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Postgraduate Students' Satisfaction with Library Services at the Federal University of Agriculture, Abeokuta, Nigeria

Idayat Odunola Agboola MRS
Federal University of Agriculture, Abeokuta, Nigeria, odunagbo@yahoo.com

Olusola Bamidele Bamigboye
University of Agriculture Abeokuta

RUTH ONAJITE OWOLABI MRS.
Babcock University, Ilishan-Remo, Ogun State

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Abstract

The study investigated the responses of post graduate students on the extent of utilization and accessibility of library resources as well as level of satisfaction with the quality of services provided in the Federal University of Agriculture, Abeokuta library. A descriptive survey design was used to investigate the study and random sampling technique was used to select the respondents. Questionnaire was used to gather information from PG students in all the ten faculties in the university. Out of 100 copies of questionnaire administered, 86 were returned and found usable for the analysis. The result revealed that collections of the library are adequate in term of resources; Books and Newspapers are highly accessible but Newspapers are not utilized by the PG students. Electronic journals were highly utilized by the PG students. The study also revealed that students were mostly using personal modem for internet service. On the level of satisfaction with the service quality; students were not satisfied with the Accessibility to electronic databases, and the way information needs of users are being met. Also the students were not satisfied with the Provision of timeliness and promptness of information to users and lastly with the way information are being disseminated to users. Study recommends that the library management should train staff on human behavior in library administration and also improve on the services where students are not satisfied.

Key words: Library services, satisfaction level, Library resources, Post graduate students and Federal University of Agriculture

I. Introduction

In tertiary institutions, the main library users are students and as such they are the major customers or patrons patronizing the library in looking for any information whatsoever. In a competitive environment especially university environments, provision of quality services to satisfy students' needs is essential and necessary, therefore, it is vital for service-oriented organizations to have a proper understanding of their clients satisfaction. When users are satisfied with the quality of services rendered to them, it could be an important tool to move ahead and be in a competitive advantage over other organizations.

Libraries serve as facilitators and play an important role in the provision of information services and resources to assist its users in their studies and research activities. The library housed

information resources such as, prints and non-prints format as well as special collection from Governments documents. Users are very important in any types of library and libraries exist because of them (users), they should therefore get satisfaction with the quality of services render to them by the library.

Libraries should be in an advanced stage where other competitors cannot beat them in terms of new technologies that are in vogue now and as such they would be in the same level if not over some information providers in the society today. The general library mission and vision statements serve as a backbone for most activities in the entire community in which they serve being students both undergraduate and post graduate, academic staff, non-academic staff and research fellows. Since most academic libraries are non-monetary organization, academic libraries should be known on how to render quality services to its users in the community. However, in recent years, academic and research libraries are being faced with competition as a result of emergence of search engines on the internet whereby users can easily access without necessarily going to the library. In a study of Hossain (2010) who asserted that in today's digital environment, some libraries must improve their services in order to survive in a competitive environment. A library as one of the information provision centres has a significant role in providing information and to provide access to information resources without any restriction. Provision of quality services should be a paramount thing to all library staff.

When users are satisfied with the services provided in the library, they feel happy and it could lead to frequent patronage thereby using library resources to the maximum. Users' satisfaction could possibly be used as predictor for library effectiveness and productivity in terms of quality services being rendered to users. In other words, the efficiency and effectiveness of a library can be measured by the extent to which library resources and services satisfy and meet the needs of users.

There are several units in the library which has its own significant functions in providing different information and services to users such as Reference unit, Cataloguing unit, Serials unit, Automation unit and Circulation unit. However, there are factors that could contribute to users' satisfaction; availability and quick access to updated information, providing information need to users, answering users' query at any point in time, adequacy of library resources, and good comportment of library staff and so on.

In providing good services to meet users' satisfaction, Akinlade (2000) observes that the expectation of users of the library is high when sourcing and retrieving information. The study however suggested that for a library to satisfy the information needs of its users, both human and material resources such as machines and equipments must be put in place and make available. Thus,

the information that is disseminated to the right people at the right time and use for specific purpose has value forever. Therefore, this study sought to find the adequacy and extent of utilization of library resources and the extent of satisfaction of post graduate students with the quality of services rendered to them in the library of Federal university of Agriculture, Abeokuta, Nigeria.

II.   Statement of the problem

Students remain the major customers in any higher institutions of learning and for them to stay till the end of their programme irrespective of external factors, there must be a kind of satisfaction in respect of services provided in any unit of that institution including library.

