

Chapter One

Introduction

1.1 Background of the Study

Libraries are thought of traditionally as collections of knowledge and services since they have been around for a very long time. Libraries have always been crucial because they provide access to a wide range of knowledge and information resources. The ability to gather, store, manage, and utilize widely dispersed information resources has improved because to technical advancements in electronic resources, which will benefit library patrons even more. As a result, modern libraries are being reimagined as locations where people can have greater access to knowledge in a variety of formats and from a variety of sources. Both the information environment and information practices have been impacted by technology advancement in libraries. Today we talk about libraries without walls being technological extensions to libraries¹. An important development in the second half of the 20th century was the introduction of integrated library systems and online catalogs giving access to information on library collections from anywhere with an internet connection.

The idea of the library as a room changed when much of the visibility of the library environment was on the screen via internet and computerized technological innovations. It has narrowed the gap between author and reader while increasing reader participation in the distribution of knowledge. Libraries give users access to a plethora of information sources and interactive communication opportunities. The primary goal, to facilitate and provide access to information and knowledge, has not changed, but the procedures, instruments, and methodologies have experienced significant advancement². Academic libraries' traditional duty is to make current, high-quality, and pertinent information

resources available to support teaching, learning, and research in the middle of other duties. The supply of pertinent information sources and services for library users is typically viewed as the reason for the existence of the library, and if its users do not utilize the resources and services it provides, the purpose of a library is thwarted. According to policy, an academic library must acquire, provide for the preservation of, and provide open access to all library materials and services for the benefit of the library's users.

The functions of libraries in the twenty-first century are changing as a result of quick changes in technology and corresponding changes in scholarly and research communications. Libraries at universities play important roles in institutes of higher learning. These are libraries with a university affiliation whose job it is to provide information sources and services that meet the needs of faculty, staff, and students in terms of teaching, learning, and research. In other words, university libraries are the lifeblood, the center, and an essential part of any academic institution. Essentially, the library facilitates instruction, learning, and research by making information resources accessible and successfully addressing user community needs. Due to the rapid advancements in technology and associated changes in academic and research communications, libraries' roles are evolving in the twenty-first century³.

Students cannot learn everything through textbooks or lectures in the classroom. They also receive references to other novels. With so many opportunities to learn, the library greatly aids in the fulfillment of their desires, aspirations, and inclinations. On the other hand, students can pick up needed materials from the library much more easily. It saves them not just time but also money on books and energy⁴. Library resources are essential

for conducting fruitful teaching, learning, and research projects. Print, non-print, electronic, and web-based library resources all play important roles in college students' academic success. For assignments and the acquisition of knowledge that motivates students to go beyond the course material or the syllabus, library resources are crucial. Undergraduates prefer using electronic and web-based resources for academic purposes, which account for a sizeable portion of the library's information network. In a traditional library setting, they are useful research aids that support print-based resources. Access to electronic journals, databases, publications, and services that support academic and research pursuits is made possible by electronic resources⁵.

The cornerstone around which library operations revolve is the adequate provision and use of resources and services. Therefore, it becomes crucial for learners to have access to and make the best use of information resources and services. It was assumed that students would make good use of the various library resources and services in order to achieve high-quality learning as well as excellence in academics and research in order to have access to the quality library resources and services offered by academic libraries. It is highly desired to have access to library resources and services since this ensures a high-quality university education and the creation of graduates who are informed and computer savvy⁶.

Library as a service organization is governed by laws, principles and guidelines which places users as the centre of all the library and its services. According the five laws of library users information satisfaction is the necessity for which the library exist and it is the major ground for the continuous use and relevance of any library. The law as propounded was hinged on books as the major information resources in the library,

however, the passage of time and the growth in knowledge has move the library from book managers as popularly known as information resources managers in the context of library. The first on the log is books or information resources are for use, followed by every user his/her information resource, then every information resources his/her user, the fourth law is save the time of the user and the last on the log is library is a growing organism.

Starting from the first law, which states that information resources are for use places the library in tight corner without any option than to make sure all hands are on deck to acquire relevant information resources based on a prior understanding of their user. The implication of the first law is that librarians must acquire relevant and useful books and the books and information resources should be acquired with the mindset of usage. The second law states that every user his/her information resources. The implication of the second law is that every user should be given due consideration, and treated special as far as their information need is concerned. This law placed the library user at the central around which library services revolve. The third law, every information resources it's user means that no single user should uncatered for in library services rendered. Library must therefore based on the third law must make provision for less privileged and physically challenged users.

The fourth and the fifth law, save the time of the user and library is a growing organism. The implication of the these laws is that library personnel must do everything to make sure the time of the user is saved and not wasted by rendering quality and timely services to both user on sight and online. The last implicated the library in the sense that for libraries to stay relevant it must embrace the paradigm and cataclysmic changed as

orchestrated by the emergence of Information and communication Technology. Library must grow from books to e-books, on-sight services to online services and so on.

The relevance, value, or worth of the library services that are made available to customers is determined by their opinion of those services. It is crucial to remember that the value of library services to undergraduates has grown over time and has become a crucial factor in higher education, particularly at universities. This has forced librarians to come up with novel ideas for how library services can benefit users greatly and improve their academic prowess. This is because information users in the 21st century are better aware of their needs and the library services that will be most helpful to them. Because they are the legitimate consumers of the services, users of the 21st century, who are also stakeholders, are in the greatest position to assess these services by expressing their opinion or perspective about the quality and value of library services. This demonstrates that quality service is unquestionably determined to be a competitive advantage and priority for libraries that should offer value services to their consumers because quality is the basis of valuable services.

However, aside the five laws of Ranganathan which has made the user's satisfaction the utmost responsibility of the library and the librarians. This means that the five laws and its dictates are the lenses through which a library can measure the level of its relevance, however frequency and purpose of use as well as extent of use of library over the years has been a veritable tool to measure use. For instance, scholars found the purpose of use of library includes leisure, research, socialization, reading, doing assignment and so on¹⁸. The frequency of use as identified includes daily, fortnightly, weekly, monthly and even some use it quarterly, this shows that degree of usefulness of library and library resources

or services to them¹⁷. More so, use of library was also adjudged to be based on user's extent of patronage or use, where some patronizes the library to a very high extent, some to a moderate extent while some don't even feel the need to use the library. Therefore, usefulness of library resources, individuality of the services, service timeliness and continuity of library services all adapted from the five law of library was used to measure usage of library as an independent variable of this study.

Notably, there is a nexus between user satisfaction and user expectation. In other words, if the difference between what library users expect and what is really offered is minimal, the users' perception of the quality and value of the library services will be low, which will result in dissatisfaction with the services, if their expectations are higher than the actual services offered. In a similar vein, the more their expectations are fulfilled, the happier they are with the services. This shows that the satisfaction of the user is an indicator of quality and valuable services offered. Library service quality has a direct significant positive effect on the value of library services, library usage, and user satisfaction. In a nutshell, user satisfaction is the willingness of users to patronize or visits the library again to use their services. Therefore "libraries need to improve their service quality to achieve high students' satisfaction with the library services"⁷.

Moreso, service is an act carried out by personnels well trained and equipped psychologically, and academically to render services. Among such factors are information resources, physical look of the library, organizations management styles and so on. However, the human is a serious factor that need to be considered. Otherwise, beautiful building, wonderful collections and well equipped library without personnels of positive, receptive and accommodating attitudes will amount to wastage of resources. In a

bid to understand and find out the quality of services at organization level, several measures and models has been used to delineate quality of services globally. Example of such model is libqual model. libqual consist of three measures namely, affect of service, library as a place and information control

Affect of librarians which comprises of the service dimensions identified by libqual refers to the knowledge, willingness and ability of library staff to respond to the users' queries. This also comprises how efferently library staffs can handle users' service problem, the caring and individualized attention provided library users by librarians, and willingness to help customers and provide prompt service. Library as a place basically addresses the tangible dimension of the library. It measures the role of library as a gateway for study, learning and research, and a community space for group learning. It discusses the ambiance, location, the setting of the library, and its importance for attracting and retaining users. Information Control refers to the print and electronic resources available to the users. It also addresses how accesses to these educational materials are provided to the users. It is concerned with the ability to navigate and how well the collections support learning, teaching, and research. Making library resources deliverable to the desktop, user friendly library websites to locate information, the printed and electronic resources related curriculum, the modern equipment to let easy access to information are all components to the Information control dimension of libqual model

In Africa, majority of the previous studies revealed that academic library resources utilization and usage by the students declines on daily basis which is now a tog of concern to the librarians and the field of library and information science and management in general. In a study done in Ghana, it was revealed that the usage of library resource is

becoming worse from the students as the majority of the students doesn't visit library any longer, while the few who visit library were there to use the internet facilities for non-academic purpose and to mingle with friends⁸. It was discovered further that the brilliants or genius ones among the students doesn't visit library while they make their personal finding and wide study through online search engines like google, Wikipedia, Science Direct, scientific library, research gate and more. Similar to this was the research done in Zambia by Annie and Weluzani, the study investigated the quality of library services provided by University of Zambia in the context of student perceptions⁹. Quality of library services meant proper sanitation in the library, proper ventilation, aeration and general safety from potential hazards such as fire. These service attributes were measured in the light of the five measures of service quality which are tangibility, responsiveness, reliability, assurance and empathy. The study revealed that besides empathy provided by the university Main Library service personnel, students were not satisfied with the library services offered by the institution. Even though the university is an institution of higher learning and research, students felt the material in the library were mostly outdated and required major refurbishment.

To foster services delivery to clients in the library, librarians should provide timely information services in the form of print and non-print materials to its users in a timely manner. Therefore, service delivery within the academic library ensures the provision of total services in life-cycle activities offered within the library to its users. It is imperative for libraries to carefully explain their services for patrons to understand what to expect and what not to expect as they patronize the library. The attitude of the library staff speak much on the value accorded to service delivery of the library¹⁰.

However, librarians should offer timely information services in the form of print and non-print materials to its customers in a timely way in order to promote service delivery to clients in the library. The provision of entire services throughout the life-cycle activities supplied inside the library to its users is thus ensured by service delivery within the academic library. Libraries must thoroughly describe its services to users so they know what to anticipate and what not to anticipate when they use the facility. The attitude of the library employees reveals a lot about how important the library's service delivery is. As it is popular said that attitude is everything. Attitude can make or mar the essence of the library.

Psychologically, attitude refers to a set of emotions, beliefs, and behaviors toward a particular object, person, thing, or event. Attitudes are often the result of experience or upbringing. They can have a powerful influence over behavior and affect how people act in various situations. However, while attitudes are enduring, they can also change. Attitudes can also be explicit and implicit. Explicit attitudes are those that we are consciously aware of and that clearly influence our behaviors and beliefs. Implicit attitudes are unconscious but still have an effect on our beliefs and behaviors. A person's attitude is defined as their "inclinations and feelings, prejudices or bias, preconceived notions, ideas, fears, and convictions about any specific topic." An attitude is also defined as a "mental and neutral state of readiness organized through experience that exerts a directive or dynamic influences upon individual's response to all objects or situations with which it is associated"¹¹.

Several studies has been conduct on attitude of librarians to certain phenomenon like adoption of Information and communication technology to library service, marketing of

library services, use of social medias and so on. Moreso, several measures, theories and models have been used by authors and scholar to delineate attitudes of personnels, among which we have theory planned behaviour, theory of reasoned action. However, “use of library being one of the independent variable of this study, the author has decided to use the construct of ABC theory which states that the component of attitude are affective, behavioural and cognitive. Affect denotes the individual’s, in this case the librarian’s feelings about an attitude object, which use of library. Behavior denotes the individual’s intention towards to an attitude object. Cognitive denotes the beliefs an individual has about an attitude object.

Taking the components one by one, the affective component is the emotional response (liking/disliking) towards an attitude object. Most of the research place emphasis on the importance of affective components. An individual’s attitude towards an object cannot be determined by simply identifying its beliefs about it because emotion works simultaneously with the cognitive process about an attitude object. The behavioral component is a verbal or overt (nonverbal) behavioral tendency by an individual and it consists of actions or observable responses that are the result of an attitude object. It involves person’s response (favorable/unfavorable) to do something regarding attitude object. While the cognitive deals with disposition towards an object of attitude based on accumulated knowledge of available information. This means that knowledge or lack of it could trigger a positive or negative disposition about library use or what is expected of a librarian.

From the foregoing, attitude of librarians could be positive or negative based on three factors or components of attitude namely Affective, behavioural and cognitive. All these

are underground, background and antecedent factors that influences librarians attitude towards library users which either negatively or positively affect library usage. Attitude has however been measured to be either positive or negative in terms of outcomes and human interaction, however the antecedents factors that triggers either positive or negative attitudes are silents and residents within the person carrying out the attitude in this case the librarian.

Moreover, in order to encourage the delivery of services to patrons in the library, librarians should offer timely information services to its users in the form of printed and non-printed resources in a timely way. As a result, service delivery inside the academic library ensures that all services are provided throughout the library's lifecycle to its users. For users to know what to expect and what not to expect when they use the library, libraries must thoroughly describe the services they offer. The attitude of the library personnel reveals a lot about the value placed on providing services to the library¹².

Academic libraries in Nigeria have changed over the past two decades and taken on new functions as a result of the introduction of information and communication technology (ICT). Without a doubt, this has made it necessary to utilize management strategies meant to boost library productivity. Nevertheless, Nigerian university libraries have accepted the necessity to set up systems to improve internal communication, cooperation, and collaboration with users despite the limited financial resource allocation as described in the NUC Needs Assessment. As a result of this evolution, university libraries are now required to work actively with professors to guarantee efficient bibliographic training and skills development as well as other information use. Given that staff attitudes can be either positive or negative, it should be noted that despite the librarian's efforts to hire the

best team possible, there seem to be a few who do not understand that the library is service-oriented and as a result do not provide services in a professional manner, making it difficult for customers to be satisfied with the quality of the delivery of services¹³.

The university library is essential to the parent institution's success. It functions much like a knowledge powerhouse, providing a variety of goods and services to the academic community. A university library's primary goal is to meet the evolving needs and demands of its users who are involved in academic pursuits and research. In the context of a library, quality is defined in terms of the service's promptness and error-free nature. In other words, timely service delivery with no errors is what we mean by library quality. When a university library meets or surpasses its customers' expectations for accurate and timely delivery of information resources and services in addition to physical facilities, it is said to have acquired quality. The library administration will be able to set priorities appropriately and further close gaps if they are aware of the users' intended expectations and actual perceptions of library service quality¹⁴.

A university library is said to have achieved quality when it meets or surpasses the expectations of its users in terms of the accurate and fast delivery of information resources and services in addition to physical amenities. In order to set goals and close gaps, library administration will need to know what users' intended expectations and actual views of library service quality are. To assess the efficacy, efficiency, and worth of what has been accomplished, quality is measured. Any library or information system's strengths and weaknesses are made clear by this procedure.

Measuring quality services is a thorough and organized method of organizational management that aims to raise the standard and services by making continuous

improvements in response to feedback. A strong basis for efficient services is provided by quality management in the library. Libraries are service providers whose level of service plays a significant part in the creation and dissemination of knowledge. By developing a strategy plan and adhering to it with a dedication to continuous quality improvement, library managers may transform and improve their businesses. The service and organizations of Library personnel must be dedicated to their clients/the patrons. The quality of library services can be measured, controlled, and improved using a variety of strategies. In today's libraries, quality assessment and evaluation are very important because they have enormous advantages for both the library and the user community. There are various techniques, including data collecting, the LibQUAL+ approach, which uses a multiple-item scale to measure service quality, to evaluate the quality of library materials and services¹⁵.

However, several studies have been carried out in library service quality and library resource utilization and accessibility, how little studies have been done on the relationship of library personnel attitude and library usage. Also, the previous researches in relation to this study were of dearth of empirical studies on library personnel attitude, library service quality and library usage of undergraduates in private universities. Thus, this study seeks to examine the influence of library personnel attitude, library service quality and library usage of undergraduates in selected private universities in Ogun State.

1.2 Statement of the Problem

Academic library is a crucial source of educational information. The modernization of library services, particularly the creation of sizable online databases with a wealth of

material to aid study and research, has been facilitated by recent trends and technological breakthroughs. However, despite these advancements, most educational institutions do not utilize library services to their full potential, which hinders the fulfillment of the educational gains that result from library use¹⁶. Academic libraries are valuable facilities in any learning institution because they provide an environment for students to advance their knowledge. Libraries are also valuable to teaching staff (faculty) because they provide an enabling research environment. As a result, they are referred to as a learning institution's "heart." Libraries must be designed to meet these educational demands. However, previous study has revealed that, contrary to the goals and objectives of the library as an institution within an institution with regards to expanding access to information, the majority of users especially undergraduates underuse their library capabilities^{17 18}.

Moreover, library nowadays has become more user centred in everything they do compared with the formal library which are information resources centred. Aside the information resources acquired is the need for qualified, professional and ethically sound library staff recruited to manage the library and the users. Though, some previous studies have revealed the impact of library environment on library service quality and library usage, few studies have been carried out on staff attitude and service delivery of University libraries, especially when it comes to academic libraries in Ogun State, Nigeria. It is based on the foregoing, that this present study seeks to investigate the influence of staff attitude on service delivery in University libraries in Ogun State, Nigeria.

1.3 Aim and Objectives of the Study

The aim of the study is to investigate the influence of the attitude of library staff and library service quality on library usage by undergraduates in private universities, Ogun State. The objectives are to:

- i. examine the usage of library by undergraduates in private Universities in Ogun State, Nigeria;
- ii. determine the library personnel attitude to library users in private University Library, in Ogun state, Nigeria;
- iii. identify the level of quality of services provided by libraries to undergraduate in the private University in Ogun state, Nigeria;
- iv. establish the influence of library personnel attitude on library usage by undergraduates of private Universities in Ogun State Nigeria;
- v. ascertain the influence of library service quality on library usage by undergraduate students in private universities in Ogun State Nigeria and
- vi. determine the joint influence of library personnel attitude and library service quality on undergraduate students in private universities in Ogun State, Nigeria.

1.4 Research Questions

Based on the state objectives, the following research questions would be answered:

1. What is the level of library usage by undergraduate in private Universities in Ogun State, Nigeria?
2. What is the quality of services provided by libraries to undergraduates in private Universities in Ogun State, Nigeria?
3. What is the attitude that library personnel exhibit to undergraduates in private universities in Ogun State, Nigeria?

1.5 Hypotheses

The following hypotheses will be considered:

- H₀1: There will be no significant influence of library personnel attitude on library usage by undergraduate students in private universities in Ogun State, Nigeria.
- H₀2: There will be no significant influence of library service quality on library usage by undergraduate students in private universities in Ogun State, Nigeria.
- H₀3: There will be no joint significant influence of library personnel attitude and service quality on library usage of private university library in Ogun State, Nigeria.

1.6 Significance of the Study

The findings of this study will be of immense benefit to the various stakeholders, among which are Library management, Library personnel, Students, University of higher learning and the body of knowledge. First, to the library management, the result of this study will help academic libraries in analyzing trends, predicting consequences in

respect to factors that either positively or negatively influences the use of library and take steps to improve and upgrade where necessary.

To the students who constitutes the greater percentage of users, it is very clear that the essence of the library are the users. User satisfaction is the best yardstick of library effectiveness. Therefore, the overall outcome of the findings of this study has the possibility of creating an enabling environment which is majorly towards user satisfaction.

To the librarians, the findings will form the basis for developing appropriate curriculum for library instruction program that will develop students to be self-directed learners. This will relieve the librarians the burden of repetitive tasks of assisting individual students in information seeking tasks. Also, it will serve as measure to library staff relationship with the students and its influence on the students' perception of library as a place. It will open the librarians to the possibility of acquiring more knowledge as far as professionalism is concern.

Moreso, the university as an institution of higher learning will benefit from the study after it has been published and made accessible to the institution via electronic publishing, it is expected that this thesis will add to the intellectual output of the institution and also help in a having a good placement among equal. It will result in helping the university to have a better visibility index in university rankings.

In conclusion, the results, conclusions and recommendations from the study could serve as a basis for further research in the area by other researchers. The results could also help to bridge the knowledge gap in this field of study.

1.7.Scope of the Study

The study focuses on the influence of attitudes of library personnel and library service quality on the usage of library by undergraduate students in private universities in Ogun State, Nigeria. The dependent variable is usage of library measured by usefulness of library resources, individuality of the services, service timeliness and continuity of library services adapted from Ranganathan's five laws of library which make library users the central focus of the library services. The independent variables are attitude of library personnel and service quality. The attitude of library personnel being the first independent variable would be measured using the three component of ABC model of attitude which are affective, behavioural and Cognitive. The second independent variable which is service quality would be measured using the three constructs of libqual model which are affect of service, library as a place and information control.

The respondents for the study are undergraduates of the seven selected private universities in Ogun State namely, Babcock University, Bells University of Technology, Crescent University, Mcpherson University, Covenant University, Mountain Top University, and Christopher University among which four of Babcock University, Bells University of Technology, Crescent University and Mcpherson University were randomly selected.

1.8 Limitation of the Study

This study is not totally free from social interest bias as some of the respondents were reluctant to give some of the information contained in the research instrument because of

the sensitive nature of the information. This, I overcame by assuring them of absolute confidentiality and privacy of information.

1.9 Operational Definition of Terms

Use of Library: This is the level of patronage of libraries by undergraduates of private universities in Ogun State.

Frequency of Use: the degree of patronage of academic libraries by undergraduates of private universities in Ogun State

Purpose of Use: the reason for which undergraduates of private universities in Ogun State visits patronizes the library

Attitude: is the belief system that directs library staff in private universities in Ogun State thoughts, feelings, and actions about library use, and library users.

Affect: underlying experience, feeling that makes influenced the attitude of library personnel in Ogun state

Behaviour: Is the way library staff in private universities in Ogun states acts or conducts themselves especially towards library users.

Cognitive: Is the mental processes of perception, memory, judgment, and reasoning by library staff in private universities in Ogun states which influences their attitudes to library users.

Service Quality: the degree of exactness with the perceived expectation of library services by undergraduates of private universities in Ogun State.

Affective Service: Is the degree of assurance, responsiveness, reliability and empathy receive or have by undergraduate's students of privates universities in Ogun state from services rendered to them by the librarian and the library.

Library as a Place: Is the combination of the library as a place in terms of the facilities, aesthetic value, convenience of use and space for reading and doing some other academic works as perceived by the undergraduate's students of private universities in Ogun state.

Information Control: is the characteristics of service quality in term of ease of navigation of the library, its timeliness and recency of the information gotten by the undergraduates of Ogun state universities in Nigeria.

Endnotes

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Chapter Two

Literature review

This chapter makes an effort to conduct a critical review of the relevant literature. It is a crucial component of a study where the researcher is supposed to be objective, critically evaluating trends, pointing out areas of prior studies' strengths and faults, and recognizing various claims, viewpoints, arguments, omissions, biases, tendencies, and thoughts on the research issue. The following subheadings will consequently be used to review the literature.

2.1. Conceptual Review

2.1.1 Library Usage

2.1.2 Quality of Service

2.1.3 Library Personnel Attitude

2.2. Theoretical Framework

2.2.1 Ranganathan's Five Laws of Library

2.2.2 Libqual Model

2.2.3 ABC model of Attitude.

2.3. Review of Empirical Studies

2.3.1 Library Personnel Attitude and Library Usage

2.3.2. Quality of Service and Library Usage

2.3.3. Library Personnel, Library Service Quality and Library Usage.

2.4. Conceptual Model

2.5 Summary of Review Literature

Endnotes

Do Not Copy, Lead City University, Nigeria

2.1 Conceptual Review

2.1.1 Library Usage

The word 'Library' is derived from the Latin word "libraria" meaning 'a book place'. It originates from the term 'liber' which means 'a book'. According to the Oxford Companion to the English Language edited by Tom MacArthur – "Library is a collection of books, periodicals and/or other materials, primarily written and printed." It is an organization of records of human thought. These records are in a physical form, i.e., human thoughts embodied in the collection of useful manuscripts, books, periodicals, audiovisual records, microfilms, graphs, charts, etc. They are arranged, stored and preserved in a physical functional structure for its effective utilization by willing potential users in future. Library is also one of the principle centers of cultural life and promotes a keener participation, enjoyment and appreciation of all the arts. Promotion of culture has two aspects. Firstly, reading and thinking that widens mental horizon and develops creative capabilities of the individuals. Secondly, the library has to contribute to the cultural enrichment of the society by organizing extension activities like lectures, seminars, symposia, book exhibitions and cultural gatherings.

