Retrieved from <http://www.connecting-africa.net/>
- Ikolo, V. E. (2015). User satisfaction with library services: a case study of Delta State University library. *International Journal of Information & Communication Technology Education*, 11(2), 80- 89.
- Issa, A.O. (2015). An assessment of the information literacy competence of undergraduate students of the University of Ilorin, Kwara State, Nigeria. *Annals of Library & Information Studies*, 62, 68-76.
- Iwara, F.U. (2015). Information needs, library resources & services available to postgraduate students in the Institute of African Studies, University of Ibadan, Nigeria. *International Journal of Library & Information Science*, 7(4), 77-85.
- Kassim, N.A. (2019). Evaluating users' satisfaction on academic library performance. *Malaysian Journal of Library & Information Science*, 4 (2), 101-115.
- Kumar, M.P. (2016). Use & Impact of E-Resources among Faculty & postgraduate Students in Selected Nursing College Libraries in Mangalore, Kranataka. *Indian Journal of Library & Information Science*, 10(1), 22-26.
- Malekani, A. (2017). User Experiences and Perceptions of Online Information Resources in Libraries: A Case of Sokoine National Agricultural Library (Snal), Tanzania. *University of Dares Salaam Library Journal*, 9(2), 56-71.

- Mohindra, R. & Kumar, A. (2015). User satisfaction concerning quality of library services of A. C. Joshi Library, Punjab University, Chandigarh, India. *DESIDOC: Journal of Library & Information Technology*, 35(1), 54-60.
- Najib, N.U. (2016). Measuring satisfaction with students housing facilities. *American Journal of Engineering and Applied Sciences*, 4(1), 52-60.
- Oblinger, D. G. (2017). Listening to what we are seeing. Sydney: *ALIA Information Online*.
- Odine, R.O. (2021). *Marketing Library & Information services in Academic Libraries in Niger State (Published Master's thesis)*. University of Nigeria, Nsuka. Nigeria.
- Odunola, O.A. & Tella, A. (2019). Influence of information technology skills on library patronage by undergraduates students in South-West, Nigeria. *Library Philosophy and Practice (e-journal)*, 2(5), 82.
- Okunlaya, R.O.A., Oluwafemi, E.S. & Ajegbomogun, F.O. (2014). An analytical study of internet resource utilization among students in humanities in some selected universities in Nigeria. *Nigerian Libraries*, 47(1), 20.
- Owolabi, S.E., Idowu, A.O & Aliu, B.O. (2015). Awareness & compliance to library rules & regulations by PG students in two university libraries in Southwestern Nigeria. *International Journal of Library Science*, 4(1), 1-6.
- Peacock, J. & Middleton, M. (2019). Mixed mode education: implication for library user services. *New Library World*, 100(1146), 11-19.
- Perrault, A.H. & Arseneau, M. (2015). Satisfaction & interlibrary loan service: a study at Louisiana State University, 35(1), 90-100.
- Prabhavathi, D. (2021). Information seeking behaviour of postgraduate students of SPMW, Tirupati (A. P.): A study. *International Journal of Digital Library Services*, 1(1), 34-47.
- Ranganathan, S. & Babu, K.S. (2013). Awareness & use of library information resources & services in Osmania University, Hyderabad. *International Journal of Library & Information Studies*, 2(3), 42-54.
- Schoenberger, N. (2018). Access to information in the age of Trump. *Emerging Library & Information Perspectives*, 1, 6-33.



- Sevakan, R. & Muneer, M. (2015). Opinion of the academics on the application of social media in teaching & research: A study of Pondicherry University. *International Journal of Library & Information Science*, 4(1), 78-87.
- Sohail, M.D., Pandye, A. & Upadhyay, A.K. (2022). Use of library resources in university libraries by students: A survey with special reference to the University of Kalian. *IASIC Bulletin*, 57(2), 122-128.
- Tella, A. (2018). The use of web 2.0 technologies for delivering library user education & instructions. *International Journal for Innovative Technology Integration in Education*, 1 (2), 77-84.
- Thakuria, P.K. (2017). Concept of quality in library services: an overview 5th convention planner, *Gauhati University, Guwahati*, 7-8, 412- 420.
- Townley, C. T. (2021). Knowledge management & academic libraries. *College & Research Libraries*, 62 (1), 44-55.
- Velnampy, T. & Sivesan, S. (2013). Factor analysis of service quality in university libraries in Sri Lanka - An Application of ServiQual Model. *Industrial Engineering Letters*, 3(5), 10-15.
- Yeboah, F. (2018). User Satisfaction with Library Resources in Public Colleges of Education in Ghana. *Library Philosophy & Practice* (e-journal). Retrieved from <http://unllib.unl.edu/LPP.1824>.