Libraries serve as bedrock to any academic institution or university, the library collection in terms of resources must meet up with the needs of users in the community in which it is served. To encourage users' patronage to the library, the resources and services provided by the library must be in high quality and should be an optimum goal to achieve by the library management. There are other information providers that are competing with the library and if users are not really satisfied with the quality of library services that is provided to them in the library, there are chances of losing them to other competitors. However, no comprehensive study has been conducted on extent of satisfaction with service quality in the library settings. It has been observed that Post graduate students rarely seen to make use of the resources in the library. This study therefore will focus on quality of library services provided in determining level of satisfaction of post graduate students. The results highlighted the importance of service quality provision in Agricultural university library in Nigeria which library could use to guide user behavior and also guide library administrators in decision making

III.   Objectives

The main objective is to investigate the level of satisfaction and quality of service provision to the post graduate students.

Specific objectives are

1.   To determine the type of library resources accessible to PG students
2.   To investigate the extent of utilization of resources in the library
3.   To find out other service provider that PG students consult for their research
4.   To investigate the level of satisfaction and service quality provided by the library

IV.   Research Questions

What type of library resources that is accessible to PG students?

What are the extents of utilization of library resources by PG students?

What are other sources of service provider consulted apart from library?

What is the level of satisfaction with service quality?

V.   Review of Literature

Generally, in real sense, it is important for organization that is providing service for monetary purpose to have insight in how to promote satisfaction to their customers for continuing patronage. Therefore, in a study of Lassar, Manolis and Winson (2000), they said that an organization has to focus on perceived quality as determinants of the reason why perceived service quality is an antecedent to customer satisfaction. However, when quality is applied to services, most of its definitions is considered as customer-satisfaction. The study of Russell (2005) revealed that the important goal for higher education institutions is the delivery quality service to students and to the entire community in which it is served. The resources in the library are mostly printed and non printed materials which also include databases and on-line resources. Meanwhile, Oldfield and Baron (2000) stated that for a library to deliver high quality and satisfying services to students, it must focus on what their students want instead of gathering just any resources which will not be of important to their use. According to Oyewusi and Oyeboade (2009), they said that the primary purpose of university libraries is to support teaching, learning and research which should be in support of the institution's mission and vision. In addition to this, library resources and services should be in conformity with the quality, depth, diversity, voluminous and currency to support the institution curriculum in terms of adequacy for effective accreditation. As a result of these multi-facet purposes, academic libraries are considered to be the most important resource and research centre of an academic institution. According to Forrest (2009), he said the library's success should be measured not only in terms of what it has (i.e inputs) but of what it is doing (i.e outputs) to the general public as a whole and the activities it supports. This statement explains the significant role and functions of the library staff either junior or senior, as they have to treat their users or clients or patrons as important guests and in that way they will contribute to their satisfaction, these roles often seen as responsibility of reference librarians. Moreover, the library is termed to be successful

when the users are satisfied with the quality of services rendered.

Concept of SERVQUAL in the Library Setting

The researchers specializing in various subject areas contributed and adapted service quality (SERVQUAL) as the instrument to assess service quality in library setting. SERVQUAL has been the terms used in public, academic, national and research libraries continually to qualify the quality of services rendered by the library. The types of services provided in the library depend on so many factors in each unit in the library, but according to Cullen (2001), he said the modification of SERVQUAL model was introduced to academic library managers by Hernon and Altman. They were of the opinion by collecting data from surveys and focus groups to refine the SERVQUAL model in order to come up with a robust survey instrument for use specifically in libraries and information centres. In order to put this model into test, two researchers tested the validity of the standard instrument used in the SERVQUAL model and found it reliable.

Nitechi's doctoral research paper tested the SERVQUAL instrument on the three aspects of library service, i.e interlibrary loan, reference services and closed-reserve and came up with conclusion that the instrument was useful in determining how well services match user expectations. In the same vein, Hernon and Calvert also tested the validity of the SERVQUAL instrument for evaluating academic libraries among students and librarians; they came up with an instrument suitable for and based on SERVQUAL.