The five laws of library as propounded by S.R. Ranganathan, has placed the library and librarians at the mercy of the clientele like every other service oriented organization. The users must be served at all cost by all means and with every available information resources available that suit the dynamic users information seekers uniquely. The law books are for use, implicated the librarians in the sense that it has given librarians no option that to make sure the library building is conspicuously sited where every potential user can easily located it both online and on-site. However, it is obvious that in a bid to

be relevant academic library is always located physically in the central of the campus of the institution it serves, however, with the recent development, the need for faculty and department libraries has risen. Much more, the virtual library is now the norm where the library is left with no option than to make herself remotely accessible with attractive aesthetic designed web pages. The most recent development in library is the case of centralization and decentralization of libraries by faculties in a bid to make sure the library comes close to the people it serves.

A scholar found that faculty members generally prefer a concentration of materials—rather than decentralization—and they show a similar preference toward a faculty library model, a combined faculty/departmental library model, and a central library model. Similarly, the academic librarians prefer either faculty or combined faculty/department libraries, but their preference toward a central library model is lower than that of the faculty members. The decentralized, departmental library model was the least favored by both groups. In addition, our findings indicate that both the faculty members and the librarians appreciate the virtual services that the library provides as well as its physical presence, although fewer faculty members than librarians perceived the latter as an important role of the library. Taken together it appears that the preferred model for the academic library in the information age is of large, multidisciplinary libraries that contain materials from a variety of fields and provide comprehensive virtual services¹.

The first library science law, "Books are for use," serves as the foundation for library services. This law states that books in libraries are not to be kept hidden from users. Ranganathan noticed that books were frequently chained to keep them from being removed, and that the emphasis was on storage and preservation rather than use. He did

not deny the importance of preservation and storage, but argued that the goal of such operations should be to encourage use. These objects have no value unless users have access to them. Dr. Ranganathan refocused the field's emphasis on access-related concerns, such as the library's location, loan regulations, hours and days of operation, staffing quality, and basic difficulties²

The 2nd Law state that every user its book. This law in particular make the user the hub around which library activities and services revolves. The second law of library science is that librarians must serve a diverse range of customers, purchase books to meet a diverse range of requirements, and refrain from prejudice or criticizing what specific patrons choose to read. Librarians should recognize that everyone is unique and that everyone has distinct preferences for the books they read³. Ranganathan identified children, the physically disabled, artisans, newly-literate adults, the intellectually disabled, working-class individuals, and individuals with niche interests as specific groups of potential readers served by the application of the second law after the publication of The Five Laws of Library Science. A library collection must also reflect the community it serves. This calls for concept like open access, and open source³.

According to the third library science law, "Every book has its reader," all books have a place in the library, even if only a small demographic chooses to read them. Ranganathan later emphasized that the term "book" can be used to refer to any document. A good community analysis will help librarians to acquire relevant information resources having the least of the populace in mind. The fourth law of library science, "Save the reader's time," states that all patrons should be able to promptly and efficiently locate the materials they require. The practice of librarianship involves the development of systems,

services, procedures, manuals, and frameworks for the benefit of the user. According to Ranganathan, the fourth law saves library staff time through techniques such as centralized classification and cataloging, recording resources before shipping them to the library that ordered them, and mechanizing ways for information retrieval².

A library is a growing organism," according to the fifth law of library science, indicates that a library should be a dynamic institution that is never static in its outlook. Ranganathan distinguished between two types of growth: growth that increases the number of items in the library's collection and growth that improves the collection's general quality through material replacement. Books, procedures, and the physical library should all be updated on a regular basis. Growing physical space must be considered, but in the twenty-first century, this has come to signify the various formats and platforms that a collection can embrace⁴.

The five law of library was used by the researcher to measure library usage as the dependent variable of this study. It means to validate whether or not a library is meeting the need for which it was established the five laws are the canon. Moreover it is expedient to note the law make the user the served and make the library a service organization as well as a social organization the sees it s users as the customers which must always be right and must be served with utmost level of professionalism, courtesy and receptivity by creating services that best appeal to the unique by dynamic users in form of students, researchers, lecturers, faculty members and every other user group found in the institution of higher learning like universities.

Recent literature reviews looking into library usage and undergraduate attainment have found little evidence of research until the last few years⁵. Some scholars reported that much of the current research has been around school library resources. There have been a number of recent studies looking at academic library value to researchers. Services provided by libraries are essential for both individual and collective development, as libraries make their services available to all members of the community, without any form of discrimination⁶.

One of the objectives of the library is to disseminate knowledge and facilitate access to information. Specifically, academic libraries use a need-based approach rather than the usual rules-based treatment given to users. University libraries play important roles in higher institutions of learning. These are libraries attached to universities and saddled with the responsibilities of providing information sources and services that meet the teaching, learning and research needs of students, staff and faculty. In other words, university libraries are the nerve center, the life wire and an indispensable part of any academic institution. Essentially, the library provides support for teaching, learning and research activities through information resources provision and efficient service delivery to address the needs of the user community⁷. Adequate provision and usage of library resources and services are the center piece around which library functions revolve. Access and optimal use of information resources and services therefore become imperative for part time learners.

There are various categories of users in the university library. Among these are the undergraduates' students (post graduate, postgraduate diploma, master and master of philosophy/doctoral levels). The nature of undergraduate study demands that students

must be committed to searching for information and do a lot of research and independent studies. Therefore, the use of library resources and services is crucial to undergraduate students in order to achieve their academic objectives. However, in an observational study conducted by some scholars at three universities in Stockholm, Sweden. The result of the study confirmed that most researchers used Google for everything and were confident that they could manage their information needs on their own. The study further confirmed that researchers had very little contact with the library, and little knowledge about the value librarian competence could add⁸.

Also a study at the East African School of Library and Information Science Library, Makerere University, Uganda observed that more than half of the students' experience problems in locating library information materials. The author noted that majority of the students either located materials through browsing the shelves or sought assistance from library staff, but did not make full use of the card catalogue. In a study of the Thammasat University Library, also compiled a list of issues users of the library have run into, including inadequate and outdated resources (books, journals, newspapers, computer terminals), shelving issues where users are unable to locate books on shelves despite being able to find them in the online public access catalogue, and other issues⁹.

From a global view, an Australian study was conducted by Hiscock who examined the relationship between library service quality and various aspects of library usage in a study at the Underdale campus of the then South Australian College of Advanced Education¹⁰. She also attempted to investigate user behaviour in an academic library, combining Kramer and Kramer's research focus with an awareness of the complexity of the user environment. The study distinguished between 'information needs'

(recommended reading) and 'information wants' (relevant but non-recommended reading). It established a positive but not statistically significant correlation between library usage and the extent to which 'information wants' were satisfied. However, a scholar saw this as a reflection of the available materials or resources in the library which is limited and below the expectation of the students in their area of need. The author was of the opinion of that lack of new inventories in the 21st century library which aid learning in the four corners of education are less available thereby becomes discouraging factor to the students in using academics libraries. Also, the author postulated that the content of materials aids given in class by some lecturers more comprehensive, and of quality than the available materials in the library which makes the library less needed to the students¹¹. The concept of the Zone of Tolerance was applied to investigate which are the essential attributes that library managers should allocate the resource for good service quality. The problems users had encountered when involved in library service are also investigated in this study. A survey of undergraduate students, graduate students, faculty members and researchers was used. Several insight gained from this study shown that all users desired expectations are not met. The result of the Zone of Tolerance reveals that each user group was treated differently. The three dimensions of service quality; Affect of service (organizational), Collection & Access, and Affect of service (personal) were extracted by factor analysis method. The problems users encountered when involved in library service are counted manually and categorized into free categories. The most problematic is about insufficient and non-update collection. Some useful recommendations are presented to improve service quality of the library system.

A study in Nigeria also examined user records and data to examine library use patterns at Ogun State University. The study's findings showed that there was little use of the library and, consequently, little use of library services, which was attributed to a lack of awareness¹². This shows that Librarians need to embark on massive publicity of library and library services, hence it will lose relevance with time. Every academic library should therefore be well-equipped to offer tempting, high-quality services in order to demonstrate the necessity of their existence. However, academic libraries face a number of difficulties in achieving this goal. These difficulties include a shortage of qualified librarians (to provide, process, and make available library information resources and services), insufficient infrastructure, erratic power supply, inadequate funding of the libraries, a lack of sufficient information resources in their areas of research, outdated information materials, short period of time between acquisitions, and a lack of adequate funding. Also, a study revealed the challenges hindering effective use of library services by the postgraduate students in three selected universities in Osun State as inadequate electronic resources, erratic power supply, insufficient ICT facilities as well as lack of awareness.

A recent study also established poor internet services (speed and other technical problems), erratic power supply, lack of information about new arrivals of both print and digital resources and lack of library space for conducive reading as some of the challenges encountered by the undergraduate students when using the library. Inference from the above challenges to the use of library shows some similarities among the findings and no matter how well equipped a library is, undergraduate students are likely to encounter some challenges when using such libraries. Therefore, proffering lasting

solutions to these challenges will encourage greater patronage from this set of library users¹³. User education, bibliographic instruction, library instruction, library orientation, reader instruction, information literacy are all terms used in the field of librarianship to describe educating library users on the independent use of library resources effectively and efficiently¹⁴. It was affirmed that “it is the library’s responsibility to provide better services to its clients to make sure that information sources, services and resources are well utilized for users’ benefits. Hence user education program is very crucial for library users’ achievement”¹⁵.

The library provides user education in order to equip a user with enough knowledge on the use of the library which will enable the user to use the library resources effectively. He added that through user education, the user is able to get any information he/she desires as well as developing the skills to use the resources of the library independently. The essence of user education is to equip library users with the skills and awareness to become independent and efficient library users¹⁶. In a similar study on user education program in the John Rylands University library of Manchester, the purpose of the library instruction program is to acquaint the users with the mechanisms of searching, analyzing and utilizing the resources held in the library in all forms¹⁷.

However, undergraduate students constitute a greater percentage of users in most university libraries, studies have shown that a good number of them most especially the fresh students were not exposed to academic library system and its complexities before gaining admission. This their peculiarity makes user education program very essential in a university. It was found that students come to the university unprepared and unequipped to handle the demands of their course work, primarily because they do not have

experience with large research library or that they do not understand how library works and are yet to acquire the skills needed to do meaningful research¹⁸.

No matter the quality of information acquired for use in the library, the library's effort would be in vain if those materials are utilized by users out of ignorance of either their information contents or how to wade through them in search of particular information.”

The efficiency in exploring and utilizing such resources depends largely on the extent to which users are educated on the types and formats of the resources as well as the skills required to access them¹⁹. It was therefore opined that the essence of the library user education is to equip the users of the library with enough knowledge and skills on the use of library resources effectively and efficiently. Similarly, in his study on user education at Kwamme Nkrumah University of Science and Technology Library, stated that the objectives of orientation and user education are to: introduce students to facilities and resources in the library; develop library skills; make students independent users and learners in the library; develop capabilities as self-sufficient users; establish the library as centre of academic activities; provide basic understanding of the library so that users can make use of library resources and services and educate users about information sources and resources and how to exploit such resources effectively and efficiently²⁰.

The study on User education and library use in Colleges of Education in Abia and Imo state, Nigeria, showed that user education enhances library use. She reported that it has improved their use of the library, turned them into regular users and now aware of the available library resources and services²¹. Report on the similar study on library user education evaluation at the Ibadan Polytechnic that a greater percentage of the

respondents (93%) agreed that the user education course has to a great extent benefited them in the proper handling and use of the library resources²².

Furthermore, in the study on library use skills of new undergraduates and library orientation program at university of Ibadan, stated that students have always been introduced to the use of library since the inception of the university, tagged initially as introduction to library but advanced to what is now called library orientation program. In addition to the library orientation usually organized for fresh students, user education in university of Ibadan is also done in form of lecture as one credit unit curriculum based use of library being part of GES101 course called use of English. It is a semester course which is usually delivered in form of lecture by professionals in the field of librarianship, based on the contents of the curriculum. In the similar vein, the study on use of print and electronic resources by agricultural science students in Nigerian Universities have shown that undergraduate students do not make good use of library resources²³.

Scholars claimed that their findings substantiated an earlier study on same University pointed out that libraries always have low patronage when they are not adequately equipped to provide the range of services entrusted to them. But, interestingly the study on undergraduate library instruction in Nigerian Universities establishes that a greater percentage of the respondents are aware of the existence of library catalogues as the first point of call in searching and retrieving library materials²⁴.

Several studies in a bid to understand library use has decided to measure use by different scales, measures and sub-measures. For example in a study Exploring the usefulness of libqual model for maintaining the quality and excellence in library services, the study finds out that users use the on the frequency of use, users use the library daily, monthly,

quarterly and fortnightly and on for the and for the purpose of use since library means different things to different people and at different times, some users uses the library for reasons like reading, researching, doing assignments, writing projects, socializing, meeting people and so on^{104 105}. Having understand this reasons the library can now channel tier strength towards that aspect to foster and command quality patronage from old users and to attract new ones.

However, from the foregoing it is clear that over the years, different authors, scholars and researchers in a bid to understand use of library have used different measures outside the fact that Ranganathan's five laws of library is a widely and the most widely accepted theoretical and philosophical underpinning of library functions, objectives and purpose of existence which is user satisfaction. Authors have on various occasion use frequency of use, purpose of use and sometimes extent of use of library to delineate usage of library. Therefore, the researcher in this study has decided to follow the part of scholars in this study to make use of purpose of use and frequency as well as extent of use to delineate use of library.

2.1.2 Quality of Service

Quality means the degree of goodness as per the specifications and standard. Quality IS the standard of something as measured against other things of a similar kind or the degree of excellence of something. Therefore, in general, it can be said that quality is a degree of excellence towards the resources and services provided to the users, and similarly, the users can get the maximum satisfaction and feel delighted. Due to rapid technological (ICT) change and impact on libraries, the libraries are now heavily dependent on users'

satisfaction of their services, meaning that how the users are more satisfied with the resources and services provided by the respective libraries has become a matter of significance for survival of libraries. A service of library is considered of good quality, when it fulfills the need of the users. When a library provides right information to right user at right time and in required form, it may be considered that a library is giving quality service to its users. Libraries are service organizations dedicated to their users

Although the concept of service quality is not new but measuring service quality as a management technique has gained much importance over the last few decades in most service organization²⁵. The purpose of measuring the quality is to determine the effectiveness, efficiency and value of what have been achieved. This process reveals the strength as well as the weakness of any library or information system. Measuring quality services is a comprehensive and structured approach to organizational management that seeks to improve the quality of products and services through ongoing refinements in response to continuous feedback.

The libraries are formulating a strategic plan and focus on providing the best services possible and reaching a state of continuous improvement.

Previous studies reported that measuring service quality with Customer-focused Servqual Software plays a significant role in understanding the quality of service provided to users. A quantitative measure of quality is a rare way to measure the services of public institutions including libraries. The Servqual method is a descriptive method which was developed to identify the quality of services rendered to the customers. This method was developed in 1985 by a group of scholars and was published. It is measurement of the quality of service relative to the needs of the customers. The implementation of servqual

is a consistent compromise to the customers' needs²⁶. The model's idea of measuring service quality was created by Parasuraman, who identified five factors that influence the quality of services, tangible (direct evidence) includes physical facilities, employees, and means of communication, reliability, i.e. the ability to provide promised services promptly, accurately, and satisfactorily, responsiveness i.e. the desire of the staff to help the customers and provide services with eager response; assurance, includes knowledge, competence, courtesy, and credibility of staff, free from danger, risk, or doubt; empathy, including ease in relationships, good communication, personal attention, and understanding of the individual needs of customers.

Due to its generic nature, it is recommended that the model should be used on a regular basis for comparative purposes. This means that the modelled instrument should be administered repeatedly in order to ascertain the true picture of service quality. In other word model has been recommended as an instrument which would assist decision makers in directing energies to the right areas in an attempt to improve the services. Data from a survey using the model can also suggest priority areas for training staff and for solving problems which may arise from staff assumptions of what users like or can identify services offered in a manner that does not meet users' needs²⁷. Use of an instrument such as servqual model can also be justified because the most important aspect of quality service is identifying the expectations of the users as a good model for measuring service quality should put into consideration both the expectations and perceptions of a customer. In their study of various service sectors, including banks, auto repair shops, credit card firms, and telecommunication organizations, it came to the conclusion that service quality

had aspects like tangibles, reliability, responsiveness, empathy, and assurance. These parameters were included in the servqual model tool²⁸.

The availability information on quality service should be viewed from both national and instructional levels. They attribute the lack of availability of information sources to the steady proliferation of universities: federal, state, and private, along with increases in students and faculty, and the diversification of courses and academic and research program, without adequate information sources to meet the actual and information needs. They identify obstacles to the development of adequate information sources. In a study on the scarcity of books in Nigeria and the threat to academic excellence. She was able to establish that non-availability of information sources has led faculty and students not to use library services²⁹.

Analyzing the frustrations felt by users who fail to find the information sources they want in the library. He outlines four relationships between the user and availability or resources, which are the greater, the popularity, the lower the immediate availability. The longer the loan period, the lower the immediate availability, the shorter the loan period, the higher the immediate availability. The greater the popularity, the shorter the loan period has to be and the less the popularity, the longer the loan period can be. Increasing the number of copies available, like shortening the length of loan periods, increases the immediate availability. (LIS) collections in most Nigerian university libraries, which had a negative effect on the use of information sources in the libraries studied. The librarians cannot conduct quality research and get published, and library students cannot even use library services. The authors recommended that at least 5 percent of the book budget be set aside for LIS information sources. The study, though limited to LIS, can be

generalized to other subject areas. In a study conducted at the former Bendel State University to determine the unavailability rate in the library and to find out its causes. The survey revealed an unavailability rate of 34 percent. One effect on the use of library service was that 300 users a large percentage gave up and went away frustrated. On acquisition performance, the survey showed that the library acquired only a little more than half the items requested. The scholar found that availability of serials at the University of Ibadan was on the very high percentage with respondents agreeing that serial publications are available and readily accessible²⁹.

Information accessibility creates a new benchmark for systems, networks, applications, and data that are always accessible as well as for end users who are constantly online. The acquisition and provision of ways for users to obtain the information resources they require are also part of the availability of information resources. It makes an effort to guarantee that each user receives a document that could satiate his or her need for knowledge. The existence of a library or information center may indeed be justified by the availability of information resources.

Library information resources are information carriers with various media, including books, serials, maps, CDs, and more. Library information resources, in the words of another scholar are possible information carriers found in the library collection³⁰. Library materials are defined as any material that may be used to impart knowledge and ideas, whether they are imaginative or factual. They continued by describing how the library's services are provided utilizing a variety of books and non-books in a variety of formats. These materials are technically referred to as stock, information materials, library materials, or library resources. More so, some scholars agreed that, libraries are in the

business of giving their user community access to informational items and services. This indicates that any library material used to inform library patrons falls under the category of a library information resource. A wide range of materials have often been present in library collections. In addition to printed resources like books, newspapers, and magazines, modern libraries also have collections of art reproductions, films, sound and video recordings, maps, pictures, microfiches, CD-ROMs, computer software, online databases, and other media.

A system in which information is kept electronically and made available through electronic systems and computer networks is known as a "electronic resource," which is a subcategory of library information resources. Electronic resources are information resources that are accessible in computer-processable form. University libraries can subscribe to e-resource databases including AJOL, BOOKBOON, SAGE, EBSCOHOST, and JSTOR. Modern libraries frequently have telecommunications linkages that give users access to information at distant sites in addition to keeping holdings inside library facilities. Placed at the library for use by library users or clients, information carriers or learning resources. A trained librarian typically chooses, acquires, processes, organizes, and stores these resources³¹.

The fundamental tenet of library stock control is that information resources and policy must be in line with the degree of item demand. In order to expand access and ability to necessary information resources, an acquisition policy should assist a library in deciding what to buy, where, and when. The ability to manage the library's physical assets depends on the resources' accessibility, even if it may be challenging to determine the overall benefit to the community and the individual user, availability must be supported by

workable performance measures. A user cannot access anything without a document's physical presence, hence access to library resources is another aspect of availability. This demonstrates that access to and demand for a library's resources and services are the best indicators of how effectively it is being used. "Book availability is a sign of stock efficacy," The collection, storage, and measurement of books is seen as the primary responsibility of libraries. The majority of libraries see it as part of their responsibility to make these works accessible to patrons. Since then, libraries have been primarily concerned with providing intellectual access to the material that is currently available³². The importance of these efforts may be seen in the construction and development of bibliographies, catalogs, classification schemes, and other tools that support the verification of individual documents' existence and their applicability to particular questions.

However, if an e-document is to be used, physical access must coincide with intellectual access. A scholar went on to say that it is now a political and societal obligation to provide and make use of information resources. With the growth in information output and the number of information users, it looks that this obligation will only expand. The challenge of making the right kind of information readily available to potential users at the appropriate moment is the first issue created by the everyday growth of information. Accessibility should be considered on both the material and instructional levels. The steady emergence of universities federal, state, and private along with the growth of students and faculty, the diversification of courses, academic programs, and research projects without sufficient information sources to meet actual and information needs are all factors contributing to the lack of information resources. Research on the lack of

books in Nigeria and the threat to academic excellence conducted by a scholar, it was proved that a lack of information resources has discouraged faculty members and students from using the services of libraries³³.

The issue of managing information resources in the library depends on the availability of these facilities. Accessibility to the community still necessitates workable performance measures to support it. A user cannot access any resources if they are not present, hence access to library materials is also a factor of availability. As a result, the best indicator of a library's effectiveness is how many people use and demand its services. Such a study will include details on the accessibility, availability, and use of the public library's resources as well as on how the resources are used in accordance with users' perceived needs³⁴. In addition to location, collection, organization, and dissemination issues, the daily development of information has made it difficult to provide consumers with the appropriate information at the appropriate time. The truth is that while conceptions are restricted, instant access to information resources is crucial. Since it measures the library's ability to meet a demand at a certain point in time rather than as a continuous process, it is more like one dimension of library services. In that regard, the idea of availability is deceptive since it portrays a library as merely a storehouse where knowledge resources are either always available or never available.

The successful usage and use of library practices aids in the efficient and effective performance of their operations and services. Due to the information explosion and widespread usage of information, the availability of resources in public libraries has become unavoidable. This study presents the current state of information in public libraries. It helps to define accessibility in terms of immediateness as a measure of library

services. Because the best immediate availability rate. Applications of information accessibility have significantly increased our understanding of how libraries work, and the resources available at libraries help users postulate or reflect the broad purposes for which they were created. The resources available include both books and non-books, such as: books, conversations, maps, periodicals, journals, symposiums, graphic materials, computers, projectors, microfibre readers, and audio cassette, radio TV Devices, CD, Internet Facilities, etc.

Moreover, Library quality of service is measured by the trio of affective, library as place and information control. The impact of affective of services is when librarians give users individual attention, are consistently polite, are ready physically, emotionally, and mentally to respond to users' questions, are well-equipped with knowledge to answer users' questions, and do so in a compassionate manner after having previously understood the users' information needs. Affect of service incorporates the capacity to comprehend the wants of their users and the willingness to meet those demands to the point that they have established a dependable relationship with users and their business when information is required.

Information control is another aspect of libqual. It suggests making electronic resources available from my home or office, creating a library Web page that allows users to find information on their own, making sure the physical library materials they need are simple to find, and making electronic information resources simply navigable. A library as a site suggests a study and learning-inspiring environment, a calm area for solitary pursuits, a welcoming setting, a getaway for research, study, or learning, and a communal area for group learning and study.

2.1.3 Library Personnel Attitude

University libraries are service oriented as such service delivery of any library cannot be complete without professional librarians who ensure that required information are available and accessible by users who requires it to satisfy users information need. The management of library and its resources is a fundamental function of professional libraries. Information is the most powerful tool in learning career and libraries are collections of information in organized ways for easy accessibility by the targeted audience. The major challenge is the underutilization of library resources by patrons in many institutions of learning which can be attributed to poor library personnel attitude³⁵.

Staff attitude is the behaviour displayed by library personnel in responding to users need. Library staff attitude to its users in search of information resources to satisfy their information need prompts the users to patronize the library based on previous experience with the library staff. But research has shown that Nigerian universities' libraries don't provide their customers with enough high-quality service. Therefore, insufficient power supply, a lack of skilled staff, and a negative attitude among library workers can be held responsible for the low service quality. These factors have prevented the library from providing the best possible services over the years due to an outdated information source shortage. Similarly, a study identified that lack of design of quality service delivery could be challenging in many university libraries in Nigeria³⁶.

Irrespective of nonchalant roles of some library staff contributing to bad service delivery in Nigerian university libraries, observation on the other hand equally show how staff attitude has aided quality service delivery in Nigerian university libraries. This is seen through the providence of information resource for improving quality of teaching,

learning and research, while doing so in conformance with institutional goals. Achieving this fit requires effective leadership in the library. Previous study maintains that effective delivery of services in the context of Nigerian university libraries has a functional relation with availability of resources. Thus, of utmost concern to Nigerian university library managers is the need to provide a variety of resources to users and to support institutional programs. Service quality is focused on strategies, process and performance management systems, serving patrons to meet their immediate and future goals of any establishment. Nigerian academic libraries with innovative staff attitude have undergone changes in the last two decades and assumed new roles through introduction of information and communication technologies (ICT).

This has no doubt necessitated the use of management techniques designed to increase efficiency in libraries. However, despite the low financial resource allocation as detailed in the NUC Needs Assessment, Nigerian academic libraries have embraced the need to establish systems to enhance internal communication, cooperation and collaboration with users. With this development, university libraries are required to engage in active collaboration with faculty members to ensure effective bibliographic instruction and skills as well as other information use. Putting into consideration the fact that staff attitude can be positive or negative, it should be noted that despite the efforts put by the librarian in employing best set of workers, there seem to be few who still do not understand that library is service oriented as such do not render services like professionals; thus creating an atmosphere difficult for users to derive satisfaction in service deliveries³⁷.

This finding corroborates the finding in a similar study in selected universities in Nigeria, which found that majority of library staff have a positive attitude towards the implementation of ICT. It equally supports the findings among library staff in Kenneth Dike Library, University of Ibadan, Nigeria, which indicated that library staff has a positive attitude towards the use of ICT for library operations. It also supports the findings of a similar study in Edo and Delta States, Nigeria, which revealed that library personnel in Edo and Delta Universities have a positive attitude towards the use of ICT. Also, this finding agrees with the result on the ICT skills among library personnel in Kerala University, Indian, which found that library staff has a positive attitude to ICT use. This could be because library personnel understand the importance of ICT to service delivery³⁸.

The university library's overarching goal is to support learning and research activities, foster intellectual growth and creativity within knowledge acquisition, and assist the institution's teaching role. By gathering all the pertinent information resources required for supporting the teaching, learning, research, and public service functions of its institution, the university library aids in the discharge of its functions³⁹. The attitude of the library staff is just one of many variables that will determine how well the university library can carry out these tasks. A friendly staff is necessary for learning to take place effectively in a library setting. An individual's level of liking or disliking for anything can be expressed as an attitude, which is a hypothetical construct. The majority of the time, attitudes are judgments about a certain individual, location, object, or event. Attitude can also be considered as a condition of readiness or a propensity to react in a particular way. Also, attitude may be regard attitudes are judgments⁴⁰. They express how one feels about

something and might be either positive or negative. Royal Society of Medicine Press defined attitude as a service provider's professional perspective on his or her responsibilities, linked with personal feelings and approaches that translate into favorable or unfavorable relationships with clients⁴¹. The psychological requirements of library customers must be taken into account by library staff if they are to develop a favorable attitude toward them.

The practice of librarianship entails presenting oneself as knowledgeable about the organization, dissemination, and preservation of recorded information, as well as reading, rendering, furnishing, and contracting professional services such as consultation and advice on the organization and management of libraries, data banks, research, and information centers to clients for a fee or otherwise; and teaching of library and information subjects. This means that librarianship's main purpose is to deliver essential knowledge to library customers, and thus to speak to society as a whole, regardless of class, creed, sex, status, or race. A library cannot include a collection of documents that are not used, regardless of their type. In every way, library users make up a complex whole of the library; without them, no library exists in any form. Users can be classified based on a variety of characteristics, including religion, education, environment, sex, occupation, profession, age, or status, in addition to aims. The users' diversity is accentuated even more by their diverse unstated reading demands and motivations. Librarians' role in relation to library customers is to encourage usage of the library in order to meet everyone's needs. Because books, for example, can have positive or negative influence, and because the majority of library users only need relevant sources

on a subject, the librarian is obligated to make a limited selection of the collection available through reader guiding and reader service⁴².

The librarian, as a social worker, is also obligated to assist all users, including those with learning disabilities, which is an aspect of exceptionality, which was defined as a state of deviation from the normal standard of being or the existence of certain human attributes, abilities, capabilities, and traits that are different from the average, and should have a positive attitude toward them. In this context, attitude is defined as an affective feeling and proclivity to act toward someone based on one's ideas about that person, thing, or situation⁴³. Furtherance as an individual's inclination to respond positively or negatively to an object, person or group of people, institution, or event. As a result, depending on the approach, the attitude may be positive or negative. One can find that staff attitudes vary from person to person. Their upbringing, experience, education, skill, degree of exposure, amount of exposure to other people and things, level of exposure to organizational policies, environment, and other factors all play a role in the variation of their attitudes. There are two main types of attitudes that people display: explicit attitudes and implicit attitudes⁴⁴. Staff attitude would be measured through staff engagement in the study. Staff engagement is concerned with librarians' attitude in providing users with quality services, particularly as it relates to connecting with and providing information resources quickly to meet users' needs. Librarians' level of staff engagement reflects how committed they are to the growth of the library as well as how carefully they handle tasks. People's attitudes are dynamic and always changing, thus when an individual or group of persons is exposed to new knowledge and experiences, new attitudes are generated and old views are adjusted⁴⁵.

In Kenya's public university libraries, it was conducted research on the impact of library staff attitudes toward their jobs on the use of information services⁴⁶. The study's conclusions showed that library users require library staff with the proper attitude to provide information services without discrimination. They also showed that most of the books needed for class assignments were scarce due to a steadily increasing student population and a decreasing budget. A study on the use of ICTS for service delivery by librarians at university libraries in Edo State and their attitudes toward it⁴⁷. The study's findings revealed that certain librarians primarily used computers telephones and printers, using ICTs to support researchers while using ICTs to answer user questions at a rate of high percent. The usage of ICTs was considered by the librarians as having a positive attitude. This has a direct connection to the fact that most respondents rejected the negative attitude measure while fully accepting the positive attitude scale. Researchers examined how staff academic background and attitude affected how two specialized libraries in Nigeria, The study's conclusions showed that staff attitudes and academic backgrounds have an impact on how well libraries are serviced and used. Additionally, the special library is largely used for research and reference purposes by library patrons⁴⁸. In their 2019 article, scholars discuss how professional librarians feel about using information and communication technology (ICT) in the library at Delta State University. The study's conclusions showed that professional librarians do acknowledge and value the use of ICT as a tool to improve work performance. ICT is a tool that must be used to turn the library into a place where users may access resources in all areas of academic study. The decline in financial resources, the lack of suitable ICT infrastructure, and the

constant innovation in ICT have all been recognized as obstacles to librarians' positive attitudes toward using ICT to provide high-quality services to patrons⁴⁹.

Then, Ajzen and Fishbein developed the Attitude-Behavior Model for (staff attitude). The model proposed that the four different components of the action, the target it is directed at, the context it is performed in, and the time it is performed make up the attitudinal and behavioral entities that make up an individual's experience. The attitude of library staff is greatly influenced by their feelings at the time, so the relationship and communication of the staff with users is important, especially when it comes to how library staff engage users in service delivery. This makes the attitude-behavior model pertinent to the current study.

An investigated how students used the library at Usman Dan Fodio University and it was discovered that respondents used the library for a variety of purposes⁴⁸. According to the replies collected for a study, it was clear that the majority of students did not use the library for their own personal research interests or leisure activities, but rather considered it as a crucial location for studying, meetings, and group projects⁵⁰. Undergraduates may visit the library daily, twice per week, once per week, or even once a month. It could also be sporadic and irregular. In a survey of University of Benin students' use of the university library. According to the poll, the majority of students did not visit the library for a variety of reasons. Librarians are well aware of the difficulties faced by students and are aware that their anxieties stem from the size of the library, the strange surroundings, and the inability to begin the research process without coming across as illiterate to librarians and their peers. One of the issues limiting undergraduate students' utilization of

university libraries may be their lack of library skills. This study is designed to determine librarians' attitudes about library patrons with learning difficulties on this note.

There are factors that informed librarians attitude, a study found that job satisfaction will influence a librarian to behave well at work. A scholar found that the attitude of librarians like every other employee is delineated by their satisfaction with their job. This means that a more satisfied a librarians is with his/her job, the more well behaved and the more positive attitude they put up⁵¹.

Looking at the theoretical unpinning of this study, like every other human being librarians attitude is triggered and influence by the trio of affect, behaviour and cognition. Affect is the outward expression of feelings and emotion. Behaviour on the other hand have to do with the personality of the person which has been formed over a period of time, however, it can be changed if need is found. Cognition is the mental action or process of acquiring knowledge and understanding through thought, experience, and the senses. This calls for acquiring new skills, as far as the profession is concerns.

Library as a growing organism connotes that fact even the staff must grow to meet the trends and stay relevant by acquiring new skills, embracing continuous development, capacity building, in-house training, off-shore training, going for training on emotional intelligence and human dynamic so as to understand the psychological dynamic of the human in order to be able to serve them in the best way that will suit an individual.

2.2. Theoretical Review

The ideas to be measured and the statistical correlations to look for are determined by a theoretical framework. Additionally, it aids in the understanding and conceptualization of

the connections and interconnections between the various factors that affect and forecast the results that the researcher has defined.

2.2.1 Ranganathan's Five Laws of Library

Ranganathan's five laws of library science is a classic work, which describes in detail the library resources, services and growth of owners of libraries and their implications for service delivery. These laws have provided a scientific, theoretical and professional approach to the profession and study of library science. The laws constitutes the philosophical basis for the work and services of all types of libraries. In this study, the Ranganathan's Five Laws of Library Science, was used as a guide to access the ratio of library usage by undergraduates. The Five Laws of Library Science enunciated by Ranganathan are as follows: Books for use; Every reader his/her book; Every book its reader; Save the time of the reader and Library is a growing organism. Subsequently, with the technological advancement and modern development when documentation activity was gaining ground and commanding higher patronage, the Ranganathan's Five Laws of Library Science was reworded as follows: Documents are for use; Every user his/her document; Every document its user; Save the time of the user and Documentation center is a growing organism. In the fifth law, the word 'organisms' implies a 'system' concept; 'growing' connotes a 'living system'. Prof. Anthony H. Thompson of the College of Librarianship, Wales (UK) delivering a speech in the Ranganathan Memorial Lecture held at the National Aeronautical Laboratory on 15 to 17 January 1985 updated the five laws further in the context of Information Science in the following way: Information is for use; Every information user his/her information;

Every piece of information its user; Save the time of the information user and The universe of information is an ever growing organism⁹².

Ranganathan's first law – books are for use: In an age where libraries are increasingly judged in terms of their performance by a focus on issue statistics, the first law seems as much a concern as it was years ago. It is imperative to ensure library patrons use the materials selected and purchase for them. Libraries are not just about storing books, they are about people having access to books. This is something Ranganathan made clear in the discussion of the first law, by stating the historical importance previously placed on preservation of books above access. Obviously both should be of concern, but this is where the digital technologies that Ranganathan could only have dreamt of play their most vital role. "Librarians are blessed with the opportunity of making available to many the knowledge of mankind through continuing emphasis on digitization⁹³.

Digitization skills are now core skills for anyone who wishes to be a librarian in the 21st century, and this can easily be justified by focusing on the priorities laid down in the first law. Books are indeed for use, and if conversion from analogue to digital creates many more users for the one title then Ranganathan would have welcomed such a process with open arms. The first law is also forward thinking in terms of its emphasis on library location. Increasingly libraries are sited, or even relocated, in more accessible places in order to increase custom. This may be the reason for the location of siting of academic library in centre of the academic institution. Simple logic, but essential all the same if the library is to be accessible to the user. Location also relates to the virtual library concept. Again this is at the heart of the modern interpretation of the first law – the location for use may not be the library at all and increasingly is not⁹².

The second law – states that “every person his or her book”. The second law is perhaps the most understated; even Ranganathan, acknowledged that within this one principle lies so much of what libraries mean to society. On a basic examination the conclusion drawn was that the law relates to the fact that all have diverse interests and that there is a book out there to satisfy that for all of us, and it would indeed be a correct interpretation of one facet of the law. Brought up to date it could be argued that for “every book” a substitute “every piece of knowledge” and then cover electronic publications and other media easily. However, this interpretation merely scratches the surface of the second law; at its core is the need to fight for the right of users to information of all kinds, the consistent battle against censorship and inequality of access that has governed civilization since its inception. The library’s or librarian’s duty is to help users find the information they require and ensure any blocks in the way are not blocks created by librarians. The barring of access to knowledge is anathema to the second law, and it would be interesting to see how Ranganathan would consider the issue of Internet filtering in libraries across the world. Certainly, the law does not call for every person to have his or her book as long as it does not offend another person or group’s sensitivities. It could be argued that the second law is the one that must continuously defend above all others, since it at its root is the freedom for people to access writings of all kinds and inform their own minds on topics that others may wish to suppress⁹³.

The second law also needs to be cherished because it reminds librarians or libraries to be impartial in dealings with users. Users may not like what they request from the library, and may think a book or other resource is inadequate, but they should never place our own prejudices in the way of access. This is as crucial if prejudices are based on political

or religious beliefs, then care must be ensured that librarians represent the beliefs of other communities responsibly. Ensuring a collection is representative of the community that a librarian represents is absolutely vital. The third law states that- “every book its reader”. The need to provide easy access to materials is one way of putting people together with what they require. Equally, putting books into the hands of people who do not necessarily know which book they need is at the heart of the third law. Reader development is a part of the third law, create awareness and promote books that are available to the users that may not be known to them and that may offer them opportunities to be aware of other titles⁹².

The fourth law states that – “save the time of the reader”. Saving the time of the reader has always been a concern of the librarian. It is for this purpose that creation of catalogues, bibliographies, indexes and abstracts have become very necessary and essential. In the analogue world, this was important concept, but in the virtual its importance has increased dramatically. Saving the time of the reader also relates to how a library actually organizes information. People often can become so obsessed with the standards of cataloguing at the expense of a user. While catalogues are tools for retrieving items accurately, they become items that waste time of the reader if items are haphazardly catalogued or if the cataloguing is excessively focused on the intricacies of the art. The fifth law states that – “the library is a growing organism”. The library of the 21st century continues to be a growing organism. Perhaps with increase in digital information it can be deduced that the growth is not as pressing from the point of view of physical space, although this remains something many libraries will always struggle with. Even in the digital world, the analogue continues to be important⁹³.

Situating this laws to the study, the laws definitely has implication to the library as an organization in terms or acquisition, recruitment, location and overall management. To librarians as information manager within the context of the librarianship the implication of the five laws is that digital competence is inevitable to reach users who are scattered across the globe and cannot be accessed or contacted physically. Specifically, the first law “books are for use” Emphasis is placed on the necessity of making sure library clients use the materials that were chosen and purchased for them. This serves to demonstrate that libraries do more than simply preserve information resources; they also make sure that people can access them. As a result, information professionals must recognize how important it is for them to aggressively advertise their goods and services. Any information professional who wants to promote their library and change how society perceives libraries so that they are now seen as places where people may generate and gain knowledge must understand the importance of library marketing. No matter what kind of library it is or how big or tiny it is, what matters is that it be used.

The second law, "every reader his or her book," states that there are books and other information resources available for each patron to use. This implies that information demands of library clients are diverse. It is the responsibility of librarians to assist library users in locating the information they need and to make sure they are satisfied with the services provided. The second law highlights the need of librarians treating patrons fairly. The second law implies that libraries and information services should be promoted to effectively meet users' information needs by gathering and analyzing data, researching and comprehending customer needs, and matching those needs to available resources.

In accordance with the third law, which states that "every book has a reader," connecting library patrons to the information they need is one way to ensure easy access to publications. The third law is equally centered on getting books into the hands of people who may not know what they need. As we recommend books to readers who may not be aware of the existence of certain library items, which may give opportunities for enrichment that other titles do not offer, we could understand readers' development as being part of the third law. Under the third law, reference work has been defined literally, and this is still true in the virtual library. The use of virtual reference services in public and academic libraries is on the rise. The application of the third law to library usage entails engaging in activities that bring library goods and services to customers, such as promoting the advantages and values of the library, running promotional campaigns, advocating for the library, using public relations, personal communication, and social networking tools.

"Save the reader's time" is the fourth rule. All people value their time. The secret to success in life is time management. Libraries must develop strategies and plans to shorten the time library users spend retrieving materials. In order to save readers' time, librarians must offer access points such catalogues (on cards, online, or both), bibliographies, indexes, directories, author biographies, abstracts, and other locators. Saving the reader's time also has something to do with how information is organized and shared. When opposed to manual information retrieval methods, information and communication technologies (ICTs) are utilized in libraries to save readers thousands of hours of time. Ranganathan's fourth law implies that libraries and librarians and information services should focus more on the advantages and preferences of consumers. Consolidating and

repackaging information into the proper format, making it accessible when needed, and making sure that the quality of services and offerings takes customer benefits and preferences into account are all part of this. The library's mission should be to guarantee efficient service delivery for the greatest possible satisfaction of user needs⁹².

The fifth law predicts that libraries will expand in the next years. If libraries don't incorporate electronic content, they will probably still have an issue with inadequate space. The availability of e-resources does not prevent the purchase of new print items, and the rate at which resources expand has not changed, as librarians should be aware. The fifth rule has implications for library marketing that include adjusting library services and resources to both current and future user needs, mobilizing resources, handling ambiguity about future user needs, adding new services, attracting new patron groups, changing the environment, etc. For the library to stay up with other developments in the world, it should also repackage its services. Libraries and information centers must adopt marketing and promotion tools in order to use these laws effectively. Examples include exhibitions and displays, posters, electronic billboards, bulletin boards, flyers, advertisements, blogs, twitter, flickr, youtubes, mass media, proper and eye-catching labeling, library guides and newsletters, extension activities, library tours, Library Week/Day, and ICT-based channels like websites, e-mail, and web links/hyperlinks⁹².

Conclusively, It might be said that Ranganathan's five laws have contributed significantly to the growth of information science, documentation science, and library science. They are essential because they have bearing on both past and present events as well as those in the future. The boldness and clarity of thought behind the Five Laws of Library Science are astounding, despite the fact that they are only five brief sentences. Although these

claims seem very straightforward, the laws are actually quite complex. They have had an effect on how theory and practice have evolved and grown.

However for this study based on previous researchers which by scholars, researchers and authors who have used several measures to delineate the use of library and came out with factors and measures like purpose of use of library and frequency of use of library, quality of services rendered, attitude of users, availability of information resources as well as extent of use of library.

2.2.2 LibQUAL Model

Libqual is a web-based survey offered by the Association of Research Libraries that helps libraries assess and improve library services, change organizational culture, and market the library. The survey instrument measures library users' minimum, perceived, and desired levels of service quality across three dimensions: Affect of Service, Information Control, and Library as Place. Library administrators have successfully used libqual survey data to identify best practices, analyze deficits, and effectively allocate resources. libqual gives your library users a chance to tell you where your services need improvement so you can respond to and better manage their expectations. Institutional data and reports enable you to assess whether your library services are meeting user expectations—and develop services that better meet those expectations.

The Association of Research Libraries has registered the term "libqual" as a trademark for this innovative tool, which has its roots in service marketing research and the groundbreaking work of Berry, Parasuraman, and Zeithaml. Since the middle of the

1980s, their servqual protocol has been recognized as a norm for evaluating the quality of services in the corporate sector.

A variant of that approach called libqual has been carefully re-grounded for the North American research library market using both qualitative and quantitative methods. It attempts to gauge patrons' opinions of the quality of the services they receive from the libraries and highlights differences between desired, perceived, and required levels of service. Up until 2003, the project will be a joint research and development effort between ARL and the Texas A&M University Libraries. By that time, libqual will have developed into an ongoing service quality evaluation program at ARL⁴⁵.

Following the same philosophy as its servqual ancestors, libqual operates under the premise that "...only customers determine quality; all other judgements are fundamentally meaningless." libqual is a useful overall market survey for the setting of research libraries that evaluates service quality on a number of fronts.

Affect of Service essentially condenses three of the servqual-identified service dimensions—Assurance, Empathy, and Responsiveness—into one. Assurance is the knowledge and courtesy of employees and their capacity to inspire confidence and trust. Empathy is the caring, individualized attention that employees give to customers.

Via qualitative analysis, it was discovered that reliability, or the capacity to deliver promised or expected services dependably and accurately, was just as crucial in the library setting as it was in earlier servqual-assessed sectors⁴⁵.

The idea that a library is a place reflects a concept that goes beyond servqual Tangibles.

The initial plan had established the look of tangible facilities, machinery, employees, and communication materials in a rather conventional manner. The ability to provide a

practical area for study, cooperation, or rendezvous is evaluated by the "Library as Place" concept. This is frequently crucial for undergraduates because their options are more constrained than those of graduate and faculty students. The qualitative method, however, also showed that the library as a space was occasionally regarded as a meditative setting where the crucial work of scholarship and creativity might take place. Interviews with participants suggested that some people regarded the availability of attractive library space as a symbol of the importance of the intellectual life in higher education³².

Through the interview process, another aspect related to access to information was revealed. Access was made possible by the local availability of thorough collections that were adequate to draw scholars and support graduate study. Yet, accessibility ubiquity, or the supply of information at the point of need using every available method, is becoming more and more important. The importance of information format starts to wane in the situation. The Access to Information Dimension includes a wide variety of full-text deliverable to the desktop, robust local collections located in convenient physical places, and quick access to remote resources through efficient document delivery.

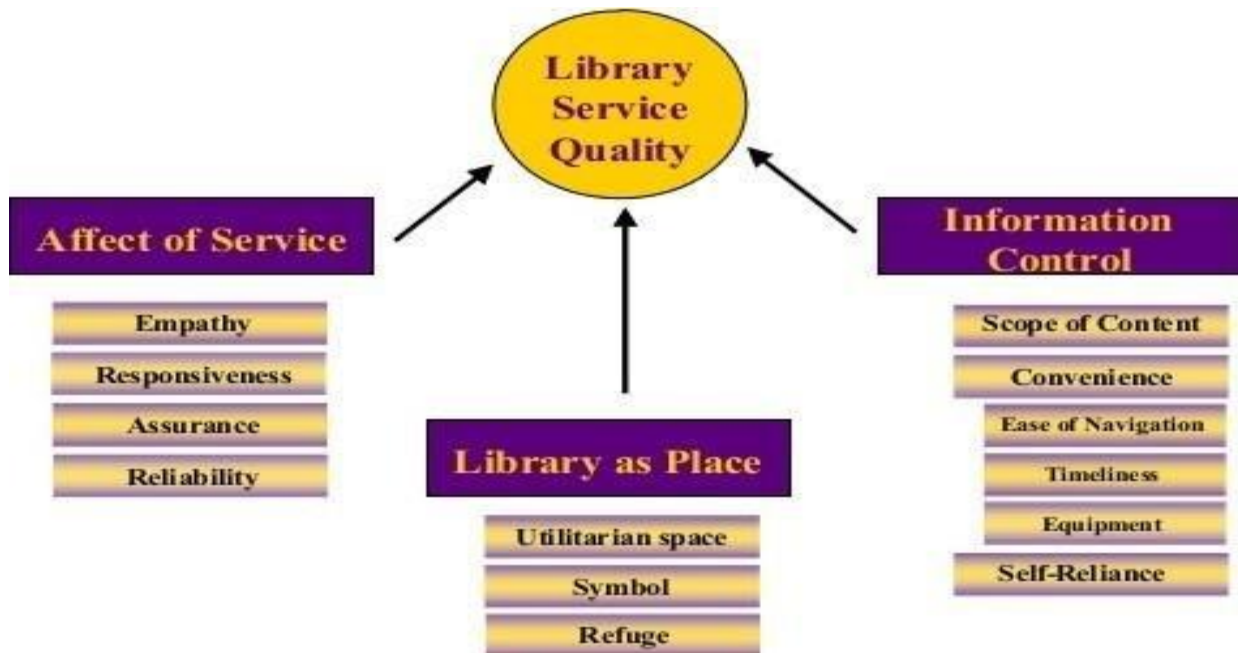


Fig. 2.1. LiQUAL Model

Already situated to library studies, libqual is a library service quality measurement tool based on assessing service quality. libqual is a tool for identifying areas for service improvement. It is standard survey instrument used in many libraries. It is a tool measuring users' perception of service quality and identifies gaps between desired, perceived and minimum expectation of services. libqual is a widespread standardized tool for collecting user feedback on library service quality. libqual is a suite of services that libraries use to solicit, track, understand, and act upon users' opinions of service quality. These services are to the library community by the Association of Research Libraries (ARL). The program's centerpiece is a rigorously tested Web-based survey bundled with training that helps libraries assess and improve library services, change organizational culture, and market the library⁵³. The goals of libqual are to: Establish a library service quality assessment program at ARL, develop a web-based tool for assessing library service quality to develop mechanisms and protocols for evaluating libraries, identify best

practices in providing library service quality. The various dimension of Libqual model includes Interactive quality of librarians in handling users with courtesy and respect, this encompasses librarians providing individual attention to the readers employees understand the reader's specific needs, employees solve problems with nice attitude library provide virtual community to readers.