Parasuram et al. (1985) in their study suggested SERVQUAL as a determinants and measuring instrument of service quality. In an academic library setting, SERVQUAL has been adapted and used primarily to evaluate the service quality of academic libraries. The extant literature such as Coleman et al, (1997) reported that the invaluable information gleaned with academic libraries by using satisfaction surveys to assess their service quality. SERVQUAL has been identified by Ham (2003) as having the potential to measure service quality in higher institution by examining the gap in student perceptions and expectations of service quality and satisfaction within the academic environments especially in the library. It is also regarded as a good starting point for providing more detail to a description of service quality and satisfaction. The "determinants of service quality were defined as a measure of how well the service level delivered matches customer expectations". The SERVQUAL designed was based on studies in America. The ten determinants of service quality were listed as reliability, responsiveness, competence, access, courtesy, communication, credibility, security, understanding the customers and tangibility. It was later reduced to five

attributes namely Reliability, Responsiveness, Assurance, Empathy and Tangibility. They further explained meaning of each determinant: Reliability is seen as the ability to perform the promise service dependably and accurately; Responsiveness is the eagerness and willingness of employees to help customers search for materials; Assurance is the knowledge and courtesy of employees to display their abilities in building and conveying confidence to users; Empathy is the provision of caring, individualized attention to customers and ability to understand other peoples' feeling, while tangibility is termed as the state of facilitating good, physical condition of the library buildings and the environment, appearance of physical facilities, tools and machineries used to provide the quality services.

Relationship of service Quality and Student Satisfaction

In the past and recent years, provision of quality services is paramount to service-oriented organization and will be one of the important issues to the management of that organization. From an extant literature such as Cronin et al (2000), Johnson and Fornell (1991) and Kirstensen et al (1999) they have pointed out that service quality positively influence customer satisfaction. Similarly, several studies done by Wang et al (2004) in telecom industry China supported that service quality positively influenced customer satisfaction. The users of library must be satisfied with the services provided by the institution library and the services provided must be able to meet their information needs in the right time and in the right format as desired by the users. The research of Kuh and Hu (2001) claimed that effective interaction between students and faculty is a strong predictor of student satisfaction. Users' satisfaction and attending to their complaints should be the guiding principle for academic library in providing quality services. Seeking information is very crucial to humans most importantly for taking decision. Many research studies aimed at determining university customers' perception of service quality and satisfaction have shown that a correlation exists between the two constructs. For example, Ham and Hayduk (2003) who explored the relationship between the five dimensions of SERVQUAL. Parasuram, Zeithami & Berry, (1988) found that every dimension of service quality had a positive relationship with satisfaction, with Reliability having the strongest relationship followed by responsiveness, empathy, assurance and tangibility. Combrink's (2006) studied the influence of service quality at the Management department of a university in South Africa revealed that there was uncertainty among undergraduates in their attitude to service quality in the department while postgraduate students' ratings of service quality were more negative, therefore satisfaction is also negative. Wang and Shieh (2006) looked at the importance of service quality and user satisfaction and service

performance of a library in Taiwan, found that overall service quality has a significantly positive effect on the overall satisfaction with tangibility, reliability, assurance and empathy.

VI.   Methodology

A descriptive survey design was used to investigate the service quality and level of satisfaction of post graduate students of Federal University of Agriculture, Abeokuta, Ogun State, Nigeria. The population for the study comprised of 1,812 post graduate students from all the faculties in the university. A simple stratified sampling technique was used to select 100 students from 1,812 (source: postgraduate school bulletin) postgraduate students across the faculties. Questionnaire was the instrument used to collect data. The researcher categorizes the service quality provided by the library under four variables that has three items each to measure service quality. The variables are Tangibility, Responsiveness, Reliability and Empathy. The questionnaire was divided into three sections; section A was about demographic information, section B comprises of library resources in terms of accessibility, utilization, as well as other services provider consulted for research by PG students. Section C was the main focus of the study and it includes all the questions on service quality (Independent variable) and users' satisfaction (Dependent variable). The statements are created to request the students to indicate their level of satisfaction on each aspect of service quality through the five- point likert scale ranging from very satisfied (5) to very dissatisfy (1). Out of 100 copies of questionnaire administered, 86 copies were returned and found usable with response rate of 86%. Data collected was analyzed using SPSS for descriptive statistics.

VII.   Library Information.

The Federal University of Agriculture, Abeokuta was established in 1988, but the library became fully functional in December, 1997. The library has its primary functions of provision of books, monographs and serials as well as non-books materials necessary to meet the stated objectives of the institution. This primary functions assist the university to achieve its tripodal mandate of teaching, research and extension. The library is committed to improving its services in order to enhance learning and teaching as well as ensure unimpeded access to print and electronic information to members of the university community. However, the excellence of the programme of any university is hinged on the quality of its library collections. The library collection has been growing steadily over the years. The university library has the capacity of holding 250,000 volumes of books but at present the library has a collection of over 83,000 volumes of books and

monographs and over 5,000 volumes of bound journals. The library also subscribes to over 185 foreign and local journals in both electronic and print format.