The second dimension is Usability of the Library and all its resources, it connotes that the for instance in the case of library website or online platforms, the layout is clear and reasonable, library website design is beautiful and it has aesthetical value, opening the library website is fast and readers get the digital information resource easily. Thirdly, Affect of services, this is when librarians instill confidence in users, Giving users individual attention, librarians are consistently courteous and having physical, emotional and mental readiness to respond to users' questions , with well equipped knowledge to answer user questions and in a caring fashion after having prior understanding of the users information need. Affect of service includes ability to understand the needs of their user and having willing minds to meet their needs to the extend that they have become dependable for users patronage when information is needed.

Another dimension of libqual is information control. It connotes making electronic resources accessible from my home or office, a library Web site that enables users to locate information on their own, the printed library materials they need on their own should be easily navigable , the electronic information resources. Library as a place connotes library space that inspires study and learning, quiet space for individual activities, a comfortable and inviting location, a getaway for study, learning or research, community space for group learning and group study

2.2.3 ABC Theory of Attitude

Due to attitude's effect over a person's behavior, the study of attitude is becoming more and more important. Social psychologists' presumption that attitudes have something to do with social conduct is one reason why the attitude idea has become so popular. In these efforts to forecast and understand human behavior, concepts pertaining to behavioral dispositions, such as social attitude and personality trait, have been crucial. It is thought that attitudes directly affect conduct. The word "attitude" is frequently used in everyday speech to refer to a broad range of ideas, including ones related to preferences, sentiments, emotions, beliefs, expectations, judgments, evaluations, values, principles, opinions, and intentions. Scholars that support the influence of attitude on conduct refer to it as the foundation stone of social psychology.

ABC model is one of the most cited models of attitude. It was proposed by ABC Model of Behaviour. By Albert Ellis in 1991 a doctor of psychology. ABC model suggests that attitude has three elements i.e. Affect, Behavior and Cognition. Affect denotes the individual's feelings about an attitude object⁵⁴. Behavior denotes the individual's intention towards an attitude object. Cognitive denotes the beliefs an individual has about an attitude object. Now, after reviewing various definitions and models, it is generally accepted that attitude represents the positive or negative mental and neural readiness towards a person, place, thing or event. It consists of three components: Affective Component (Neural) (Feeling/ Emotion) Behavioral Component (Readiness) (Response/ Action); Cognitive Component (Mental) (Belief/ Evaluation). The cognitive component is an evaluation of the entity that constitutes an individual's opinion (belief/disbelief) about the object. Cognitive refers to the thoughts and beliefs an individual has about an

attitude object. A behavioural theorist expresses that belief is information a person has about an object; information that specifically links an object and attribute⁵⁶. The cognitive component is the storage section where an individual organizes the information which invariably trigger negative or positive attitudes. A scholar noted that, the emotional, cognitive, and behavioral dimensions are in constant interaction and are cyclical, i. e. they can be understood as both antecedents and consequences of actions, since they modify the dimension, and therefore people's attitude towards objects and situations.

These three components that made up attitude could be either positive or negative and a single one cannot make up for a complete attitude as the three can somehow and sometimes interject, interplay and one or two may have taken dominance. In a bid to bridge that gap created by the possibility of any of the component affecting the overall attitude another model was proposed called 3D MODEL⁵⁶. 3D (Three-Dimension) model of attitude is based on the various combinations of Affect (Feeling), Behavior (Dealing), and Cognitive (Meaning) components of attitude. These three components of attitude are essential and must be taken into consideration. When these three components join together, they construct an overall attitude about an object. It is also evident that these three components individually can be either positive or negative. After having the concept of three elements and two outcomes (+ or -) of each of the elements, eight (2³=8) different combinations for attitude are possible as stated in the table below. These combinations were referred as triodes. Each triode reflects a different state of attitude

Table 1.

<u>TRIODE</u>	<u>AFFECT</u>	<u>BEHAVIOR</u>	<u>COGNITIVE</u>
<u>PPP</u>	<u>POSITIVE</u>	<u>POSITIVE</u>	<u>POSITIVE</u>
<u>PPN</u>	<u>POSITIVE</u>	<u>POSITIVE</u>	<u>NEGATIVE</u>
<u>PNP</u>	<u>POSITIVE</u>	<u>NEGATIVE</u>	<u>POSITIVE</u>

<u>PNN</u>	<u>POSITIVE</u>	<u>NEGATIVE</u>	<u>NEGATIVE</u>
<u>NPP</u>	<u>NEGATIVE</u>	<u>POSITIVE</u>	<u>POSITIVE</u>
<u>NPN</u>	<u>NEGATIVE</u>	<u>POSITIVE</u>	<u>NEGATIVE</u>
<u>NNP</u>	<u>NEGATIVE</u>	<u>NEGATIVE</u>	<u>POSITIVE</u>
<u>NNN</u>	<u>NEGATIVE</u>	<u>NEGATIVE</u>	<u>NEGATIVE</u>

3D (Three-Dimension) model of attitude by Vishal Jain 2014

The table above shows the possible background antecedent of the three component of attitude (Affect, Behaviour, and Cognition), their states and how they eventually influence attitude.

PPP Triode PPP triode is the combination when all the three components of attitude Affect, Behavior and Cognitive are positive. This is the situation in which an individual is not only having positive feelings towards an object but also having positive beliefs over available information and his final response is culminated as favorable. For example, when a librarian has positive affection, behaviour and feeling towards library services, users and library usage, he/she will come up with positive attitude as far as attending to users information need is concern. PPN triode is the combination of positive Affect, positive Behavior and negative Cognitive components. Here, an individual likes the product but having lot of confusion during the evaluation based on various sources. After proper clarification, he takes favorable action over the product. Situating this to librarianship a librarian may take up a particular services after proper clarification which is the cognitive aspect of attitude. This makes room for mentoring, knowledge sharing as a platform where proper clarifications can be sought as per library, library user, and library services⁵⁶.

PPN triode is the combination when both Affect and Cognitive components are positive but the Behavior is negative. In this situation, an individual is having both positive feelings and beliefs towards an object, even though he takes an unfavorable decision. The

modelist gives an example or example, an individual who likes a car and after positively evaluation, visits the showroom to purchase the car. But, because of Sales Executive's opinion to wait for one month, he postpones or cancels the decision to purchase the car. This triode reflects, from the model, that even both affect and belief are unidirectional and positively respond on an object, the response goes in the opposite direction⁵⁶. Situating this to librarianship in the area of organizational or leadership lapses. A librarian may come up with good ideas as per service rendering but if not accepted or not given due consideration by the executive, or library management the idea may die⁵⁷.

PNN Triode In PNN triode only Affect is positive; Behavior and Cognitive components are negative. This is the situation in which an individual likes the product but because of reliable information from various sources has made a rational assessment more of negative opinion and takes an unfavorable decision. For example, when a person, by seeing repeated advertisement on TV, likes the car but those who have already purchased the car gives negative feedback and it culminates into an unfavorable decision to purchase the car. Here, there is a clash again between feelings and beliefs but beliefs dominate feelings and leads to inference⁵⁵. Coming back to librarianship, this means that attitude can be a product of subjective norm, where actions are taken base on our perceptions of what is expected of us⁶⁰. Whether positive or negative attitude could result from influence from professionals, colleagues, mentors in the field. What is expected could be the reason for which librarians act the way they act.

NPP Triode When Affect component is negative with both Behavior and Cognitive are components are positive, it creates the NPP triode. In this combination, if an individual does not like an object, even then, because of positive assessment from various sources,

his decision culminates into favorable one. For example, a person may not like a particular car but because of positive assessment he decides to purchase the car. There is a clash between feelings and beliefs; finally, beliefs dominate feelings and leads to positive response⁵⁵. This is similar to subjective norm in the theory of planned behaviour where actions are taken because of perceived expectations from some people, organization or colleagues based on their judgment on a phenomenon⁶¹. For example, a librarian may take up a service like digital reference service to serve users who are scattered in the virtual world even though he/she may not be technology savvy, he/she will take up the burden of going for extra classes and capacity building to gain more knowledge.

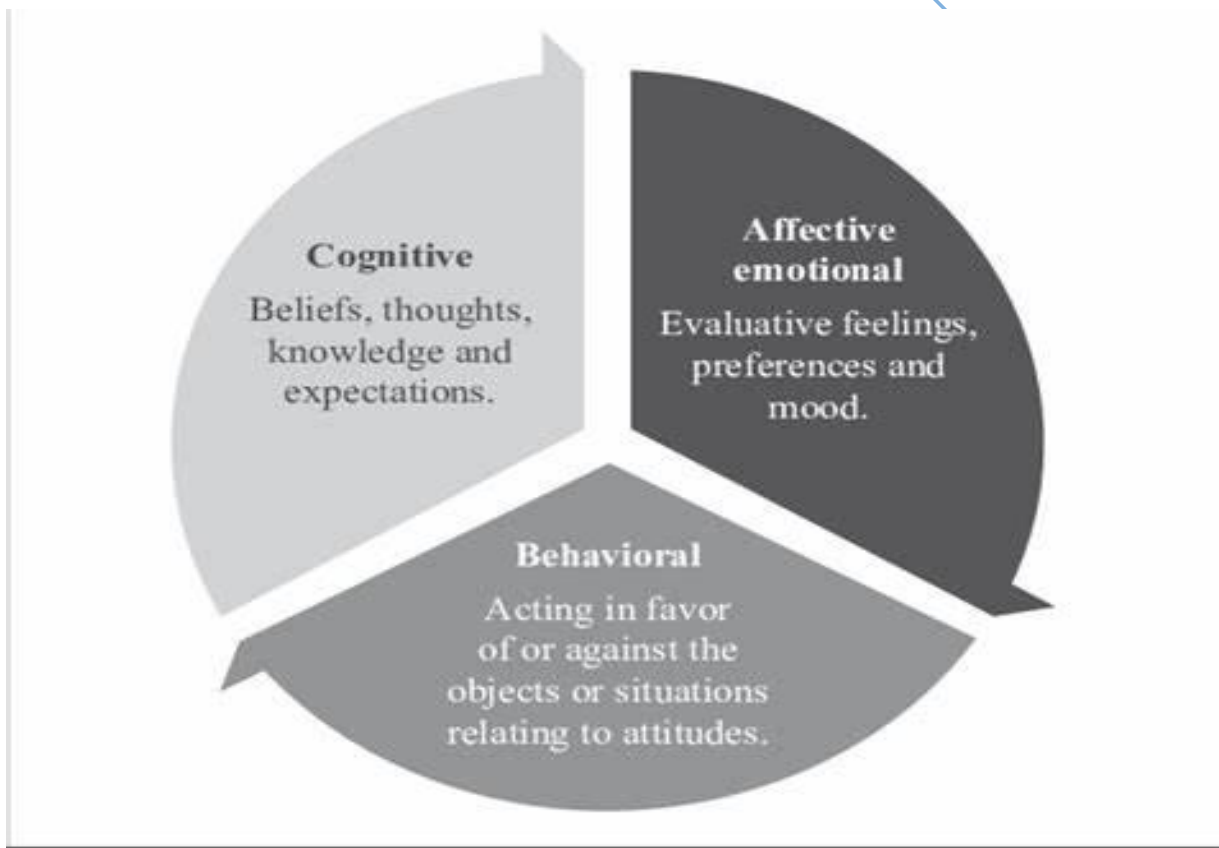
NPN Triode This is the combination of negative Affect and Cognitive components but the Behavior is positive. In this rare situation, neither individual likes the object nor the information related to the object but because of situational understanding and realization its utility, he takes a favorable stance on object. For example, a person dislikes the particular model of car and also all sources of information support to his dislike, but due to some pressure or emergency his decision is culminated to purchase the car. This is clear from this triode, however both feelings and beliefs impact are unidirectional and negatively respond on an object, the decision goes favorable with external stimuli⁵⁶. In situating this to librarianship and librarians attitude, this is similar to behavioural control of an individual who not minding his feelings, and what people say but because of personal understanding of the importance of a concept, he/she behaved that way. For example in librarianship, community analysis may prompt a librarians to take actions which is unique to that community alone.

NNP Triode is the combination of negative Affect, negative Behavior and positive Cognitive depicts the NNP triode. Here, individual does not like the object and decides an unfavorable response, even the evaluation of the object is positive. For example, a person dislikes the particular model of car, though the opinion related the particular model is highly favorable for purchase, he does not purchase the car. One can observe a clash between feelings and beliefs where feelings dominate beliefs and leads to inference⁵⁵. Librarians are humans, they are sometimes victims of feelings, emotions, circumstance as well as information at their disposals at a particular point in time and about a particular issue, they could decide to be subjective, objective or professional as the situation demands. However, the law of library places the user satisfaction at the centre of every decision to be made.

NNN Triode One of the most common combinations is when all three components Affect, Behavior, and Cognitive are negative. This is the situation in which an individual does not like the object also the information related to the object is unsupportive and finally his decision culminates to unfavorable one. For example, a person dislikes the particular model of car also evaluation of information supports and decision is culminated to unfavorable to purchase the car. In this triode, the inference of the individual is the resultant manifestation conglomerate negative feelings, response and beliefs⁵⁶. Situating to librarianship, negative behaviour, native affect and negative cognition about a particular issue or concept, in this case library use, library patronage, emotional intelligence, library users, library services and so on will result in negative attitude towards library user and this will hamper library usage which is a negation of any of the five laws of library science.

This theory seems appropriate for this study because library personnel is greatly affected by the way they see that thing(s). The feeling and corresponding actions of library staff are dependent on what they know about a particular object or subject. What is known about a particular subject is very important because it affects behaviour or actions towards it. Librarians feelings and actions towards the use of library resources would be evaluated based on their interests and availability of the resources⁵⁷.

Nigeria



Source⁵⁶

Fig 2.2. ABC Model of Behaviour. By Albert Ellis

2.3 Review of Empirical Studies

2.3.1 Library personnel Attitude and Library Usage

The university library is the academic heart of the university system and its basic purpose is to provide university staff, students and other researcher with material assistances and an enabling environment that would facilitate teaching, learning and research. The library assists in the discharge of its functions by acquiring all the relevant information resources necessary for sustaining the teaching, learning, research and the public service function of its university. The extent to which the university library is able to perform these functions will depend on a number of factors which include but not limited to library personnel attitude.

A friendly staff is necessary for learning to occur effectively in a library setting. The concept of attitude can be used to describe how much someone likes or dislikes something. The majority of the time, attitudes are judgments about a certain individual, location, object, or event. Attitude is defined as a state of readiness or a propensity to react in a specific way. Attitudes are judgments. It might be positive or negative; they represent one's feelings toward something. There is need to be motivated to use the library more frequently, and one way to motivate users is to have highly approachable and nice library staff. Therefore, library employees should interact with patrons in a pleasant, polite, respectful, and effective way. This is due to the fact that the user is the center of attention for all library and information services, as a library operates primarily

to meet the needs of its users. Similar to how "the customer is right in business transactions," and "the users' right in service provision in the library" is also a legal right⁶³.

A positive attitude is a priceless possession for personal fulfilment and career. It is also an essential element for creating a positive workplace. Positive attitude is more appreciated by others when one is at work because it brings out the best in a person and such is able to relate with both staff and undergraduate students freely. Library personnel with positive attitude will freely interact with library users and such user might want to seek the service of the personnel again if need arises and by so doing the user can use the library more frequently. A negative attitude affects more than one may think and it may come across so subtly that one is not even aware of it. Negative attitude of library personnel may have an adverse effect on undergraduates patronizing the library and if it is not checked it might scare some users away. It is important for the library to note that for it to achieve its aim of disseminating information and knowledge to undergraduates using the library, the library personnel attitude towards the library users should be positive⁶³.

However, a study from two universities in Lagos State Nigeria revealed there was no relationship between the library personnel attitude and undergraduates use of libraries of the two universities; maybe because the students know their way round the library and been able to locate whatever information resources, they need in the library without the assistance of any library personnel. This could also be as a result of the fact that students would not be deterred by the attitude of the library personnel, if they are in dire need of the use of some information resources in the library; and also with effective user's

education in place, the users were able to make use of the library resources effectively and efficiently and also allows for independent use since the users are able to access any information they desired⁶⁴.

Attitudes is defined as the feelings and beliefs that largely determine the perception of employees about their environment, commit themselves to intended actions, and ultimately act as accordingly as expected. This idea is further supported by a study that postulated that attitudes are acquired through learning and can be changed through proper orientation. And that attitudes once built would help to shape the experience an individual encounter with objects, subjects or persons. From an individual perspective, attitudes vary, the reasons for such variation in individual's attitude may be connected to the fact that they have different upbringing, experience, education, skill, level of exposure, government policies, organizational policies and others. It can be said that people's attitudes are dynamic and constantly changing, thus new attitudes are formed and old ones are modified when an individual or group of individuals are exposed to new experiences and ideas⁶⁴.

A further study states that attitudes exhibited by people can be categorized into two major headings such as explicit and implicit. The explicit means characters of attitudes that are formed and the implicit which are the behaviours or pattern of attitudes registered in our subconscious minds, and that this attitude affects people's behaviour or reactions to issues in different ways. When it comes to the role of users towards the utilization of library resources due to their attitude, it was reported that if at all a library is to achieve its proper role within the system, there must be progressive connection between it and the users it was created to serve. This could be true when we consider the fact that

communication is meant to influence which is directly linked to the library in the areas of providing important information and different communication channels for disseminating broader information to a larger audience⁶⁷.

Staff attitudes can be found to be different from one person to the other. This attitude variation is based on different factors such as their upbringing, experience, education, skill, level of exposure, government policies, organizational policies, environment and others. A scholar further stated that all attitudes exhibited by people can be categorized into two major headings namely explicit and implicit attitudes. The study would consider staff engagement as a measure of staff attitude. Staff engagement deals with librarians' attitude towards providing quality services to users especially as it deals with relating and providing promptly information resources to satisfy users need. Staff engagement is the extent to which librarians feel passionate about their job, the commitment to the library development and the discretion applied in carrying out task. It can be said that people's attitudes are dynamic and constantly changing, thus new attitudes are formed and old ones are modified when an individual or group of individuals are exposed to new information and experiences. Findings from a study revealed that library users need information continuously regardless of its availability; the library users require library staff with the right attitude to provide information services without any discrimination; most of the books required for class work were limited against a steady growing student population and shrinking budget⁶⁷.

Attitude is everything, and it can be towards anything be it human or inanimate objects. Attitude of librarians towards phenomenon and concepts has been subject to series of investigation. For a example, in a study carried out on the survey of Attitude towards

ICTS and Use of ICTS for Service Delivery by Librarians in University Libraries in Edo State. Result from the study showed that some librarians mostly used computers (100%), Telephone (97%) and Printers (85.7%), the use of ICTs to assist researchers while 100% of them use ICTs in answering user queries. Also, the librarians were seen with positive attitude towards ICTs use. This is closely related to the fact that the respondents generally refused the negative attitude scale while they completely accepted the positive attitude scale⁶⁹.

Research on staff attitude and staff academic profile as factors influencing the use of two special Libraries in Abuja, Nigeria. Findings revealed from the study that staff attitude and academic profile influence library service delivery and usage. Also, library users make use of the special library mostly for reference and research purpose. on the Attitude of Professional Librarians towards the Use of Information and Communication Technology (ICT) In Delta State University Library. Findings of the study revealed that professional librarians do accept and appreciate the relevance of ICT as a tool to enhance work performance. ICT as a tool is required to transform the library in all sphere of academic provision of resources for user's consumption⁶⁷.

However, some challenges were identified that hinders the positive attitude of librarians towards using ICT to deliver quality services to patrons were declining financial resources, inadequate ICT facilities and incessant innovations in ICT. Then Attitude-behaviour Model for (staff attitude) by Ajzen and Fishbein in 1977. The model opined that the attitudinal and behavioural entities that makes up individuals' experience consist of four different elements namely, the action, the target at which the action is directed, the context in which the action is performed, and the time at which the action is

performed. The model of attitude-behaviour is relevant to the present study in that library staff attitude is largely dependent on their feelings at that time in that the relationship and communication of the staff with users is key especially when it deals with how library staff engage users in service delivery⁶⁰.

Undergraduates use the library for the following reasons: to read recommended texts, to do class assignments, to copy notes, to write project/term papers and to read for pleasure/relaxation. The university library is the organ of the university with the responsibility for selecting, acquiring, processing, storing and disseminating needed information to meet the mandates of the university. It was stated that university libraries were established primarily to serve the academic and general purposes of the staff and students of such universities. Though the university library, as a service institution is saddled with multiple roles and a host of related operations and services developed over the years; yet the main objective of the library has remained the same which is to provide access to trustworthy, authoritative information and knowledge to its users. In order for the library to carry out this objective effectively, there is need for conducive environment for the library users and friendly library staff that are approachable⁹⁵.

A study also assessed how faculty and students used academic libraries in Nigeria with particular reference to Delta State University, Abraka. The majority of respondents reported using the library every day or twice a week, despite the fact that students made up the majority of users. The study also found that reference resources are used the second most frequently, with a rate of 25 out of 98 (63.6 percent), after textbooks (16.2 percent). According to a related study, students visit the library primarily to study for exams and complete homework. The study also showed that library collections fell short

of user expectations. Additionally, a research of all of the Federal University of Technology Library in Nigeria in 2021 showed that just 82 of the 475 students who participated used the library on a daily basis. The library of the Federal Polytechnic Ado-Ekiti in Nigeria was heavily utilized, according to research on accessibility and use. This was confirmed by 100 respondents (52.6%) who said they visit the library anytime they want to read. 49 (25.7%) of the respondents of the study said they hardly ever use the library since the resources there don't fulfill their needs⁷².

In their statistical analysis at Covenant University, found that students use the public access online catalogue more frequently than the manual catalogue. In a related study on catalog use by students at Adeyemi College of Education, Ondo came to the conclusion that the issue with catalog use is connected to respondents' lack of information about how to use the library catalog⁷⁷. Universities libraries plays an importance role in enhancing the learning experience of students providing them with materials and services needed to improve their knowledge. Library offers different services and its aim is to improve the students' learning experience. A Scholar asserted that university libraries provide students with tutoring support; by being a quiet place, libraries are the areas where students can receive support to solve their questions, enhancing their study experience. The libraries also give learners the possibility to use computers and engage with digital resources that covers different subjects; and with the use of computers, students can search their sources quickly and write their assignments. A study also asserted that university libraries can engage students with learning in many ways; the physical space has sufficient resources available to students, enough independent study areas, collaborative learning spaces and sufficient numbers of computers or wireless access area.

They can also keep the students updated on new acquisitions, upcoming workshops and classes⁷³.

The aim of any university library is to provide materials to support its parent body and without adequate use of the library, teaching and learning in the university becomes a problem. It is widely believed that libraries in Nigeria are highly underutilized. It was also stated that the basic reasons for non-use of libraries by students emanated from users' frustration, and possibly ignorance of the correlation between library use and academic grades. A survey also showed that the ineffective bibliographic tools, inadequate resources and improper arrangement of library materials contributed greatly to undergraduates' inability to make maximum use of university libraries. Previous studies revealed that most students do not make effective use of university libraries because of lack of users' education. User education is a skill empowering process that enables users acquire knowledge available in information resources, how to use information retrieval tools like card catalogue, indexes and computerized databases. It was identifying one-on-one session, library orientation/tour and classroom instruction as various methods of carrying out users' education⁷⁴.

It was also asserted that users' education concept is not new but the proper implementation of this concept is still unknown to many university libraries in Nigeria. He said the traditional library sees users' education in terms of "giving a tour of the library" with little or no explanation about library services. User education enable the users to make use of the library resources effectively and efficiently. The users are able to access any information they desire as well as developing the skills to use the resources of the library independently. In order to make users use the library more often, there is need

for motivation; and one of the ways to motivate users is to have high levelness of friendly and approachable library personnel. In 2004 It was posited that the staff of the library should relate with users in a pleasant, friendly, courteous and efficient manner. This is because the user is the focal point of all library and information services, as a library primarily exists to satisfy the users. In a similar view, stated that just as “the customer is right in commercial transactions” so also is the users’ right in service provision in the library⁷⁴.

Attitude can also be defined as a persistent tendency to feel and behave in a particular way toward some specific object. It was asserted that attitude is an evaluative reaction to a person, object or events. Attitude can also be defined as the embodiment of the ways of approaching problems and issues common to persons and group. It was asserted that one’s actions are a result of their attitude, which in turn creates a reaction from others. It was also stated that there are three components to attitude- cognition, affect and behavior. The cognitive component of an attitude is made up of beliefs, opinions, knowledge and information held by a person. The affective component is the emotional or feeling part of an attitude, while the behavioral component of an attitude refers to an intention to behave in a certain way toward someone or something. Attitude can be positive, negative or indifferent.

A positive attitude is a priceless possession for personal fulfilment and career. It was asserted it is also an essential element for creating a positive workplace. Positive attitude is more appreciated by others when one is at work because it brings out the best in a person and such is able to relate with both staff and undergraduate students freely. Some library personnel with positive attitude will freely interact with library users and such

user might want to seek the service of the personnel again if need arises and by so doing the user can use the library more frequently. A negative attitude affects more than one may think and it may come across so subtly that one is not even aware of it. Negative attitude of library personnel may have an adverse effect on undergraduates patronizing the library and if it is not checked it might scare some users away. It is important for the library to note that for it to achieve its aim of disseminating information and knowledge to undergraduates using the library, the library personnel attitude towards the library users should be positive

User happiness is a key factor in academic libraries' ability to provide high-quality service to its patrons. The primary goal of all academic libraries is to provide high-quality services to all of their users, including teachers, students, and library staff, in order to assist them in teaching, learning, and conducting scientific research for the benefit of the library, the university, and the country as a whole. It is therefore critical for academic libraries, which are the brains behind university institutions' learning and research processes, to meet the needs of their users by providing high-quality services and conducting regular user surveys to elicit their feedback and satisfaction in order to improve current services.

In 2014, the University of Limpopo's Medunsa campus undertook evaluation research on user satisfaction with library services and resources. A questionnaire was utilized to collect information from students, academic personnel, and administrative staff at the university. Users make extensive use of the library, its services, and resources, according to their research. In particular, more users are satisfied with the information provided by library staff, the majority of respondents are content with staff availability, and the

majority of respondents are satisfied with the aid they receive from library personnel. Despite their satisfaction, the user made suggestions for enhancing various services to fit the present information age. Journal collection, photocopy machines, improved internet connection, extended library hours, and improved library personnel services were only a few of the new offerings. In order to ensure that users are always satisfied with academic library services and resources, regular surveys and orientations should be done. The study aims to gather information in order to estimate the satisfaction levels of international students, a diverse population of library users. This is because this particular group also makes extensive use of academic libraries and is among the largest users of these services⁷⁴.

One of the key factors influencing how well academic libraries function in providing their users with high-quality services is user happiness. The main goal of all academic libraries is to provide high-quality services that meet the needs of their users, including teachers/lecturers, students, and library staff, in order to support them in their roles as teachers, learners, and researchers in order to advance the library, the university, and the country as a whole. Therefore, it is imperative for academic libraries the driving force behind the learning and research processes at universities to meet the demands of their patrons by providing high-quality services and by regularly surveying them about their satisfaction with the services they get. The University of Limpopo's Medunsa campus conducted an evaluation research on user satisfaction with library services and resources. Students, academic personnel, and administrative employees at the university were asked to fill out a questionnaire to provide data for the study. Their research showed that patrons do make good use of the library's resources and services⁷⁴.

In particular, more patrons expressed happiness with the information provided by library staff, the majority also expressed pleasure with staff availability, and the majority of respondents expressed satisfaction with the assistance they receive from library personnel. Even if they are satisfied, the customer offered suggestions for enhancing several services to keep up with the information age. Some of these services included journal collection, photocopiers, improved internet service, extended library hours, and enhanced library staff services. In order to guarantee that patrons are consistently happy with academic library services and resources, frequent surveys and orientations should be held. The purpose of the study is to gather information about the satisfaction levels of the diverse group of international students who use the library. This is so because members of this particular category are among the vast majority of patrons who utilize academic libraries' services⁷³.

Additionally, a study looked at how satisfied patrons are with the information resources and services provided to them by the College of Health Sciences Library at the Niger Delta University in Nigeria. Their study utilized a survey research approach, and data were gathered using a self-designed questionnaire and random sampling. The results of their survey demonstrated that patrons were happy with the library's book lending services, timely renewal of library materials, and improved and extended hours for online activities. Additionally, it was discovered that users were unhappy with the obsolete and sparse reference materials discussed in both national and international publications on a variety of issues. They suggested that the library should enhance its photocopying, electronic information services, and bindery sections as well as patrons' computer proficiency. In order to improve the services, it provides to patrons and to develop its

resources, the library can use these channels to raise internal finances. It also needs to train its employees⁷⁵.

Additionally, based on the opinions of academic staff and students, a study conducted on user satisfaction with academic library services at the Redeemer's University. For the study, she used the survey research approach and created a questionnaire to collect information from academic staff and students. The study found that while Redeemer's University library patrons were happy with the services offered by the library, there was room for improvement. She suggested that at library orientation, students be made aware of the significance and types of materials available in the library as well as how they might use such items for homework and study. Additionally, the administration of the library at Redeemer's University should make an effort to ask patrons for feedback on how the services could be made even better and to meet with academic staff members to discuss the library's needs. Our study instead takes into account the thoughts, ideas, and perspectives of the international students who utilize academic libraries in regards to their satisfaction levels and how well-rounded of a service they perceive the entire library to be⁷⁶.

Additionally, a study investigated how satisfied users were with the services and resources offered by India's seven IIT Libraries. For their investigation, they used the survey research methodology. They discovered and deduced that the majority of IIT users are happy with a variety of library services, including book lending, internet access, reference assistance, journal and periodical circulation, E-journals, online database services, and reservation assistance. However, they recommended that consistent feedback from the teachers and students would also help to improve the library services

and efficiently meet their satisfaction. Our study also aims to determine whether foreign students who use the academic library are content with a variety of services provided by the library, including how staff members treat them and how the library assists them in their learning and research endeavors⁹⁶.

It was also investigated that client perceptions of service quality, contentment, and loyalty toward Indian private healthcare. They looked into how customers' views of service quality and their happiness with services influence their loyalty to service providers in the healthcare sector. Descriptive statistics, factor analysis, regression, and correlation statistics were used to assess consumer perceived service quality and how it affects customer loyalty to service providers using data collected from a questionnaire survey at five private hospitals in India. According to the findings of their investigation, there is a strong correlation between customer satisfaction and the service provider, high-quality facilities, and interactions with supporting employees. They came to the conclusion that the study's findings would help healthcare management create efficient plans to guarantee higher customer service standards⁷⁷.

2.3.2 Quality of service and Library Usage

The main goal of the libraries and the librarians at the institution has always been to meet the needs of the users. Libraries must not only provide resources but also make sure that those resources are used wisely if they are to contribute to the advancement of knowledge.

Every year, new students come to the university with different needs and expectations. Besides, new technology, databases, and more innovative systems for accessing information, have made the library more complicated and challenging for librarians and users alike. The unfriendly treatment from library staff towards users, the abundance of

resources available, and the difficulty in being able to identify these resources also create problems for users. The inability to easily identify the specific use of a library's services because of the new technologies, inadequate and non-functioning of some library facilities, and the difficulty to access information sources can all contribute to user dissatisfaction among university library users. It was asserted that university libraries today are faced with the challenges of infrequent or non-use of resources largely because of inadequate awareness, perceived lack of relevance, lack of time, distance, lack of skills in the use of electronic resources, having personal books and/or borrowing books from friends, access to the internet from home, slow internet, noisy and inappropriate study areas; inadequate collection; poorly managed information resources; unhelpful disinterested staff, and unfriendly users conveniences couple with other competitive sources of information that seem to be threatening the role of university libraries.

However, User satisfaction is an important measure of service quality in libraries which provides important feedback for libraries to assess and improve its services to the users. The core users of the university libraries are grouped into faculty members, undergraduate, and graduate students. Thus, in order to satisfy the informational needs of its users, the university library has to ensure adequate provision of actual information, service, and facilities. Several factors can influence users' satisfaction; these include responsiveness, competence and assurances, tangibles and resources. Less than 50% of users are content with the collection, physical amenities, and functional structure of the libraries, whereas more than 50% are. The majority of responders strongly value the staff's behavior. In university libraries, where user surveys and other methods are used to learn about patron expectations and impressions of services provided by the libraries, the

goal of user satisfaction assessment is to keep patrons satisfied. This can be accomplished in a variety of ways. It means service quality could be assessed and thereby evaluating customer's satisfaction. Elements that influence user satisfaction include the availability of current information, visibility of facilities, accessibility of resources, helpful personnel, and the attractive appearance of the library and its staff⁹⁷

In Indonesian, research conducted to investigate the quality of service of Politeknik Sriwijaya University (tangible, reliability, responsiveness, assurance, and empathy) simultaneously affect student satisfaction⁹⁸. Furthermore, it was found that if the quality of library service each (tangible), (reliability), (responsiveness), assurance), (empathy) effect partially on student satisfaction in getting learning resources. From the analysis carried out, it was concluded that there is an influence of service quality of Politeknik Sriwijaya University (tangible, reliability, responsiveness, assurance, and empathy) simultaneously for student satisfaction in getting learning resources. Furthermore, it turns out the four variables X (tangible, (reliability), (responsiveness, assurance) each had no effect partially, whereas empathy variable is the one variable that affects the quality of service.

In Japan, Narit Nimsomboon and Haruki Nagata, examines the overall service quality of Thammasat University Library System from users' perspectives, as well as identifies the dimensions that determine the customers' evaluation of service quality⁹⁹.

Professionals in the library industry claim that some librarians believe they have the authority to choose the level of service provided to their patrons because they believe they are aware of their needs. Additionally, they believe that customers cannot evaluate the caliber of a service since they lack knowledge of their needs and what would be more

beneficial to them. However, these viewpoints are meaningless because users' established criteria are the only ones that matter for assessing service excellence. Since users are the most significant stakeholders, only users can judge quality; all other judgements are virtually meaningless. The library is little more than an information "warehouse" without patrons. The last consumers of library services are the patrons. The success of the library should not be determined by the things it has (inputs), but rather by the things it does, the activities it supports, and the results it produces. Therefore, it has become necessary for university libraries to adopt a more strategic approach beside the initial ones been used in order to know their users' perceptions since libraries exist purposely to serve users. Hence, there is a need for university libraries to understand their user needs and satisfy them⁹⁵.

A study to examine the knowledge, use, and types of information sources that University of Kalan students make use of indicated that 78% of respondents were aware of the books and journals available at the university library, and 65% of user respondents were aware of the circulation service. 75% of the respondents said they read newspapers, and 71% said they read books and journals. According to the poll, 93% of respondents strongly agreed with the statement that students need teaching on how to use information sources in their subject areas if they are to use the library more effectively and efficiently¹⁰⁰. More so, according to research, the improvements to the library system are mostly focused on college and university libraries. A varied range of users with varying information demands and research abilities must be catered for by academic libraries. Academic libraries must deal with a constantly evolving educational and publishing environment where the worth and expense of a university degree are being questioned, in

addition to the structural issues that face all libraries. Academic libraries must demonstrate their value and the value of the university system in light of increased accountability requirements. Many universities have made an effort to evaluate how academic libraries affect student achievement, but they frequently grapple with issues related to student privacy⁹⁷.

The findings of a significant study on the effect of library use on student success were just released by the University of Minnesota. First-year undergraduate students who use the library have a higher GPA for their first semester and higher retention from autumn to spring, according to the study's statistically significant findings⁵⁵. According to research, the utilization of university libraries has decreased, which may indicate that students are finding their information elsewhere. Between 1995 and 2004, reference requests decreased by an average of 4.5 percent annually and book checkouts decreased by an average of 1.2 percent annually, according to a 2005 report from the Association of Research Libraries (ARL), though these figures varied depending on the type of academic library. During the same time period, there was an increase in research inquiries at master's level libraries. The ARL also noted a decrease in interlibrary loans and reference requests from 2015 to 2020 (Wikipedia). Jerome McDonough, a professor at the University of Illinois' Graduate School of Library and Information Science, made the following observation about the problem in 2007: "We're losing clients; students may come into the library to study, to socialize, or to visit the recently installed cafe designed to draw them in, but they're not using library materials, or library services, at anything like the rate they did even ten years ago¹⁰¹."

Some researchers have found a few reasons why students choose to get information from sources other than the library. In researches carried out in Europe, it was discovered that because information is easily available, college students frequently use search engines such as Google⁹². Students like material that is straightforward and easy to comprehend, as well as a self-serve approach. Some potential clients are hesitant to use the library because of the lack of consistency in services¹⁰². On campus today, information in any format may be accessed anywhere and at any time. Validating the report on underutilization or less usage of library service by students, some scholars postulated that traditional library services are being used less frequently in universities, implying that students are seeking information elsewhere. They went on to say that while students may come to the library to study or socialize, they are not using library materials or services at the same rate as they were even ten years ago. They went on to say that the twenty-first century has virtually turned everything virtual, and technological advancement continues to change how students access information, so it is critical that the interior environment in university libraries reflects this shift. Students clearly recognized the library as a significant site for learning, meetings, and group projects⁸⁸.

The organizations that keep track of academic library statistics are looking for new approaches to evaluate value and impact in light of impending changes. Monograph and serial expenses will no longer be used as a statistic by the Association of Research Libraries because "new data will be collected to more closely reflect the modern environment of information management." There is a link between Millennials and changes in academic libraries; in fact, this trend will have an impact on libraries within the next five to ten years.

According to research in which twenty-seven (27) colleges and institutions took part, 73% of students use the library less frequently than they utilize the Internet⁸⁵. There are a few reasons for this, including the fact that browsing the online is simply simpler and that millennials are more adept at browsing the web than a library's catalog. According to a study by authors Pascal Lupien and Randy Oldham for their article titled "Millennials and technology: putting suppositions to the test in an academic library," "our students do use the library in large numbers, and they appear to understand that they must use a variety of resources, including academic sources, to conduct research¹⁰³.

2.3.3 Library Personnel, Library Service Quality and Library Usage

Library personnel's attitude and service quality goes a long way in determining the level of satisfaction of library users. It is worth noting that a user's level of use of library facilities does not necessarily imply that they are happy with information resources and services. The quality of a library's facilities and equipment can also influence how satisfied users are with it. According to a previous poll, 76% of respondents were extremely satisfied with the way the library was run, 23% expressed satisfaction, and 1% expressed average happiness. Furthermore, 71% indicated that they were very pleased with the library's space and infrastructure. The results similarly revealed that most 98% respondents valued tools and equipment such as photocopy and scanning machines, computer systems, and so on. The respondents, contrariwise, were dissatisfied with the library's internet bandwidth and hours of operation⁹². This implies that user satisfaction is affected not only by the library's selection of materials, but also by other factors.

Nonetheless, the quality of a library service cannot be accurately ascertained by the quality of the staff that provide the service. Patrons' satisfaction is a feature of the efficiency of the library staff and their services. As a result, a library with a large number of high-quality information resources would require the assistance of knowledgeable workers to organise the materials for easy identification and retrieval. Invariably, a well-stocked library with fewer skilled and incompetent staff would deter people from using the library, resulting in dissatisfaction. Library users associate professional services provided by librarians with high levels of quality and dependability. Hence, the need for librarians to establish and maintain standards with their patrons in order to provide high-quality service, which will enhance their public profile. This is why librarians must continue to strengthen their skills and attitudes toward clients in order to combat the negative perceptions of the profession. Librarians are encouraged to strengthen facilities and engage in constructive behaviour to combat negative portrayals of the profession. Consequently, librarians should be versatile and equip themselves with necessary skills needed for effective service delivery so as to boost their image among library users⁹².

University libraries are service institutions. They exist in order to enable users to make the most effective use of the resources and services of the library. These libraries allow access to their collections and provide services to the users. University libraries are expected to convert potential users into habitual users. To this end, the objective of the university library has been to increase access to resources and information, and basic access has been provided through selection, acquisition and organization of resources. The role of academic library should among others broaden the resources in support of academic enquiry and discovery. University libraries by their very nature are expected to

acquire, process into retrievable form, and make available the much-needed information to the university community and the public at large who may require them for their various teaching and research activities. The accomplishment of these functions depends on the available stock of information sources in the university libraries. Such information sources include textbooks, journals, indexes and abstracts, monographs, theses, and dissertations, newspapers and magazines, government publications, research and technical reports, encyclopedias, manuscripts, publications of information organizations, patents and standards as well as microforms. Information resources may be classified as: fact-oriented Registers (manual and computerized catalogues and files), Problem oriented official documents, general purpose Experts, books, reports, journals, newspapers etc. No matter how large the stock of a library is, if its services, resources and facilities are not accessible, such a library will not attain its objectives. The satisfaction of library users in sourcing information in the university library is generally taken to be a surrogate measure of success.

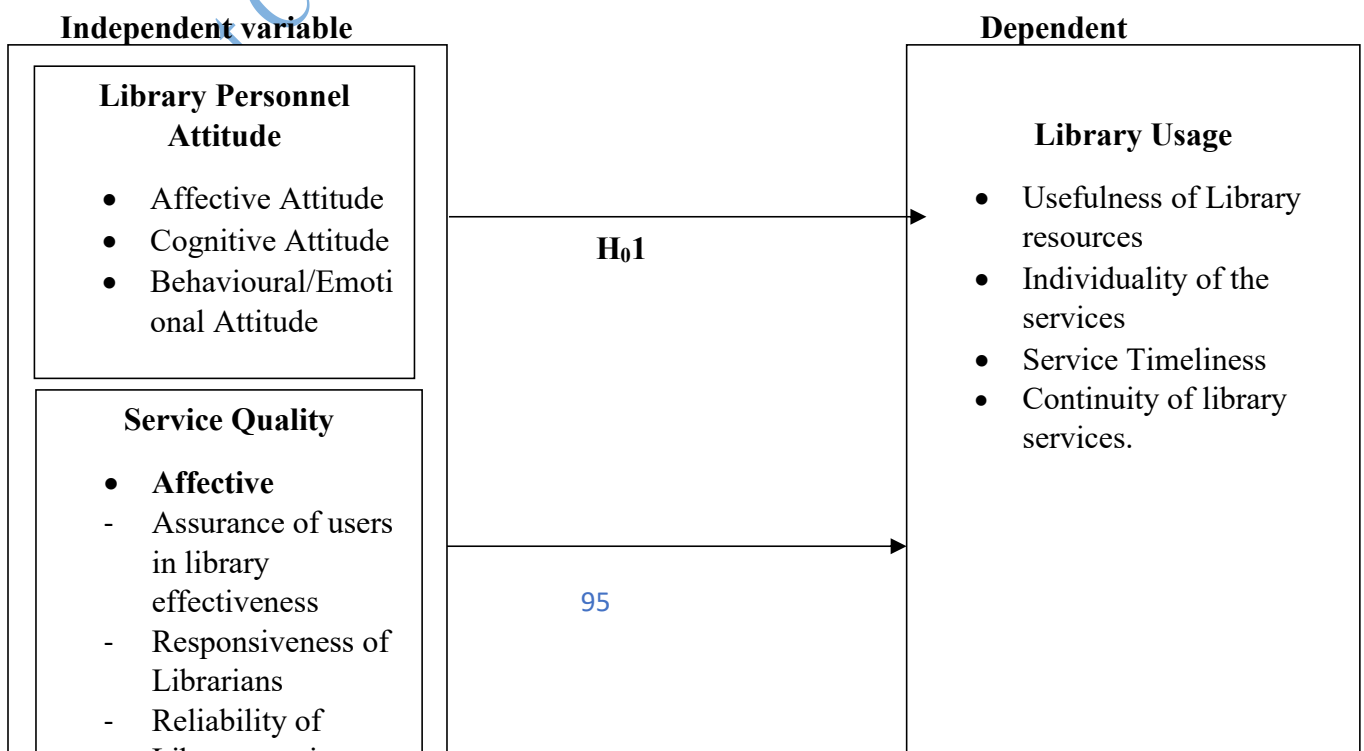
Access to adequate library resources is essential to the attainment of superior academic skills. Quality attributes applicable to libraries and information services have been identified to include: performance (a library meets its most basic purpose), features (aspect of the service applied to users), conformance (the service meets the agreed standard including standards and protocols), durability (sustainability over a period of time), currency of information, serviceability (the level of help available to users), aesthetics and image (physical and web-based services); perceived quality (users' view of the service); and usability (particularly relevant to the electronic services).

It is very important for the library staff of the university libraries to focus more on the utilization of information resources provided for the patrons, because university libraries resources are considered a good measure of institutions' excellence and quality. However, much research has not been carried out on the factors affecting patronage of the library by the faculties of the university community but the ones carried out showed that because of economic recession, especially in Africa, acquisition of relevant and current books and journals is a very difficult task for most university libraries and is a major factor affecting library patronage. Other factors influencing library patronage by faculties of the university community include inadequacy of library materials, inadequate funding, non-availability of library resources probably due to mutilation and stealing by delinquent users and lack of integration of library resources and services in planning, administration, scarcity and shortage of foreign exchange.

Evaluating the patronage of library and information system is one of the major concerns and an integral part of the university libraries. The purpose of evaluation is to gather information on how the library is accomplishing its objectives, with a view to improving the delivery of library services. Furthermore, library patronage study as an aspect of user studies is a vital aid for effective planning and management in university libraries. A major problem in patronage which libraries must deal with is the explosion in the number of people aspiring to benefit from the book culture without a plan for the library to meet their information needs. So, the university libraries have roles to play in order to increase the library patronage by the lecturers of the university community and hence their concern is to provide the needed information both in print and non-print media to meet the information needs of their patrons. In view of the above, the university libraries can

improve the faculties' patronage by providing essential materials to support their teaching and research mandates, making sure that the materials and resources are in a retrievable form, ensuring that the university libraries are properly funded so as to provide necessary information needed by the faculties, ensuring adequate security of the library materials, creating awareness of the available facilities and resources for the lecturers and providing adequate and current information materials in relation to their various disciplines.

2.4 Conceptual framework



H₀₃

H₀₂

Fig. 2.3. Conceptual Framework

Source: Researcher, 2023

The conceptual framework for the study presents the relationship between the independent and the dependent variable of the study. The figure shows that the quality service delivery at the library bind one of the independent variables is influenced by a number of factors as modelled by libqual model which include affect service (such as empathy, responsiveness, assurance and reliability of library service), library as a place (such as utilitarian space, symbol and refuge), and information control (such as scope of content, convenience, ease of navigation, timeliness, equipment and self-reliance). Also, library personnel attitude, is a major factor that may affect Use of Library being the dependent variable for this study. Use of library is is the major reason for the existence of

library and it must be justified by the library as an organization and the librarians as the personnel. Attitude of the librarian matters so much to library use if the library will command maximum and encouraging patronage. More, so the quality of service rendered by the library is very important to the library patronage.

2.5. Summary of Literature Reviewed

Literatures reviewed has shown that library is a social and service rendering organization. The implication of this is that librarians and library as organization like other service rendering organization must make the users the number first in their plans, goals, aims and objectives in the library want to stay relevant in the technological age where factors like information explosion, information gridlock and so on are the order of the day. Academic library cannot afford to stay dormant hence it will lose the little relevance it has which is obviously hinged on the National University Commission regular visits for verification and accreditations.

The five laws of library have left the library with no option than to make the user the centre of her services. Any library that is found wanting in any area covered by the five law is committing suicide and standing on ticking time bomb. Academic library.

Literature has affirmed that the roles of academic library include research support service, learning support service and so on. The primary focus of the research support area is research, with a larger range of related activities for students, researchers, and staff being developed. Based on the primary activity in its core intermediary service, this area performs a variety of roles, including scanning of information and articulated needs, knowledge transfer and experience sharing, as well as large-scale networking with the

intention of connecting people who were not previously aware of one another and their potential synergies, or who were unable to identify potential and suitable cooperation opportunities for sharing knowledge and expertise (generalist). However, the problem-solving role is primarily focused on exploring and supplying the necessary knowledge to various requests, as well as the opportunity to find and use the right channels for facing and resolving problems related to research domains. This ensures a more effective and efficient search and reduces the time and costs associated with these activities. In fact, research support is able to explore and to render alternative solutions while guaranteeing speed, variety of options, and flexibility thanks to the availability of a different structure base, resources inside and outside its boundaries, technological infrastructures (i.e., online/offline platforms), and Internet-based mechanisms.

The support for learning sector is mainly dedicated to creating a variety of activities for both internal employees and students. It is a region dedicated to and active in scanning information and needs, exchanging expertise and experience, solving problems, networking, and mediating for technology transfer. The support for learning area, in contrast to the other four areas examined here, emphasizes its dedication to its "intermediation for technology transfer" role by focusing its efforts and energies to search, identify, contrast, and choose the best options among various potential alternatives (such as patents, licenses, and so on).

The objective of academic library includes, Conservation and preservation of knowledge; Expansion of ideas and dissemination of knowledge with the help of interpretation, research and publication; and Dissemination of knowledge through teaching and extension services. The libraries in academic institutions help to achieve these objectives.