In line with the latest technology advancement, the library acquired KOHA an Integrated Library Management Software that enables users to access the library resources and services wherever they are. At present, the library OPAC (Online Public Access catalogue) is fully functional which makes it possible to access bibliographic details of library holdings online. Also, the library currently provides access to the following electronic databases, online or in CD format: TEAL, HINARY, AGORA, JSTOR, AJOL, CAB ABSRACT ON CD-ROM, ELSEVIER DATABASES, NATIONAL VIRTUAL LIBRARY OF NIGERIA, BIOLINE INTERNATINAL, SERIALS CDs covering journal abstracts and full texts as well as some e-books, and over 10,000 records in online public access catalogue (OPAC).

The library has successfully developed a user friendly and interactive portal that can be assessed through www.library.unaab.edu.ng. The portal has links to some open access journals. The aggregated databases have more than 20,000 scientific journal titles owned and published by reputable publishing houses, scholarly societies and scientific associations. The library has a seating capacity of 600 users at a time. The library among others offers the following services: References, Serials, Bibliographic, Home Borrowing, Reserve Books, Inter-Library Loan, etc. The library presently has about 46 library personnel (including academic librarians and non-academic personnel). The University currently has ten colleges (also known as faculties) namely: College of Agricultural Management and Rural Developments (COLAMRUD), College of Animal Science and Livestock Production (COLANIM), College of Environmental Resources Management (COLERM), College of Biosciences (COLBIOS), College of Physical Sciences (COLPHYS), College of Plant Science and Crop Production (COLPLANT), College of Food Science and Human Ecology (COLFHEC), College of Management Sciences (COLMAS), College of Engineering (COLENG), College of Veterinary Medicine (COLVET).

Conceptual Framework

Independent variables

TANGIBILITY
*Adequacy of library collection
*Access to electronic databases
*Fast processing of information

RESPONSIVENESS
*Meeting the information needs of users
*Quick response to users query by the library personnel
*On-the-spot users need assessment and service delivery

RELIABILITY
*Availability of up-to-date information
*Provision of timeliness and promptness of information to users
*Competency of librarians in solving users' problem

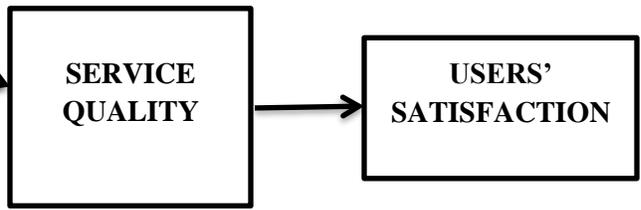**EMPATHY**
*Active dissemination of information to users
*Ability of librarians in locating materials for the users
*General attitude and behaviour of library staff towards users

SERVICE QUALITY

Dependent variable

USERS' SATISFACTION

VIII. Data Analysis

Table 1: Frequency table

	Frequency	Percent
Gender		
Male	51	59.3
Female	35	40.7
Total	**86**	**100.0**
Age		
20-25	0	0
26-30	72	83.7
31-35	7	8.1
36-40	7	8.1
41 and above	0	0
Total	**86**	**100.0**
Marital Status		
Married	7	8.1
Single	79	91.9
Total	**86**	**100.0**
Category of PG Student		
PGD	0	0
Msc/M.Agric	71	82.6
M.Phil	0	0
Ph.D	15	17.4
Total	**86**	**17.4**

In table 1 above, the population of male respondents was higher than female with 59.3% and 40.7% respectively. The respondents fall between ages 26-30 years with 83.7%. Most of the respondents were single (91.9%). PG students were mostly pursuing Masters Programme (82.6%)