Beyond all these, “The library serves as the foundation for all academic endeavors at the university, both directly and indirectly because research serves as the lifeblood of academic endeavors. While a library and laboratories are required for scientific study, a library and a laboratory are combined in a library for humanistic research. Learning how to use the tools is a key component of training in higher fields of learning and research; but, if the tools are not available in the library, how can the student learn to use them? No college, institution, or department should be established without considering the requirements for its library in terms of personnel, journals, space, etc. Nothing could harm a developing department more than to not take care of its library.

From literatures, the university library strives for the fulfillment of objectives of its parent body – the university. Therefore, it is necessary to understand the objectives of university in general. The objectives of university are to: seek and cultivate new knowledge, to engage vigorously in pursuit of truth, and to work towards new discoveries; provide intellectual managerial leadership in all walks of life and imbibe the people with a sense of social purpose; strive and promote equality and social justice and to reduce social cultural difference through diffusion of education; and guide research workers in all the areas of universe of knowledge and to disseminate the research results for the benefit of mankind from the light of the objectives of the university as the parent body, the objective of the library is therefore: set up policies, procedures, and standards for acquisition and accessing information /knowledge that support teaching; create collections both print and online, including expertise from outside the library to support research; explore funding opportunities and collaborative projects with other institutions; to conserve knowledge and ideas for posterity.

Understanding all these enormous tasks on the library, library and librarians cannot afford to fail in her question and responsibilities by acquiring necessary information resources in all formats, making them accessible, rendering services that bring users closer to the library and make them see the library as a veritable and the reliable backbone for academic, research and scholarly successful achievement. From the literature review, attitude of librarians and service quality plays a key role in commanding encouraging patronage and making the library relevant.

Quality was described as the degree of goodness or exactness with established standards and users perception as well as expectation. Quality is best affirmed by users and customers. In library parlance users are the best judge to the quality of service the library renders as well as the quality of staff in terms of attitudes. Librarians in a bid to come up with accommodating and best practice attitude must engage in training, capacity building and gathering relevant knowledge, unlearn, learn and re-learn. Librarians must accept the fact that user's satisfaction is the only benchmark of their success and nothing more therefore they must equip themselves with skills like emotional intelligence, human dynamics and customer care techniques as well as technological skills. All the components of attitude (Affect, behaviour, and cognition) must be understood properly for effective control of their emotions in order not to misbehave because studies have found that librarians attitudes have been a major factor that drive users away from the library.

Service quality must not only be based on affective plain; it must be seen from the library as a place thus given their library an attractive outlook, with aesthetical designs both the online and the physical library with ventilations, tables and chairs and space. The library

must graduate from what it used to be to embrace concepts like green library, artificial intelligence like robots, voice assistance machines that users can interact with and makes space. s

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Chapter Three

Methodology

A research methodology is a science that studies how research is conducted by use of scientific methods, that is, it involves systematic solving of research problems by logically adopting various steps. This chapter defines what the activity of the research is, the research design used in the study, the target population, the sample, and data collection and analysis. This chapter discusses the research design, target procedure and design population, sampling, data collection instruments and procedures for data analysis.

3.1. Research Design

The descriptive survey research design adopted for this study. This method was adopted because of the flexibility it provides the researcher with to gather relevant data through appropriate instruments such as questionnaires in order to measure attitudes, opinions, perceptions and the dynamics of the phenomenon under study. Most importantly, it allows for an accurate representation of the variables under study and the interrelationships between them.

3.2 Population of the Study

The population of the study was made up of 9983 undergraduate student of Universities in private-owned Universities in Ogun State, Nigeria, which are Bells University, Crescent University, MacPherson University and Babcock University which were randomly sampled from a total of seven private universities in Ogun State.

Table 3.1 Table population and sample size.

S/N	Name of Institution	Population of the Study	Sample size
1	Babcock University	4275	158
2	Bells University of Technology.	3500	130
3	Crescent University	1218	45
4	Mcpherson University.	1000	37
	Total	9983	370

Source: Field Survey, 2023

Table. 3.2. Krejce and Morgan table

<i>N</i>	<i>S</i>	<i>N</i>	<i>S</i>	<i>N</i>	<i>S</i>
10	10	220	140	1200	291
15	14	230	144	1300	297
20	19	240	148	1400	302
25	24	250	152	1500	306
30	28	260	155	1600	310
35	32	270	159	1700	313
40	36	280	162	1800	317
45	40	290	165	1900	320
50	44	300	169	2000	322
55	48	320	175	2200	327
60	52	340	181	2400	331
65	56	360	186	2600	335
70	59	380	191	2800	338
75	63	400	196	3000	341
80	66	420	201	3500	346
85	70	440	205	4000	351
90	73	460	210	4500	354
95	76	480	214	5000	357
100	80	500	217	6000	361
110	86	550	226	7000	364
120	92	600	234	8000	367
130	97	650	242	9000	368
140	103	700	248	10000	370
150	108	750	254	15000	375
160	113	800	260	20000	377
170	118	850	265	30000	379
180	123	900	269	40000	380
190	127	950	274	50000	381
200	132	1000	278	75000	382
210	136	1100	285	100000	384

3.3. Sample Size and Sampling Technique

The sample size for the study were three hundred and seventy (370) using Krejcie and Morgan table. Random sampling techniques was used to pick four from the seven privates' universities in Ogun State, Nigeria. From table 3.1. above, the total population of the study is 9983. The sample size was calculated using Krejcie and Morgan table of sample sizes which resulted in three hundred and seventy (370). (as indicate in table 3.2 above).

The sample size was calculated proportionally to the number of students found in the library as at the time of the study using simple formular

$N = n/T \times S$. where N is the sample size per University, n is the obtainable population per University, T is the total sample population of all the Universities and S is the total sample size. For example,

- Babcock University, $N = 4275/9983 \times 370 = 158.4$, therefore $N = 158.4$

Approximately, sample size for Babcock is 158 students.

- Bells University of Technology, $N = 3500/9983 \times 370 = 130$
- Crescent University, $N = 1218/9983 \times 370 = 45$
- Mcpherson University, $N = 1000/9983 \times 370 = 37$

Table 3.3. Below is a sample size table

s/n	Name of Institution	Sample size
	Babcock University	158
	Bells University of Technology.	130
	Crescent University	45
	Mcperson University.	37
	Total sample size	370

Source: Researcher, 2023

3.4. Description of Research Instrument(s)

The instrument for the study was a structured questionnaire. A five-point Likert scale design would be used in this study. The instrument is an adapted scale from related studies^{1,2}

Section A: this is the demographic characteristics of the respondents. It was created to collect demographic information from respondents, and it contains three questions which are gender, age range and level of the respondents.

Section B: Contains questions on usage by undergraduate in private universities in Ogun State. The researcher used a four-point liker scale for the questions in this category. For instance, for questions on frequency of use, the researcher makes use of options like Very Frequently, Frequently, Less Frequently and Not Used and for purpose of use, the options are Strongly Agree, Agree, Disagree and Strongly Disagree¹. Example of questions includes frequency of use of library: daily, weekly, fortnightly, Monthly and quarterly, for and purpose of use the questions are for exams, project and research works, for doing assignment and so on.

Section C: this section contained questions on Library Personnel Attitude on Library Usage by Undergraduates of Private Universities, it's a four points likert scale with responses like SD = Strongly Disagreed; D = Disagreed; U= Undecided; A = Agreed; SA = Strongly Agreed. There was no right or wrong answers. Examples of questions are library staff are often willing to help users, library staff give attention to every user, library staff provide services accurately with minimum interruption.

Section D: This section comprises questions on Quality of Services Provided in the Private University Libraries in Ogun State. It was a four-point Likert scale that rate the respondents on each of the items. For each item, the respondents were required to respond (by marking '√' in the space provided) to each statement on four-point Likert scale: SD = Strongly Disagreed; Undecided, UD, D = Disagreed; A = Agreed; SA = Strongly Agreed and there was no right or wrong answers. The example of the questions on Affective; are I can access the library's electronic resources from my home, and hostel, the library has a website that enables me to locate information on my own. Questions on library as a place includes; the library has physical facilities that are visually appealing, the library has a convenient operating hour to users. Questions on information control in the library includes; The library has a good collection of printed documents (books, journals and so on, the library has a good non-print collection like CD, DVD's E-books, databases and so on were adapted from related study².

3.5. Validity of Research Instruments

The instrument's items were acquired through a survey of related literature and adaptations of questionnaires used by other researchers. The supervisor in information

management provided input on both the face and content validity. Corrections were integrated into the final questionnaire, which was distributed to the study participants.

3.6. Reliability of the Instrument

The researcher ran the questionnaire through a reliability test to ensure that all items assessing each variable in the study are consistent. The instrument's reliability was tested in a pilot study with roughly 30 copies of the questionnaire given to undergraduate students of Lead City University, Ibadan, Oyo State, who are not part of the study population. The results of the Cronbach alpha value for personnel attitude was 0.75, service quality was 0.73 while library usage was 0.70

3.7. Method of data Collection

A letter of introduction and project attestation was obtained from the department of information management, Lead City University which was used to gain permission to conduct the survey on the undergraduates of the selected private university. The questionnaire was administered physically with the assistance of five research assistants who was trained by the researcher. The whole data collection exercise from all the institutions under study would cover a period of six weeks combined. The researcher and research assistants worked with management help to ensure the anonymity of their responses while also advising them on the importance of adequate responses and the benefits embedded in the study's findings. The questionnaire was distributed to undergraduate students in totality.

3.8. Method of Data Analysis

The data was analyzed using descriptive and inferential statistics by the researcher. For study questions, one through four, descriptive statistics (mean, frequency distribution, standard deviation, and percentage) was used. The first two null hypotheses was investigated using inferential statistic, while the third was analyzed using multiple regression analysis. All hypotheses in the study was assessed at a significance level of 0.05. Statistical Product and Service Solution (SPSS) Version 24 was used to analyze the data collected for the project.

Endnotes

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Chapter Four

Results and Discussion of Findings

This chapter dealt with data presentation, analysis and the interpretation of the results. The analysis is guided by the specific objectives and hypotheses that were formulated in the study. The first section shows the presentation of the descriptive analysis using tables showing percentages and interpretations below the tables. Section two presents inferential statistics and discussion of findings comes at the later end of the chapter. The results presented were based on the research questions and hypotheses, which the study set out to answer and understudy. The Decision rule: 1.0.-1.49 = very low, 1.50-2.49 – low, 2.50-3.49 = High, 3.50-4.00 = Very high. Hypotheses were test at 0.05 level of significance. Out of the 370 questionnaire administered, 255 were completed and returned. This represents 68.9% approximately 69 % return rate which is considered adequate for analysis and generalization.

Table 4.1. Questionnaire administration and response rate

S/n	Name of Schools	Administered Questionnaire	Returned
1	Babcock University	158	115
2	Bells University of Technology	130	87
3	Crescent University	45	32
4	Macpherson	37	21
Total		370	255

Source: Researcher, 2023

Table 4.2: Demographic Data Analysis of Respondents

Demographics	Items	Frequency	Percent
Gender	Male	94	36.9
	Female	161	63.1
Total		255	100.0
Age			
	16-20	139	54.6
	21-25	96	37.6
	26-30	13	5.1
	31-35	7	2.7
Total		255	100.0
Level of Studies			
	100	81	32.8
	200	85	34.5
	300	64	25.5
	400	18	6.0
	500	7	1.3
Total		255	100.

Source: Fieldwork, 2023

The table 4.2 above provides a comprehensive overview of the demographic composition of a sample group comprising 255 respondents. It encompasses three key aspects: gender, age, and level of studies. In terms of gender distribution, the group consists of 94 males, constituting approximately 36.9% of the total, while 161 females make up the remaining 63.1%. Moving on to the age distribution, the data shows that the majority of respondents fall within the 16-20 age range, accounting for 54.6% of the total. The 21-25 age range follows, comprising 37.6% of the group. The 26-30 age category represents 5.1%, and respondents aged 31-35 constitute 2.7% of the sample. Lastly, the table presents the distribution of respondents based on their level of studies. The largest group, comprising 32.8% of the sample, is associated with level 100. Level 200 follows closely, with 34.5% of respondents falling into this category. Level 300 represents 25.5% of the group, while levels 400 and 500 make up 6.0% and 1.3%, respectively.

4.3: Presentation of Data Analysis

4.3.1: What is the level of use of library by undergraduate in private Universities, Ogun State, Nigeria?

Table 4.3. Level of use of library by undergraduate in private Universities, Ogun State, Nigeria.

Items	To Very High	A High Extent	To Low Extent	A Very Low	Mean
Usefulness of Library Resources	High Extent	High Extent	Low Extent	Very Low	
Journals	65 (25.5%)	129 (52.8%)	35 (12.8%)	24 (8.1%)	2.97
Textbooks	93 (37.4%)	133 (54.5%)	19 (6.0%)	10 (2.1%)	3.27

Newspapers	33 (11.9%)	142 (58.3%)	48 (18.3%)	32 (11.5%)	2.71
E-resources	73 (28.9%)	125 (51.1%)	40 (14.9%)	17 (5.1%)	3.04
OPAC: Online Public Access Catalogue	56 (21.7%)	130 (53.2%)	56 (21.7%)	13 (3.4%)	2.93
Past Projects	61 (23.8%)	154 (63.4%)	31 (11.1%)	9 (1.7%)	3.09
Weighed Mean					3.00.

Individuality of the services	Strongly Agree	Agree	Disagree	Strongly Disagree	Mean
Librarian's behaviour instils confidence in me	50 (19.1%)	147 (60.4%)	45 (17.0%)	13 (3.4%)	2.95
I feel safe while relating or interacting with Librarians	45 (17.0%)	145 (59.6%)	58 (22.6%)	7 (.9%)	2.93
Librarians are consistently courteous while interacting with users	50 (19.1%)	159 (65.5%)	37 (13.6%)	9 (1.7%)	3.02
Librarians have the knowledge to answer my question	55 (21.3%)	157 (64.7%)	34 (12.3%)	9 (1.7%)	3.06
Librarians gives me individual attention	47 (17.9%)	139 (57.0%)	54 (20.9%)	15 (4.3%)	2.89

The Library operating hours is convenient	69 (27.2%)	147 (60.4%)	28 (9.8%)	11 (2.6%)	3.12
Weighted Mean					2.9
Service Timeliness					
I can easily Navigate by path through the library	60 (23.5%)	167 (68.9%)	19 (6.0%)	9 (1.7%)	3.15
The Library OPAC is fast	41 (15.3%)	162 (66.8%)	41 (15.3%)	11 (2.6%)	2.95
Services are delivered on time	46 (17.4%)	163 (67.2%)	39 (14.5%)	7 (.9%)	3.01
I get what I need almost immediately	57 (22.1%)	132 (54.0%)	59 (23.0%)	7 (.9%)	2.97
Librarians keep to time	64 (24.3%)	166 (68.1%)	25 (7.7%)		3.17
Librarians shows sincere interest in helping users solve their problems	52 (20.0%)	157 (64.7%)	37 (13.6%)	9 (1.7%)	3.03
Weighted Mean					3.04
Continuity of library services					
Librarians renders services at the time they promise to do so	67 (26.4%)	143 (58.7%)	30 (10.6%)	15 (4.3%)	3.07
Library is my trusted ally whenever I need information	75 (28.9%)	145 (59.1%)	35 (11.9%)		3.17

Librarians have my interest at heart	40 (14.9%)	148 (60.9%)	52 (20.0%)	15 (4.3%)	2.86
Librarians understand my specific needs	46 (17.4%)	143 (58.7%)	49 (18.7%)	17 (5.1%)	2.89
Library services are always reliable any day anytime	59 (23.0%)	150 (61.7%)	39 (14.5%)	7 (.9%)	3.07
The Library has never disappointed me before	46 (17.4%)	146 (60.0%)	50 (19.1%)	13 (3.4%)	2.91
Weighted Mean					3.0
Grand Mean					3.0

Source: Researcher, 2023

The table 4.3 above presents a comprehensive view of the usefulness of different library resources among a surveyed group. The responses are categorized into four levels: "To A Very High Extent," "To A High Extent," "To A Low Extent," and "To Very Low Extent." Additionally, the table provides the mean and weighed mean for each resource, shedding light on the overall assessment of their utility. For Journal publications, the data indicates that 25.5% of respondents find journals to be of very high usefulness, while 52.8% find them to be highly useful. A smaller percentage, 12.8%, considers them to be of low usefulness, and 8.1% to be of very low usefulness. The mean score for journals is calculated at 2.97. For textbooks, among the respondents, 37.4% rate textbooks as very highly useful, and a further 54.5% consider them to be of high usefulness. A minority, 6.0%, perceive them as of low usefulness, and only 2.1% regard them as very low in usefulness. The mean score for textbooks stands at 3.27. For newspapers, approximately 11.9% of participants find newspapers to be of very high usefulness, while a significant

majority, 58.3%, find them highly useful. On the other hand, 18.3% view newspapers as having low usefulness, and 11.5% as having very low usefulness. The mean score for newspapers is 2.71. For E-resources, 28.9% of respondents believe them to be of very high usefulness, and 51.1% find them highly useful. About 14.9% consider them to be of low usefulness, and 5.1% to be of very low usefulness. The mean score for e-resources is 3.04. For Online Public Access Catalogue, among the participants, 21.7% see the online catalog as very highly useful, while 53.2% find it highly useful. An equal percentage, 21.7%, considers it to be of low usefulness. A small fraction, 3.4%, perceives it to be of very low usefulness. The mean score for OPAC is 2.93. For past projects, about 23.8% of respondents find past projects to be of very high usefulness, while a substantial 63.4% consider them highly useful. A smaller proportion, 11.1%, sees them as having low usefulness, and only 1.7% regard them as very low in usefulness. The mean score for past projects is 3.09. Furthermore, the calculated "Weighed Mean" for all the resources combined is 3.00, suggesting an overall moderate level of perceived usefulness across all surveyed resources.

From the same table 4.3 above, as regards the perception of users with respect to individuality of the services rendered, for questions like Librarians behavior instils confidence in me: 19.1% of respondents strongly agree that librarians' behavior instils confidence, indicating a positive perception. 60.4% agree that librarians' behavior instils confidence, showing a majority positive response. 17.0% disagree, suggesting a portion of respondents do not feel confident due to librarians' behavior. 3.4% strongly disagree, representing a small percentage with a strong negative sentiment. The mean value of 2.95 indicates an overall positive perception of librarians' behavior.

Feeling safe while relating or interacting with Librarians: 17.0% strongly agree that they feel safe during interactions, indicating a moderate level of agreement. 59.6% agree that they feel safe, representing a majority who have a positive experience. 22.6% disagree, suggesting a substantial portion feels less safe during interactions. 0.9% strongly disagree, signifying a minimal number with strong negative feelings. The mean value of 2.93 reflects a generally positive but slightly less secure perception during interactions.

Librarians are consistently courteous while interacting with users: 19.1% strongly agree that librarians are consistently courteous, indicating a positive sentiment. 65.5% agree that librarians are courteous, showing a strong majority with positive experiences. 13.6% disagree, suggesting a portion feels that librarians lack consistent courtesy. 1.7% strongly disagree, representing a small minority with strong negative views. The mean value of 3.02 indicates an overall positive perception of librarians' courtesy.

Librarians have the knowledge to answer my question: 21.3% strongly agree that librarians have the knowledge to answer their questions, indicating confidence. 64.7% agree that librarians possess the necessary knowledge, reflecting a significant majority. 12.3% disagree, suggesting a portion feels that librarians lack adequate knowledge. 1.7% strongly disagree, representing a small fraction with strong negative perceptions. The mean value of 3.06 signifies a generally positive perception of librarians' knowledge.

Librarians give me individual attention: 17.9% strongly agree that librarians provide individual attention, signifying a positive response. 57.0% agree that they receive individual attention, representing a majority positive sentiment. 20.9% disagree, suggesting a portion feels that individual attention is lacking. 4.3% strongly disagree,

representing a relatively small number with strong negative feelings. The mean value of 2.89 indicates a moderately positive perception of individual attention from librarians.

The Library operating hours is convenient: 27.2% strongly agree that library operating hours are convenient, indicating a positive perception. 60.4% agree that library hours are convenient, showing a strong majority with positive views. 9.8% disagree, suggesting a minority feels that library hours are inconvenient. 2.6% strongly disagree, signifying a small number with strong negative sentiments. The mean value of 3.12 reflects a generally positive perception of the convenience of library operating hours.

Service Timeliness: This section assesses the perceived timeliness and efficiency of library services, including navigation through the library, speed of the Online Public Access Catalogue (OPAC), service delivery time, immediate access to required materials, librarians' punctuality, and their willingness to help. I can easily navigate by path through the library: 23.5% strongly agree that they can navigate the library paths easily, indicating a positive sentiment. 68.9% agree that navigation is easy, representing a substantial majority with positive experiences. 6.0% disagree, suggesting a minority faces challenges in navigating the library. 1.7% strongly disagree, signifying a small fraction with strong negative views. The mean value of 3.15 reflects a strongly positive perception of navigation ease.

The Library OPAC is fast: 15.3% strongly agree that the library's OPAC is fast, signifying a moderate level of agreement. 66.8% agree that the OPAC is fast, indicating a significant majority with positive experiences. 15.3% disagree, suggesting a sizeable portion finds the OPAC speed lacking. 2.6% strongly disagree, representing a small

number with strong negative feelings. The mean value of 2.95 indicates a generally positive perception of the OPAC's speed.

Services are delivered on time: 17.4% strongly agree that services are delivered on time, indicating confidence in timeliness. 67.2% agree that services are timely, representing a strong majority with positive sentiments. 14.5% disagree, suggesting a notable portion finds service timeliness lacking.

0.9% strongly disagree, signifying a minimal number with strong negative views. The mean value of 3.01 reflects a moderately positive perception of service timeliness.

I get what I need almost immediately: 22.1% strongly agree that they get what they need immediately, showing a positive sentiment. 54.0% agree that they get what they need quickly, representing a moderate majority. 23.0% disagree, indicating a sizeable portion experiences delays in obtaining what they need. 0.9% strongly disagree, signifying a minimal number with strong negative sentiments. The mean value of 2.97 suggests a moderately positive perception of immediate access to materials.

Librarians keep to time: 24.3% strongly agree that librarians adhere to schedules, signifying a positive view. 68.1% agree that librarians are punctual, indicating a significant majority with positive experiences. 7.7% disagree, suggesting a portion finds librarians not adhering to schedules. The mean value, not provided in the table, likely indicates a generally positive perception of librarians' punctuality.

Librarians show sincere interest in helping users solve their problems: 20.0% strongly agree that librarians show sincere interest, indicating a positive sentiment. 64.7% agree that librarians are interested in solving problems, reflecting a substantial majority. 13.6% disagree, suggesting a notable portion perceives a lack of sincere interest. 1.7% strongly

disagree, signifying a small number with strong negative sentiments. The mean value of 3.03 suggests a moderately positive perception of librarians' interest in helping.

Continuity of library services: This section evaluates the consistent and reliable nature of library services, including timely service delivery, trustworthiness, librarians' alignment with users' interests, and the reliability of the library's offerings. Librarians render services at the time they promise to do so: 26.4% strongly agree that librarians provide services on time, indicating confidence in timeliness. 58.7% agree that services are rendered as promised, representing a substantial majority. 10.6% disagree, suggesting a portion feels that services are not delivered as promised. 4.3% strongly disagree, signifying a relatively small number with strong negative sentiments. The mean value of 3.07 reflects a moderately positive perception of timely service delivery.

Library is my trusted ally whenever I need information: 28.9% strongly agree that the library is a trusted ally, showing a strongly positive sentiment. 59.1% agree that the library is a trusted ally, representing a significant majority. 11.9% disagree, suggesting a portion does not view the library as a reliable ally. The mean value, not provided in the table, likely indicates a strongly positive perception of the library's trustworthiness.

Librarians have my interest at heart: 14.9% strongly agree that librarians have their interests at heart, signifying a moderate level of agreement. 60.9% agree that librarians prioritize their interests, indicating a majority with positive experiences. 20.0% disagree, suggesting a notable portion feels that librarians do not prioritize their interests. 4.3% strongly disagree, signifying a relatively small number with strong negative sentiments.

The mean value of 2.86 suggests a moderately positive perception of librarians' alignment with users' interests.

Librarians understand my specific needs: 17.4% strongly agree that librarians understand their needs, indicating a positive sentiment. 58.7% agree that librarians understand their needs, representing a majority with positive experiences. 18.7% disagree, suggesting a substantial portion feels that librarians do not understand their needs. 5.1% strongly disagree, signifying a relatively small number with strong negative sentiments. The mean value of 2.89 indicates a moderately positive perception of librarians' understanding of users' needs.

Library services are always reliable any day anytime: 23.0% strongly agree that library services are reliable, signifying a positive sentiment. 61.7% agree that library services are reliable, representing a significant majority. 14.5% disagree, indicating a notable portion finds library services not consistently reliable. 0.9% strongly disagree, signifying a minimal number with strong negative sentiments. The mean value of 3.07 reflects a moderately positive perception of the reliability of library services.