Table 2: Accessibility of library resources

Sources	Highly Accessible Freq(%)	Moderately Accessible Freq(%)	Rarely Accessible Freq(%)	Not Accessible Freq(%)	mean	S.D
Books Printed	29(33.7)	45(52.3)	12(14.0)	0(0)	1.80	0.65
Journals	10(11.6)	51(59.3)	17(19.8)	8(9.3)	2.27	0.789
E-Journals	34(39.5)	20(23.3)	24(27.9)	8(9.3)	2.07	1.027
Newspaper	45(42.3)	29(43.7)	12(14.0)	0(0)	2.38	0.814
Periodicals	10(11.6)	10(11.6)	38(44.2)	28(32.6)	2.98	0.958
E-databases	10(11.6)	5(5.8)	48(55.8)	23(26.7)	2.98	0.894

Table 2 shows accessibility of library resources, the result indicates that Books and Newspapers was highly accessible resources with 86% each and mean of 1.80 and 2.38, Std deviation of 0.65 and 2.38 respectively. Periodicals and electronic databases were the resources that PG students said they are not accessible with 76.8% and 82.5% respectively.

Table 3: Extent of utilization of library resources by PG Students

Sources	Highly Utilized Freq(%)	Moderately Utilized Freq(%)	Rarely Utilized Freq(%)	Not Utilized Freq(%)	mean	S.D
Books Printed	32(37.2)	27(31.4)	27(31.4)	0(0)	1.94	0.831
Journals	42(48.8)	39(45.3)	5(5.8)	0(0)	1.57	0.605
E-Journals	71(82.6)	15(17.4)	0(0)	0(0)	1.17	0.382
Newspaper	5(5.8)	19(22.1)	35(40.7)	27(31.4)	2.98	0.881
Periodicals	10(11.6)	22(25.6)	32(37.2)	22(25.6)	2.77	0.966
E-databases	20(23.3)	35(40.7)	19(22.1)	12(14.0)	2.36	0.993

Table 3 indicated the extent in which the respondents utilize the library resources, the analysis shows that Electronic journals were highly utilized by the PG students with 100%, the mean is 1.17 and standard deviation of 0.382, followed by Printed Journals with 94.1%, mean is 1.57 and standard deviation of 0.605. 72% and 62.8% indicates not utilized of Newspapers and periodicals respectively.

Table 4: Other service provider consulted by PG students

Items	Times (frequency)	%
Cyber café	32	11.9
ICTREC	12	4.4
Personal Modem	226	83.7
Total	**270**	**100.0**

Note: ICTREC means Information and Communication Technology Resource Centre

Post graduate students were asked to indicate other service provider they are using apart from library resources; the respondents were left with the option to pick more than one option out of the three items listed, the result in table 4 shows that post graduate students used personal internet services provider such as mtn, etisalat, airtel and glo mobile (personal modem) in browsing without necessarily going to library to use the service. There was high percentage for multiple choice answers in using personal modem for browsing and downloading related materials which occurred in 226 times with 83.7%, while using cybercafé and ICTREC for browsing occurred in 32 and 12 times with 11.9% and 4.4% respectively.

Table 5: Level of Satisfaction with Library Services

Library Services	V.Satisfied Fre(%)	M.Satisfied Fre(%)	Satisfied Fre(%)	Dissatisfied Fre(%)	Very Dis. Fre(%)	X	S.D
Adequacy of Lib. Collection	24(27.9)	13(15.1)	26(30.2)	23(26.8)	0(0)	3.44	1.164
Access to Electronic Databases	5(5.8)	8(9.3)	19(22.1)	22(25.6)	32(37.2)	3.05	1.116
Fast processing Of information	5(5.8)	5(5.8)	34(39.5)	34(39.5)	8(9.3)	2.59	0.950
Meeting the Inf. Needs of users	5(5.8)	12(14.0)	0(0)	46(53.5)	23(26.7)	2.99	0.804
Quick response To users query by Lib. Personnel	5(5.8)	20(23.3)	26(30.2)	35(40.7)	0(0)	2.94	0.938
On-the-spot users Need assessment And serv. Delivery	0(0)	17(19.8)	37(43.0)	27(31.4)	5(5.8)	2.77	0.836
Avail. Of up-to-date Information	22(25.6)	0(0)	34(39.5)	22(25.6)	8(9.3)	2.77	0.927
Prov. of timeliness And promptness of Inf. to users	0(0)	17(19.8)	0(0)	27(31.4)	36(41.9)	2.83	0.739
Comp. of librarians In solvin users Problem	10(11.6)	13(15.1)	36(41.9)	27(31.4)	0(0)	3.07	0.968
Active diss. Of inf to users	5(5.8)	12(14.0)	0(0)	27(31.4)	42(48.8)	2.94	0.831
Ability of lib. In Locating materials For the users	17(19.8)	13(15.1)	32(37.2)	24(27.9)	0(0)	3.27	1.078
General attitude And beaviour of lib. Staff towards Users	15(17.4)	32(37.2)	15(17.4)	19(22.2)	5(5.8)	3.19	1.143

In table 5 above, Post graduate students were asked to indicate the level of satisfaction with the services provided by the library; 73% indicated satisfaction with the Adequacy of library Collection. 62% were dissatisfied with Access to electronic databases. 51.1% were satisfied with fast processing of information. 82% of the respondents were dissatisfied with Meeting the information needs of users. 59.3% said they were satisfied with How librarians respond to users' query while 40.7% said they were not satisfied. 62.8% indicated satisfaction with On-the-spot users need assessment and service delivery. 65.1% were satisfied with Availability of up-to-date information. Provision of timeliness and promptness of information to users takes 73.3% of dissatisfaction. 68.6% indicated satisfaction with Competency of librarians in solving users' problems. Active dissemination of information to users takes 80.2% of dissatisfaction. 72.1% were satisfied with Ability of librarians in locating materials for the users. Respondents said they were satisfied with General attitude and behavior of library staff towards users with 72% while 28% were not satisfied.

IX.   Discussion

Quality of service in any business organization should be an important variable to measure satisfaction of customers. Libraries as an organization but not for business must provide quality service to her users. Demographic distribution of the study area was shown in table 1. According to responses of the respondents, it was obvious that the library stocked both printed and electronic resources in their collections. The resources in the library are meant for access and use by the users/patrons. However, it would be a useless effort if materials stored in the library are not properly processed for easy accessibility and utilization. It has been observed in most literature such as Motiang et.al (2014) that students either at undergraduate and postgraduate level prefers to use printed resources especially books for easy access, It was confirmed in this study when respondents indicated that books are highly accessible to them and it might be that books are normally processed and placed in an open shelves for easy accessibility by the users.

There is this common phenomenon that says information will only have value when it is used. If information is not properly utilized, it will just remain there and its value will be diminishing little by little. The extent of utilization of library resources was investigated in this study; the result showed that e-journals was highly utilized. The utilization of e-journals by PG students could be attributed to the fact that the information they needed for research can be found from online journals. The finding of Khan (2012) supported this result.

At the self-research analysis level, Respondents indicated using personal modem for internet browsing as no provision for internet services are made in the library. On self-support research system, not enough studies have reached any conclusion on this.

This study focused on different variables to measure service quality provided by the library to ensure satisfaction of the users. They are tangibility, responsiveness, reliability, and empathy Parasuram et.al (1985) suggested SERVQUAL model as a determinant and measuring instrument of service quality. Library services such as adequacy of library collection, competency of librarians in solving users' problem, ability of librarians in locating materials for the users as well as general attitude and behavior of library staff towards users were indicated by the respondents as highly satisfied. The result of Agboola (2010) supported the adequacy of library collection. Hence, the result of this study is considered as a good starting point for providing more detail to a description of service quality for the satisfaction of users. Among library services that respondents are not satisfied with are Access to electronic databases, Meeting the information needs of users, Provision of timeliness and promptness of information to users and Active dissemination of information to users. These could be attributed to non-performance of equipments to process the information on time or non-challant attitude of library staff in processing the information at the appropriate time.

X.   Conclusion and Recommendation

The level of satisfaction with service quality provided by the institution library to post graduate students was the focus of this study. It was found that majority of the respondents found books more accessible than other resources, it can be suggested that library should stock more relevant books to their collections in order to meet users needs. The extents of utilization of library resources were also assessed and it was found that electronic journals was highly utilized, therefore, online journals should be subscribed to by library management. Provision of internet services in the library should be a priority so as to encourage users to come to the library to utilize the resources to the maximum as students indicated using personal modem for internet browsing.

Regarding the level of satisfaction with library services, respondents considered some factors of library services as one to pay attention to and improve on it while some are considered to be in line with their satisfaction.

Conclusively, the post graduate students were the major target audience of this study and the analysis of their satisfaction with library resources and services were evaluated, however, further study could be carried out on other users of the library so as to ascertain the level of satisfaction with library services and compare the result to existing studies.

The study recommends that library staff should undergo training, seminars on human behavior and workshop on the provision of quality services to library users and improve on the services where respondents are not satisfied so as not to lose customers/clients/patrons/users of the library to other information service providers.

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