The Library has never disappointed me before: 17.4% strongly agree that the library has never disappointed them, indicating a positive sentiment. 60.0% agree that the library has not disappointed them, representing a majority. 19.1% disagree, suggesting a substantial portion has experienced disappointment. 3.4% strongly disagree, signifying a relatively small number with strong negative sentiments. The mean value of 2.91 suggests a moderately positive perception regarding past disappointments with the library. The "Weighted Mean" for each category and sub-category provides an average assessment of the corresponding aspects, while the "Grand Mean" value of 3.0 reflects an overall

assessment of the entire dataset. This suggests that the surveyed group, on average, holds a moderately positive perception of the various dimensions of library services evaluated. The "Grand Mean" value of 3.0 provides an overall assessment that considers all the categories, sub-categories, and responses. This suggests that, on average, the surveyed group holds a moderately positive perception of the library services evaluated in this study.

4.3.2: What is the quality of services rendered by libraries to undergraduates in private Universities in Ogun State, Nigeria?

Table 4.4: Quality of services rendered by libraries to undergraduates in private Universities in Ogun State, Nigeria

Items	Strongly Agree	Agree	Disagree	Strongly Disagree	Mean
Affect of Service					
I can access the library's electronic resources from my home or hostel	38 (14.0%)	95 (38.3%)	65 (25.5%)	57 (22.1%)	2.44
The library has a website that enables me to locate information on my own	44 (16.6%)	116 (47.2%)	56 (21.7%)	39 (14.5%)	2.66

The library's opening and closing hours are convenient	66 (26.0%)	147 (60.4%)	31 (11.1%)	11 (2.6%)	3.10
The library helps me stay abreast of developments in my field (s) of interest	70 (27.7%)	135 (55.3%)	41 (15.3%)	9 (1.7%)	3.09
The library aids my advancement in my academic discipline or work	73 (28.9%)	140 (57.4%)	35 (12.8%)	7 (.9%)	3.14
The library helps me distinguish between accurate and inaccurate information.	68 (26.8%)	123 (50.2%)	55 (21.3%)	9 (1.7%)	3.02
The library provides me with the information skills i need in my work or study.	52 (20.0%)	155 (63.8%)	41 (15.3%)	7 (.9%)	3.03
It is easy to make a compliment, complaint or suggestion about any condition about the library	52 (20.0%)	131 (53.6%)	57 (22.1)	15 (4.3%)	2.89
I can access the library's electronic resources from my home or hostel	39 (14.5%)	91 (36.6%)	77 (30.6%)	48 (18.3%)	2.47

Weighted Mean **2.5**

Library as a place

The library has physical facilities that are visually appealing	63 (24.7%)	162 (66.8%)	23 (7.7%)	7 (.9%)	3.15
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The library has a convenient operating hours to users	67 (26.4%)	154 (63.4%)	25 (8.5%)	9 (1.7%)	3.14
There is proper arrangement of print resources in the library	56 (21.7%)	157 (64.7%)	31 (11.1%)	11 (2.6%)	3.06
I can access library resources remotely from my hostel or my home. there is library website where i can lodge complain and navigate for information in library database.	34 (12.3%)	85 (34.0%)	93 (37.4%)	43 (16.2%)	2.43
The library is in a comfortable and inviting location	57 (22.1%)	160 (66.0%)	31 (11.1%)	7 (.9%)	3.09
The library space is attractive, conducive and inspires study and learning	69 (27.2%)	143 (58.7%)	35 (12.8%)	8 (1.3%)	3.12
Directional signs, brochures and statements associated with services are available to guide users	61 (23.0%)	164 (67.2%)	30 (9.8%)		3.13
The library as a learning hub provides a community space for group learning and study	52 (20.0%)	158 (65.1%)	34 (12.3%)	11 (2.6%)	3.03
Lighting and ventilation	76	149	30		3.20

are conducive for reading	(29.4%)	(60.9%)	(9.8%)		
Weighted Mean					2.7
Information control					
The library has a good collection of printed documents (books, journals etc	80 (31.9%)	151 (62.1%)	17 (5.1%)	7 (.9%)	3.25
The library has a good non-print collection like cd, dvd's e-books and so on.	72 (28.2%)	133 (52.2%)	30 (11.8%)	20 (7.8%)	2.97
The library OPAC online public access catalogue is easy to use	46 (17.4%)	141 (57.9%)	49 (18.7%)	19 (6.0%)	2.87
The library subscribe to scholarly databases where i always visit for information	46 (17.4%)	125 (51.1%)	61 (23.8%)	23 (7.7%)	2.78
The library has strong reliable internet connections	55 (21.3%)	131 (53.6%)	46 (17.4%)	23 (7.7%)	2.89
The library provide access to resources through lan local area network	40 (14.9%)	143 (58.7%)	53 (20.4%)	19 (6.0%)	2.83
The library allow for online reservations	36 (13.2%)	112 (45.5%)	80 (31.9%)	27 (9.4%)	2.63
The library is accessible via websites	39 (14.5%)	118 (48.1%)	75 (29.8%)	23 (7.7%)	2.69
Physical condition of	60	146	42	7	3.06

resources and collections in the library is good	(23.4%)	(60.0%)	(15.7%)	(.9%)	
Weighted Mean					2.9
Grand Mean					2.7

Source: Source: Researcher, 2023

Table 4.4 above shows the responses as regards quality of library services. For Affect of Service, around 14.0% of respondents strongly agree that they can access electronic resources from their home or hostel, indicating a moderate level of agreement. Additionally, 38.3% agree with this statement, forming a significant majority who acknowledge the availability of remote access. Conversely, 25.5% disagree with this aspect, suggesting a notable proportion that feels remote access is lacking. A substantial 22.1% strongly disagree, showing a significant number with a strong negative sentiment. With a mean value of 2.44, the sentiment towards electronic resource access is somewhat mixed.

As regards effectiveness of the Library Website, about 16.6% strongly agree that the library's website helps them locate information on their own, reflecting a moderate level of agreement. A larger segment, constituting 47.2%, agrees with the statement, indicating a notable majority who find the website useful for information retrieval. On the contrary, 21.7% disagree, indicating a portion of respondents who don't perceive the website as effective for locating information. Furthermore, 14.5% strongly disagree, suggesting a significant number with a strong negative perspective. With a mean value of 2.66, respondents hold a moderately positive perception of the library's website effectiveness.

As regards Convenience of Operating Hours, A considerable 26.0% strongly agree that the library's opening and closing hours are convenient, signifying a positive sentiment. A

substantial majority, comprising 60.4%, agree that the library's operating hours are convenient. In contrast, 11.1% disagree, implying that some respondents find the hours inconvenient. Only 2.6% strongly disagree, suggesting a minimal number with strong negative feelings. With a mean value of 3.10, respondents generally hold a positive perception of the library's operating hours.

As regards recency of library's, an appreciable 27.7% strongly agree that the library assists them in staying abreast of developments in their fields of interest. Additionally, 55.3% agree with this statement, forming a substantial majority who recognize the library's role in keeping them updated. Conversely, 15.3% disagree, suggesting that a portion does not perceive the library as significantly aiding in staying informed. A minimal 1.7% strongly disagree, indicating very few with strong negative sentiments. With a mean value of 3.09, respondents hold a generally positive perception of the library's impact on staying informed.

For library's contribution to students advancement, almost 28.9% strongly agree that the library plays a role in advancing their academic disciplines or work. Additionally, 57.4% agree with this sentiment, forming a significant majority who acknowledge the library's contribution to their growth. Conversely, 12.8% disagree, suggesting a portion who don't perceive the library's significant role in their advancement. A minimal 0.9% strongly disagree, indicating a very small number with strong negative feelings. With a mean value of 3.14, respondents generally hold a positive perception of the library's role in their academic and professional growth.

Moreso, around 26.8% strongly agree that the library helps them distinguish between accurate and inaccurate information. Additionally, 50.2% agree with this sentiment,

reflecting a moderate majority who recognize the library's contribution to information accuracy. Conversely, 21.3% disagree, suggesting a notable portion that doesn't find the library significantly aiding in this aspect. A minimal 1.7% strongly disagree, indicating very few with strong negative sentiments. With a mean value of 3.02, respondents hold a moderately positive perception of the library's role in ensuring information accuracy.

Furthermore, approximately 20.0% strongly agree that the library equips them with the information skills they need in their work or study. Additionally, 63.8% agree with this notion, forming a substantial majority who acknowledge the library's role in enhancing their information-related skills. Conversely, 15.3% disagree, indicating a portion who don't see the library as significantly contributing to their information skills. A minimal 0.9% strongly disagree, reflecting a very small number with strong negative feelings. With a mean value of 3.03, respondents generally hold a moderately positive perception of the library's role in enhancing their information skills.

Approximately 20.0% strongly agree that it's easy to provide feedback about the library's conditions. Additionally, 53.6% agree that the mechanisms for giving feedback are user-friendly. Conversely, 22.1% disagree, indicating a portion who may find the feedback processes less accessible. A relatively small 4.3% strongly disagree, showing a minor number with strong negative sentiment. With a mean value of 2.89, respondents hold a moderately positive perception of the library's feedback mechanisms. The overall weighted mean for affect of services is calculated as 2.5, indicating an average sentiment across the various aspects assessed in this section Library as a Place.

Roughly 24.7% strongly agree that the library's physical facilities are visually appealing. A substantial majority of 66.8% agree that these facilities are visually appealing.

Conversely, 7.7% disagree, implying that a smaller portion may not find the facilities visually pleasing. A minimal 0.9% strongly disagree, indicating a very small number with strong negative sentiment. With a mean value of 3.15, respondents generally hold a positive perception of the library's physical appeal. A significant 26.4% strongly agree that the library's operating hours are convenient. A substantial majority, comprising 63.4%, agree with this statement. Conversely, 8.5% disagree, indicating a smaller proportion who may find the operating hours inconvenient.

A relatively minor 1.7% strongly disagree, showing a small number with strong negative sentiment. With a mean value of 3.14, respondents generally hold a positive perception of the convenience of library operating hours. Approximately 21.7% strongly agree that print resources are properly arranged in the library. A substantial majority, comprising 64.7%, agree with this aspect. Conversely, 11.1% disagree, suggesting a portion who may not find the print resource arrangement ideal. A relatively minor 2.6% strongly disagree, reflecting a small number with strong negative feelings. With a mean value of 3.06, respondents generally hold a positive perception of the arrangement of print resources.

Roughly 12.3% strongly agree that they can access library resources remotely from their hostel or home and that the library website allows for complaints and navigation of the library database. A sizable portion, representing 34.0%, agrees with this statement. Conversely, 37.4% disagree, implying that a notable proportion may not perceive these remote access and website features as being present. Additionally, 16.2% strongly disagree, indicating a significant number with strong negative sentiment. With a mean value of 2.43, respondents hold a somewhat mixed sentiment regarding remote access and the library website. About 22.1% strongly agree that the library is comfortable and

inviting. A substantial majority, comprising 66.0%, agree with this sentiment. Conversely, 11.1% disagree, suggesting a portion who may not find the library space comfortable and inviting.

A relatively minor 1.3% strongly disagree, showing a small number with strong negative sentiment. With a mean value of 3.09, respondents generally hold a positive perception of the library's comfort and appeal. A notable 23.0% strongly agree that directional signs, brochures, and statements associated with services are available to guide users. A substantial majority, comprising 67.2%, agree with this aspect. Conversely, 9.8% disagree, implying a smaller portion who may not find these guiding resources sufficient. The mean value of 3.13 suggests a generally positive perception of the availability of guidance materials. Approximately 20.0% strongly agree that the library, as a learning hub, provides a community space for group learning and study. A notable majority, comprising 65.1%, agree with this sentiment. Conversely, 12.3% disagree, suggesting a portion who may not see the library as an effective hub for group learning. A relatively minor 2.6% strongly disagree, indicating a small number with strong negative sentiment. With a mean value of 3.03, respondents hold a moderately positive perception of the library's role as a learning hub. A substantial 29.4% strongly agree that the lighting and ventilation in the library are conducive for reading. A significant majority, comprising 60.9%, agree with this notion. Conversely, 9.8% disagree, suggesting a portion who may not find the lighting and ventilation conducive for reading. The mean value of 3.20 suggests a generally positive perception of the quality of lighting and ventilation.

Weighted Mean: The overall weighted mean for this section is calculated as 2.7, reflecting an average sentiment across the various attributes assessed in this section.

Information Control

A notable 31.9% strongly agree that the library possesses a good collection of printed documents, such as books and journals. A significant majority, comprising 62.1%, agree that the library's printed collection is substantial. Conversely, 5.1% disagree, indicating a smaller proportion who may not find the printed collection satisfactory. A minimal 0.9% strongly disagree, indicating a very small number with strong negative sentiment. With a mean value of 3.25, respondents generally hold a positive perception of the library's printed collection.

Roughly 28.2% strongly agree that the library possesses a good non-print collection, including CDs, DVDs, and e-books. A significant portion, comprising 52.2%, agree with this aspect. Conversely, 11.8% disagree, suggesting a smaller segment who may not find the non-print collection satisfying. Additionally, 7.8% strongly disagree, indicating a significant number with strong negative sentiment. With a mean value of 2.97, respondents hold a moderately positive perception of the library's non-print collection.

Usability of Online Public Access Catalog (OPAC): About 17.4% strongly agree that the library's OPAC is easy to use. A notable majority, comprising 57.9%, agree with this statement. Conversely, 18.7% disagree, indicating a portion who may not find the OPAC user-friendly. A relatively minor 6.0% strongly disagree, showing a smaller number with strong negative sentiment. With a mean value of 2.87, respondents' sentiments toward OPAC usability are mixed.

As regards access to scholarly databases, approximately 17.4% strongly agree that the library subscribes to scholarly databases that they frequently visit for information. A substantial portion, comprising 51.1%, agree with this sentiment. Conversely, 23.8%

disagree, suggesting a notable portion who may not find the library's scholarly database offerings compelling. A minor 7.7% strongly disagree, indicating a smaller number with strong negative sentiment. With a mean value of 2.78, respondents' perceptions of the library's scholarly database access are moderately positive.

Reliability of Internet Connections. Around 21.3% strongly agree that the library has strong and reliable internet connections. A significant majority, comprising 53.6%, agree with this statement. Conversely, 17.4% disagree, indicating a portion who may not find the internet connections to be reliable. Additionally, 7.7% strongly disagree, showing a minor number with strong negative sentiment. With a mean value of 2.89, respondents hold a moderately positive perception of the library's internet connectivity.

LAN Access to Resources. Approximately 14.9% strongly agree that the library provides access to resources through a local area network (LAN). A notable majority, comprising 58.7%, agree with this aspect. Conversely, 20.4% disagree, suggesting a portion who may not perceive LAN access to be effective. A minor 6.0% strongly disagree, indicating a smaller number with strong negative sentiment. With a mean value of 2.83, respondents' sentiments toward LAN access are moderately positive. Roughly 13.2% strongly agree that the library allows for online reservations. A significant portion, comprising 45.5%, agree with this statement. Conversely, 31.9% disagree, suggesting a notable segment who may not perceive online reservations to be feasible. Additionally, 9.4% strongly disagree, showing a moderate number with strong negative sentiment. With a mean value of 2.63, respondents' sentiments toward online reservations and website accessibility are somewhat mixed.

For question as regards that Condition of Physical Resources and Collections, Around 23.4% strongly agree that the physical condition of resources and collections in the library is good.

A significant majority, comprising 60.0%, agree with this sentiment. Conversely, 15.7% disagree, indicating a portion who may not find the physical condition of resources to be satisfactory. A minimal 0.9% strongly disagree, reflecting a very small number with strong negative sentiment. With a mean value of 3.06, respondents generally hold a positive perception of the physical condition of resources and collections.

Grand Mean. The overall grand mean for this section is calculated as 2.7, indicating an average sentiment across the different aspects assessed in this section. This means that on an average users perceived that the library as a place is comfortable.

4.3.3: What is the attitude that library personnel exhibit to undergraduates in private universities in Ogun State, Nigeria?

Table 4.5. Attitude that library personnel exhibit to undergraduates in private universities in Ogun State, Nigeria

Items	Strongly Agree	Agree	Disagree	Strongly Disagree	Mean
Affective Attitude					
Library staff are often willing to help users	62 (24.3%)	161 (66.4%)	25 (8.5%)	7 (.9%)	3.14
Library staff give attention to every user	49 (18.7%)	166 (68.5%)	29 (10.2%)	11 (2.6%)	3.03

Library staff provide services accurately with minimum interruption	64 (24.3%)	155 (63.4%)	36 (12.3%)		3.12
Library staff serve users promptly by providing services at the appointed time	63 (24.7%)	143 (58.7%)	42 (15.7%)	7 (.9%)	3.07
Library staff provide services as promised	46 (17.4%)	163 (67.2%)	39 (14.5%)	7 (.9%)	3.01
Weighted Mean					3.0
Cognitive Attitude					
Library staff keep users informed about when services will be performed	66 (26.0%)	148 (60.9%)	34 (12.3%)	7 (.9%)	3.12
Library staff understand your needs as a user	48 (18.3%)	147 (60.4%)	49 (18.7%)	11 (2.6%)	2.94
Library staff are assuring of users of the accuracy and confidentiality of (their) personal information	53 (20.4%)	139 (57.0%)	54 (20.9%)	9 (1.7%)	2.96
Library staff are emotionally intelligent when dealing with users	50 (19.1%)	136 (55.7%)	56 (21.7%)	13 (3.4%)	2.91
There is always an assurance that library staff will meet my information need	43 (16.2%)	141 (57.9%)	60 (23.4%)	11 (2.6%)	2.88

Weighted Mean							2.96
Behavioural Attitude							
Library staff are aggressive and they often transfer aggression on students	33 (11.9%)	113 (46.0%)	77 (30.6%)	32 (11.5%)			2.58
Library staff are approachable and receptive	38 (14.0%)	179 (74.0%)	27 (9.4%)	11 (2.6%)			3.00
Library staff always wear a friendly look	46 (17.4%)	139 (57.0%)	57 (22.1%)	13 (3.4%)			2.89
Library staff attitude is one of the reasons I visit the library	40 (14.9%)	125 (51.1%)	73 (28.9%)	17 (5.15%)			2.76
Library staff have listening ears.	36 (13.2%)	162 (66.8%)	46 (17.4%)	11 (2.6%)			2.91
Weighted Mean							2.8
Grand Mean							2.92

Source: Researcher, 2023

Table 4.5 above shows the attitude of library personnels to study. The table revealed that a substantial 24.3% strongly agree that library staff are often willing to help users, indicating a positive perception of staff's assistance. An even larger majority of 66.4% agree, signifying that a significant proportion perceives a willingness to help among the staff. Conversely, 8.5% disagree, suggesting a smaller portion that may not find staff consistently helpful. A minimal 0.9% strongly disagree, reflecting a very small number

with strong negative sentiment. With a mean value of 3.14, respondents hold a generally positive perception of staff's willingness to assist. Moreso, approximately 18.7% strongly agree that library staff give attention to every user, signifying a moderate level of agreement. A significant majority, comprising 68.5%, agree with this statement, indicating a substantial number who perceive staff attentiveness. Conversely, 10.2% disagree, suggesting a smaller portion that may not perceive consistent attention from staff. Additionally, 2.6% strongly disagree, showing a minor number with strong negative sentiment. With a mean value of 3.03, respondents hold a moderately positive perception of staff's attention to users. A notable 24.3% strongly agree that library staff provide services accurately with minimum interruption. A significant majority of 63.4% agree, signifying a substantial portion who perceive accurate services with minimal disruption. Conversely, 12.3% disagree, suggesting a smaller proportion that may find interruptions during service provision. The mean value of 3.12 suggests a moderately positive perception of staff's accuracy in service provision. Roughly 24.7% strongly agree that library staff serve users promptly by providing services at the appointed time. A significant majority, comprising 58.7%, agree with this sentiment, suggesting a substantial portion who perceive timely service. Conversely, 15.7% disagree, implying a smaller portion that may not find the staff's service timeliness satisfactory. A minor 0.9% strongly disagree, showing a very small number with strong negative sentiment. With a mean value of 3.07, respondents hold a moderately positive perception of staff's promptness in service delivery. Around 17.4% strongly agree that library staff provide services as promised, signifying a moderate level of agreement. A substantial majority, comprising 67.2%, agree with this aspect, suggesting a significant number who perceive

consistent service provision. Conversely, 14.5% disagree, implying a portion that may not find the staff's adherence to promises consistent. A minimal 0.9% strongly disagree, indicating a very small number with strong negative sentiment. With a mean value of 3.01, respondents hold a moderately positive perception of staff's adherence to promises. The overall weighted mean for this section is calculated as 3.0, indicating an average sentiment across the various aspects assessed in this section.

Cognitive Attitude:

A notable 26.0% strongly agree that library staff keep users informed about when services will be performed. A substantial majority, comprising 60.9%, agree with this sentiment, suggesting a significant number who perceive effective communication about service timing. Conversely, 12.3% disagree, implying a smaller portion that may not find staff's communication regarding service timing effective. A minimal 0.9% strongly disagree, showing a very small number with strong negative sentiment. With a mean value of 3.12, respondents hold a moderately positive perception of staff's communication about service timing.

Approximately 18.3% strongly agree that library staff understand users' needs, signifying a moderate level of agreement. A significant majority, comprising 60.4%, agree with this aspect, suggesting a substantial number who perceive staff's understanding of user needs. Conversely, 18.7% disagree, implying a notable portion that may not find staff's understanding of users' needs satisfactory. A minor 2.6% strongly disagree, showing a small number with strong negative sentiment. With a mean value of 2.94, respondents hold a moderately positive perception of staff's understanding of user needs. Around 20.4% strongly agree that library staff assure users of the accuracy and confidentiality of

personal information. A substantial majority of 57.0% agree, signifying a significant portion who perceive staff's assurance of information accuracy and confidentiality. Conversely, 20.9% disagree, implying a notable proportion that may not find staff's assurance of confidentiality satisfactory. A minimal 1.7% strongly disagree, showing a very small number with strong negative sentiment. With a mean value of 2.96, respondents hold a moderately positive perception of staff's assurance of information confidentiality. Roughly 19.1% strongly agree that library staff are emotionally intelligent when dealing with users, signifying a moderate level of agreement. A significant majority, comprising 55.7%, agree with this sentiment, suggesting a substantial number who perceive emotional intelligence in staff interactions. Conversely, 21.7% disagree, implying a notable portion that may not find staff's emotional intelligence consistent. Additionally, 3.4% strongly disagree, showing a minor number with strong negative sentiment. With a mean value of 2.91, respondents hold a moderately positive perception of staff's emotional intelligence. About 16.2% strongly agree that there is always an assurance that library staff will meet their information needs. A substantial majority, comprising 57.9%, agree with this aspect, indicating a significant number who perceive assurance in information provision. Conversely, 23.4% disagree, implying a notable portion that may not consistently find their information needs met. A minor 2.6% strongly disagree, indicating a small number with strong negative sentiment. With a mean value of 2.88, respondents hold a moderately positive perception of staff's assurance in meeting information needs. The overall weighted mean for this section is calculated as 2.96, reflecting an average sentiment across the various aspects assessed in this section.

Behavioral Attitude:

A notable 11.9% strongly agree that library staff are aggressive and often transfer aggression onto students. A significant majority, comprising 46.0%, agree with this statement, suggesting some level of perception of aggression. Conversely, 30.6% disagree, implying a notable portion who may not perceive staff as being aggressive or transferring aggression. Additionally, 11.5% strongly disagree, indicating a substantial number with strong negative sentiment. With a mean value of 2.58, respondents hold a mixed perception of staff behavior regarding aggression. Roughly 14.0% strongly agree that library staff are approachable and receptive. A substantial majority, comprising 74.0%, agree with this sentiment, signifying a significant number who perceive staff as approachable and receptive. Conversely, 9.4% disagree, suggesting a smaller portion that may not find staff approachable. A minor 2.6% strongly disagree, showing a small number with strong negative sentiment. With a mean value of 3.00, respondents hold a generally positive perception of staff's approachability and receptiveness. Around 17.4% strongly agree that library staff always wear a friendly look. A significant majority, comprising 57.0%, agree with this aspect, suggesting a substantial number who perceive staff as having a friendly appearance. Conversely, 22.1% disagree, implying a portion who may not consistently find staff's appearance friendly. Additionally, 3.4% strongly disagree, indicating a minor number with strong negative sentiment. With a mean value of 2.89, respondents hold a moderately positive perception of staff's friendly appearance. About 14.9% strongly agree that library staff attitude is one of the reasons they visit the library. A significant majority, comprising 51.1%, agree with this sentiment, suggesting a substantial number who perceive staff attitude as a reason for their library visits. Conversely, 28.9% disagree, implying a notable portion who may not consider staff

attitude a significant factor in their visits. Additionally, 5.15% strongly disagree, indicating a substantial number with strong negative sentiment. With a mean value of 2.76, respondents hold a moderately positive perception of staff attitude as a reason for visiting the library. Approximately 13.2% strongly agree that library staff have listening ears. A substantial majority, comprising 66.8%, agree with this statement, suggesting a significant number who perceive staff as attentive listeners. Conversely, 17.4% disagree, implying a notable portion that may not consistently find staff attentive to their concerns. A minor 2.6% strongly disagree, showing a small number with strong negative sentiment. With a mean value of 2.91, respondents hold a moderately positive perception of staff's listening skills. Weighted Mean: The overall weighted mean for this section is calculated as 2.8, indicating an average sentiment across the various aspects assessed in this section. The grand mean across all sections is calculated as 2.92, reflecting an overall average sentiment across the different attributes and aspects of library staff interactions as assessed in the table

4.4. Presentation of Hypothesis

4.4. 1. There will be no significant influence of library personnel attitude on library usage by undergraduate students in private universities in Ogun State, Nigeria.

Table 4. 6a-c: significant influence of library personnel attitude on library usage by undergraduate students in private universities in Ogun State, Nigeria

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
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1	.759 ^a	.576	.574	.22815
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a. Predictors: (Constant), personnel attitude

ANOVA^a

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	16.461	1	16.461	316.249	.000 ^b
	Residual	12.128	233	.052		
	Total	28.589	234			

A. Dependent variable: usage of library

B. Predictors: (constant), personnel attitude

Coefficients^a

Model		Unstandardized Coefficients	Standardized Coefficients	t	Sig.	
		B	Std. Error	Beta		
1	(Constant)	1.059	.111		9.562	.000
	personnel attitude	.660	.037	.759	17.783	.000

a. dependent variable: usage of library

Table 4.6a-c provides an overview of the regression model's performance.

For R and R Square, the coefficient of determination (R squared) is 0.576, indicating that approximately 57.6% of the variance in the dependent variable (usage of library) can be explained by the independent variable (personnel attitude). the correlation coefficient (r) is 0.759, showing a strong positive correlation between the predictor (personnel attitude) and the dependent variable. The adjusted R squared is 0.574, which takes into account the number of predictors in the model, providing a slightly adjusted measure of how well the independent variable explains the variance in the dependent variable. The standard error of the estimate is 0.22815, which represents the average distance between the observed values and the predicted values by the regression model.

ANOVA: Regression: The sum of squares for the regression model is 16.461. The degrees of freedom (df) for regression is 1. The mean square for regression is 16.461 divided by 1, which is also 16.461. The F-statistic is 316.249, indicating that the regression model is statistically significant. The associated p-value (Sig.) is very close to 0, suggesting that the model's results are not due to random chance. The sum of squares for the residuals (unexplained variance) is 12.128. The degrees of freedom for residuals is 233. The mean square for residuals is 0.052. The total sum of squares is 28.589. The total degrees of freedom is 234.

Coefficients (Constant): The intercept (constant) coefficient is 1.059. The associated t-value is 9.562, and the p-value is 0.000. This suggests that the intercept is statistically significant.

personnel attitude: the coefficient for the predictor variable "personnel attitude" is 0.660. the associated t-value is 17.783, and the p-value is 0.000. this indicates that the predictor "personnel attitude" is highly statistically significant. the standardized coefficient (beta) is 0.759, suggesting a strong positive relationship between "personnel attitude" and the dependent variable "usage of library."

Interpretation: the regression analysis indicates that the model is statistically significant in predicting "usage of library" based on the predictor "personnel attitude." the positive coefficient for "personnel attitude" suggests that an improvement in personnel attitude is associated with an increase in library usage. The strong correlation (R) and high R squared value indicate a substantial proportion of the variance in library usage can be attributed to personnel attitude. The adjusted R squared value suggests that this relationship remains significant even after adjusting for the number of predictors in the

model. Therefore, on the strength of this result ($\text{Adj.}R^2 = 0.574$, $F(1, 233) = 316.249$, $p = 0.000$), this study hereby rejects the null hypothesis one (H_01) which states that personnel attitude will no have significant influence on the use of library among undergraduates students of private universities in Ogun State, Nigeria.

4.4.2. There will be no significant influence of library service quality on library usage by undergraduate students in private universities in Ogun State, Nigeria.

4.7a-c: Influence of library service quality on library usage by undergraduate students in private universities in Ogun State, Nigeria.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.644 ^a	.415	.412	.26799

a. Predictors: (Constant), service quality

ANOVA^a

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	11.855	1	11.855	165.061	.000 ^b
	Residual	16.734	233	.072		
	Total	28.589	234			

A. Dependent variable: usage of library

B. Predictors: (constant), service quality

Coefficients^a

Model	Unstandardized Coefficients	Standardized Coefficients	t	Sig.
	B	Beta	Std. Error	

1	(Constant)	1.207	.141		8.541	.000
	service quality	.610	.047	.644	12.848	.000

a. Dependent Variable: usage of library

Table 4.7a-c above shows an overview of the regression model's performance

R and R Square: The coefficient of determination (R squared) is 0.415, indicating that approximately 41.5% of the variance in the dependent variable (usage of library) can be explained by the independent variable (service quality). the correlation coefficient (r) is 0.644, showing a moderate positive correlation between the predictor (service quality) and the dependent variable. The adjusted R squared is 0.412, which takes into account the number of predictors in the model, providing a slightly adjusted measure of how well the independent variable explains the variance in the dependent variable. The standard error of the estimate is 0.26799, which represents the average distance between the observed values and the predicted values by the regression model.

The sum of squares for the regression model is 11.855. The degrees of freedom (df) for regression is 1. The mean square for regression is 11.855. The F-statistic is 165.061, indicating that the regression model is statistically significant. The associated p-value (Sig.) is very close to 0, suggesting that the model's results are not due to random chance. The sum of squares for the residuals (unexplained variance) is 16.734. The degrees of freedom for residuals is 233. The mean square for residuals is 0.072. The total sum of squares is 28.589. The total degrees of freedom is 234. The intercept (constant) coefficient is 1.207. the associated t-value is 8.541, and the p-value is 0.000. this suggests that the intercept is statistically significant. service quality: the coefficient for the predictor variable "service quality" is 0.610. the associated t-value is 12.848, and the p-

value is 0.000. this indicates that the predictor "service quality" is highly statistically significant. the standardized coefficient (beta) is 0.644, suggesting a moderate positive relationship between "service quality" and the dependent variable "usage of library."

Interpretation:

The regression analysis indicates that the model is statistically significant in predicting "usage of library" based on the predictor "service quality." the positive coefficient for "service quality" suggests that improvements in service quality are associated with an increase in library usage. The moderate correlation (R) and reasonable R squared value indicate that a substantial portion of the variance in library usage can be attributed to service quality. The adjusted R squared value suggests that this relationship remains significant even after adjusting for the number of predictors in the model. On the strength of this result (Adj. $R^2 = 0.412$, $F(1,233) = 165.061$, $p = 0.000$), this study therefore rejects the null hypothesis two(H_02) which state that service quality will not have significant influence on usage of library among undergraduates of private universities in Ogun State. Overall, based on the provided data, it appears that service quality plays a significant role in influencing library usage.

4.4.3: There will be no joint significant influence of library personnel attitude and service quality on library usage of private university library in Ogun State, Nigeria.

4.7a-c: joint significant influence of library personnel attitude and service quality on library usage of private university library in Ogun State.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
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1	.783 ^a	.613	.610	.21829
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a. Predictors: (Constant), personnel attitude, service quality

ANOVA^a

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	17.533	2	8.767	183.971	.000 ^b
	Residual	11.055	232	.048		
	Total	28.589	234			

A. Dependent variable: usage of library

B. Predictors: (constant), personnel attitude, service quality

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.773	.122		6.348	.000
	service quality	.243	.051	.257	4.744	.000
	personnel attitude	.514	.047	.590	10.916	.000

a. Dependent Variable: usage of library

Table 4.7a-c provides an overview of the regression model's performance

Model Summary:

The coefficient of determination (R squared) is 0.613, indicating that approximately 61.3% of the variance in the dependent variable (usage of library) can be explained by the independent variables (personnel attitude and service quality). The correlation coefficient (R) is 0.783, showing a strong positive correlation between the combination of predictors (personnel attitude and service quality) and the dependent variable.

The adjusted R squared is 0.610, which takes into account the number of predictors in the model, providing a slightly adjusted measure of how well the independent variables explain the variance in the dependent variable. The standard error of the estimate is 0.21829, which represents the average distance between the observed values and the predicted values by the regression model. The sum of squares for the regression model is 17.533. The degrees of freedom (df) for regression is 2. The mean square for regression is 8.767. The F-statistic is 183.971, indicating that the regression model is statistically significant. The associated p-value (Sig.) is very close to 0, suggesting that the model's results are not due to random chance. The sum of squares for the residuals (unexplained variance) is 11.055. The degrees of freedom for residuals is 232. The mean square for residuals is 0.048. The total sum of squares is 28.589. The total degrees of freedom is 234. The intercept (constant) coefficient is 0.773. The associated t-value is 6.348, and the p-value is 0.000. This suggests that the intercept is statistically significant. For service quality, the coefficient for the predictor variable "service quality" is 0.243. The associated t-value is 4.744, and the p-value is 0.000. This indicates that the predictor "service quality" is highly statistically significant. The standardized coefficient (Beta) is 0.257, suggesting a moderate positive relationship between "service quality" and the dependent variable "usage of library." For personnel attitude, the coefficient for the predictor variable "personnel attitude" is 0.514. The associated t-value is 10.916, and the p-value is 0.000. This indicates that the predictor "personnel attitude" is highly statistically significant. The standardized coefficient (Beta) is 0.590, suggesting a strong positive relationship between personnel attitude and the dependent variable "usage of library."

Interpretation:

The regression analysis with both predictors 'personnel attitude' and "service quality" indicates that the model is statistically significant in predicting "usage of library." Both predictors contribute significantly to the variance in the dependent variable. The positive coefficients for both predictors suggest that improvements in personnel attitude and service quality are associated with an increase in library usage. The strong correlation (R) and high R squared value indicate a substantial proportion of the variance in library usage can be attributed to these predictors. The adjusted R squared value suggests that this relationship remains significant even after adjusting for the number of predictors in the model. On the strength of this result (Adj. $R^2 = 0.610$, $F(2,232) = 183.971$, $P = 0.000$), this study therefore rejects the null hypothesis three (H_03) which states that there would be no joint significant influence of personnel attitude and quality of service on the use of library in private universities in Ogun State, Nigeria.

Overall, based on the provided data, it appears that both personnel attitude and service quality play significant roles in influencing library usage.

4.5. Discussion of Findings

The responses to the first research question revealed a moderately high extent usage of library resources with overall grand mean of 3.0 with journals, newspapers and OPAC recording 2.97, 2.71, and 2.93 mean score respectively. For individuality of library services the Weighted Mean is 2.9 which shows it moderately high. This result is however, supported by a study that examine the knowledge, use, and types of information sources that University of Kalan students make use of indicated that 78% of respondents were aware of the books and journals available at the university library, and 65% of user

respondents were aware of the circulation service. 75% of the respondents said they read newspapers, and 71% said they read books and journals¹. Isolating OPAC usage as one of the resources of the library, a study negated the finding of this study. It asserted that statistical analysis at Covenant University, found that students use the public access online catalogue more frequently than the manual catalogue². The reason was however stated in a related study on catalog use by students at Adeyemi College of Education, where the author came to the conclusion that the issue with catalog use is connected to respondents' lack of information about how to use the library catalog therefore theirs the need for assistance by librarians³. Several studies has been conducted as regards factors that influences usage of library services. It was found that user education plays a great role, some users especially undergraduates don't know the potential of library and it resources. This therefore places a responsibility on the librarians orientate the students. For instance, a survey revealed that most students do not make effective use of university libraries because of lack of users' education. User education is a skill empowering process that enables users acquire knowledge available in information resources, how to use information retrieval tools like card catalogue, indexes and computerized databases. It was identifying one-on-one session, library orientation/tour and classroom instruction as various methods of carrying out users' education⁴. Complementing the five laws of library is the inevitable place of orientation of users as regards their place as king and the reason for which the library exist as well as the information resources in the library.

The response to the second research question (What is the quality of services rendered by libraries to undergraduates in private Universities in Ogun State, Nigeria). The quality of

service was viewed from three dimensions of affection of service, information control and library as a place. It was found that the overall weighted mean for affect of services is calculated as 2.5 indicating an average satisfaction of users with affect dimension of service quality. The overall weighted mean score of library as a place is calculated as 2.7, reflecting an average satisfaction of users with the library as a place as a dimension of service quality. Information control as a dimension of service quality was calculated as 2.9 which means it is averagely high. However the grand mean of the trio as calculated as 2.7 indicating that the overall service quality is adjudged average by respondents. The study therefore found service quality as average. Supporting this finding is a study it was found that less than 50% of users are content with the collection, physical amenities, and functional structure of the libraries, whereas more than 50% are satisfied⁵. Negating this finding is a previous poll, where it was found that 76% of respondents were extremely satisfied with the way the library was run, 23% expressed satisfaction, and 1% expressed average happiness. Furthermore, 71% indicated that they were very pleased with the library's space and infrastructure. The results similarly revealed that most 98% respondents valued tools and equipment such as photocopy and scanning machines, computer systems, and so on⁶. Several studies has affirmed that quality of services is best judged from the users perspective and users based their judgement on every possible aspect of the library^{7 8}. This was however negated by the findings of this study where it was found the libraries were strong on one aspect (information control) but performed below expectation on two aspects (affect of service and library as a place).

The responses to the mean third research question (What is the attitude that library personnel exhibit to undergraduates in private universities in Ogun State, Nigeria). The

grand mean across all sections (cognitive, behavioural and affective) is calculated as 2.92 reflecting an overall average score of the perceptions of respondents on attitudes of librarians. Since the three measure were underlying factors that cannot be seen however, they can results in either positive or negative attitude. Although on an average, but its more of positive than negative. Therefore, to buttress a study found librarians have positive attitudes toward ICT usage which results in users satisfaction⁹.

The attitudes of library personnel towards the library and its usage can vary depending on individual experiences, job satisfaction, and professional competence. For instance, a study found that the attitudes of library personnel towards digital services were influenced by their level of professional competence. Another study examined the cultural attitudes of library personnel and their readiness for the global library work environment. It revealed that some library personnel exhibited negative cultural attitudinal traits, such as speaking negatively about other employees¹⁰.

The test of hypothesis one result ($\text{Adj.R}^2 = 0.574$, $F(1, 233) = 316.249$, $p = 0.000$), revealed that personnel attitude have significant influence on usage of library by undergraduate students in private universities, Ogun State. This means that when user perceived librarians attitude attractive, receptive, accommodating and approachable, they are high tendency of using the library and it not, the users will look for else where to go. This therefore calls for librarians to be equipped with soft-skills like emotional intelligence to relate with user. To buttress the finding of this study a study on effect of librarians and supportive staff behaviour on students use of library found that both professional and supportive library staff behaviour influence the library users to use the

library¹¹. This means the positive attitude attracts users while negative attitude dissuade users from using the library. Another study found that Users satisfaction with library facilities and attitude of staff in national library was significantly high¹².

The test of hypothesis two ($\text{Adj. } R^2 = 0.412, F(1,233) = 165.061, p = 0.000$), revealed that service quality have significant influence on the use of library among undergraduates in private universities, Ogun State. It means that the more satisfied the users are with the services rendered by the library and librarians the more patronage the library command. A study buttress this finding where in the analysis carried out, it was concluded that there is an influence of service quality of Politeknik Sriwijaya University (tangible, reliability, responsiveness, assurance, and empathy) on student satisfaction in getting learning resources from the library¹³. Furthermore, a study on the impact of service quality on user satisfaction: a case study of selected public libraries in Bangladesh findings of the study showed that service quality dimensions have a certain degree of relationship with public library user satisfaction. It is also shown that tangibles are the most dominant predictors among five (5) significant predictors which mostly lead to public library user satisfaction. Besides, results also show empathy, and the assurance dimension plays a significant role in user satisfaction¹⁴.

The test of hypothesis three revealed ($\text{Adj. } R^2 = 0.610, F(2,232) = 183.971, P = 0.000$) that there is joint significant influence of personnel attitude and service quality on the usage of library by undergraduates in private universities in Ogun, State, Nigeria. This means that both have personnel attitude and the quality of services rendered have the tendency of increasing or decreasing users patronage. From literature there is dearth of studies that combined the influence of the two independent variables (personnel attitudes

and service quality on the influence of library patronage) however, as stated above both have been studied independently. To add to knowledge both have been found in this study to be significantly correlated to library patronage. A study in the on perceived service quality and user satisfaction in library environment. The researcher make use of the affect dimension of libqual to delineate the attitudinal aspect of librarians. The study found that library service quality which is a combination of attitude, library as a place and information control have significant positive effect on library usage and a direct significant effect on user satisfaction while a non-significant effect of service quality was identified when the total effect was carried out on user satisfaction. It also found that library usage have a direct significant on user satisfaction and library service quality has significant positive effect on user satisfaction through library usage¹⁵.

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Chapter Five

Conclusion

5.1 Summary of Findings

The findings of this study which examined the influence of personnel attitude and service quality on the usage of library by undergraduate in private university libraries in Ogun State can be summarized as follows;

1. The study found a moderately high usage of library resources by undergraduate students with overall grand mean of 3.0. However, usage of Journal, OPAC and newspapers usage as well as individuality of services were on an average.
2. The study found that service quality was at average level with a grand mean of 2.7. It was however found that the libraries were adjudged average (information control, affect of service and library as a place) with mean scores of 2.9, 2.5 and 2.7 respectively.
3. Based on the grand mean score of 2.92 the study reflects an overall average score of the respondents' perceptions on attitude of librarians. Since the three measure (cognitive, affective and behavioural) were underlying factors that cannot be seen however, they can result in either positive or negative attitude. Although on an average, but its more of positive than negative

4. The first hypothesis tested found that personnel attitude is a significant positive predictor of usage of library among undergraduates in private universities in Ogun State, Nigeria. This means that positive attitude of librarians can command higher patronage.
5. The second hypothesis tested found that service quality have positive significance on the usage of library by undergraduate student in private universities libraries in Ogun State. This means that users perception as regards the quality of services rendered would spur continuous patronage
6. The third hypothesis found a combined influence of library personnel attitude and service quality on usage of libraries by undergraduates in private universities in Ogun State. It means that both factors put in proper perspective (user-centric) would command continuous patronage.

5.2 Conclusion

Overall, the essence of a library, as seen from a librarian's perspective, lies in its role as a resource hub, a knowledge repository, and a center for learning and community engagement. Librarians play a vital role in connecting individuals with information, fostering lifelong learning, and supporting intellectual growth. A library refers to a curated collection of resources, typically in the form of books, journals, magazines, multimedia materials, and digital resources, organized and made available for the purpose of education, research, entertainment, and information dissemination. Libraries play a crucial role in facilitating access to information and knowledge for individuals and communities. Academic libraries are libraries situated within a higher institution of

learning that is shouldered with the responsibilities of acquiring relevant information resources and providing access to them with the sole aim of fostering the intellectual and research essence of the existence of the institution where it is situated. Low usage of library and its resources has been reported in literature and several studies have been carried out to find out the reason for the dwindling patronage. Findings include the fact that technology has obstructed library service, generation z want instant gratifications and so on. More so, this particular study is to find out the influence of personnel attitudes, quality of services on the usage of library especially among undergraduate who are largely believed to be the highest number of users of academic library. Using the five laws of library, it was found that library users and the satisfaction of their information need is actually the essence of existence of libraries and librarians must agree to this truth. This fact places the librarians at the mercy of the library user who must be served and served well. This therefore calls for attitudinal change and improved services on the side of the librarians if patronage would be achieved hence the library loses its relevance. The conclusion of this study is that it has been able to buttress other previous studies that attitude and quality of service can significantly influence library usage positively or negatively. However, it was affirmed that from the respondent judgement, the libraries and library personnel attitude and services understudied performed averagely well. However, it is clear that much is given to the library and much is expected.

5.3 Recommendations

Based on the findings and conclusions reached in this study, the following recommendations are considered application;

1. There is need for proper orientation of librarians on the fact that libraries as a social and service-oriented organization, her customers are king, therefore they must be treated as such. Student orientation is also needed for undergraduates to know the importance of the library and the library information resources and the use of online public access catalogue
2. There is need for training and retraining with respect to the quality of services rendered by the librarian to the students. All aspect of service (affect, information control and library as a building) must be put into serious consideration
3. More training is need on soft skills like emotional intelligence, attitudinal change, lean thinking, mental toughness and so on.
4. Libraries should go out of their comfort zones to meet with users in classes, tell them what the library can offer. Moreso, library should go digital and ensure that there is remote access to the library collection even when students are in their comfort zones
5. Library management and the institution of higher learning where the libraries are situated should see to the internal and external looks of the library.
6. Library management should come up with constant users' perspective evaluation strategies encompassing all aspect of library services.

5.4 Contribution to Knowledge

The study analysis and findings has made significant contribution to theory and practice of library and information science as well the society at large. The contributions are empirical, theoretical and conceptual. The study has made conceptual contribution to knowledge by developing a conceptual model which outlines all the constructs that was

used to delineate this study. This study in context highlights the interrelationship between each of the concepts. In theory, supporting previous studies validates the libqual model as a veritable framework for evaluating library service quality as well as the necessity of positive attitude of library personnel. Empirically, this study via the collection, analysis and presentation of primary quantitative data from undergraduates has been able to establish facts as regards service quality, personnel attitudes and usage of library by undergraduate in private universities, Ogun State, Nigeria.

5.5. Suggested Areas for Further Studies

Further studies can be carried out on the following topics:

1. Influence of Library Service Quality on Perceived Librarians' Image in selected Private Universities in Nigeria
2. Competencies of Librarians as a Factor Affecting Information, Service Delivery Among librarians in some selected Public Universities in Nigeria.
3. Evaluating Users' Satisfaction on Academic Library Services and Facilities: A case of Private Universities.

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Udolah I.A., *Attitude and Perception of Librarians Towards Marketing of Library Services In Colleges of Education Libraries In South-South, Nigeria*. **Library Philosophy and Practice**, 2020. pp.1-26.

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Yaya J.A., *Job satisfaction among librarians in Nigerian public universities*. **Journal of Library Services and Technologies**, 1(1), 2019. pp.73-92.

Thesis

Edward A., *Study of the Relationship Between Library Service Quality and Usage of Libraries in a Sample of Students Enrolled at the Underdale Site of the South Australian College of Advanced Education in 1983* MA (Inf. Studies) Thesis SA Institute of Technology 1986

Appendixes
Questionnaire

Do Not Copy, Lead City University, Nigeria

Do Not Copy, Lead City University, Nigeria

Do Not Copy, Lead City University, Nigeria

Do Not Copy, Lead City University, Nigeria

Do Not Copy, Lead City University, Nigeria

Bio-data

A. Personal Data

Full Name: Deborah Bamidele OLOGUN
Sex: Female
Date of Birth: 7th July, 1967
Place of Birth: Abeokuta
Nationality: Nigerian
Language: English, Yoruba, Ketu
Marital Status: Married
Name of Next of Kin: Elder B.I.Ologun
Address of Next of Kin: Hephzibah Villa Opposite
FUNAAB Gate, Abeokuta
Postal Address: Nimbe Adedipe Library Fed.Univ.of Agric.Abeokuta,
P.M.B 2240
Phone Number: 08037767289
Email: deborahbamidele1234@gmail.com

B. Institutions Attended with Dates

- University of Lagos (Diploma in Library and Information Science)

2005

- University of Ibadan (Bachelor Degree in Library and Information Science 2011
- Lead City University Masters of Library and Information Science in view 2023

C. Work Experience with Dates

- **Assistant Chief Library Officer: COLANIM LIBRARY**

- i. Responsible for the day to day running of the College Library
- ii. Educate the users on how to use the Library and Library materials
- iii. Collection of users Statistics, book statistics and making such
- iv. available to the Library Management for budget and other purposes.

- v. Dissemination of general and specific information to users
- vi. Assisting users to get the materials needed for their research
- vii. Responsible to the Head of College Libraries for the smooth running
- viii. of the College Library

- ix. Inputting Library resources into the database

- x. Supervision of the staff in the College Library

- **Principal Library Officer I: Reference Section** 2019 -2021

Schedule of Duties:

- I Educating users on how to use the Library
- ii Disseminating general and specific information to users
- iii Assisting users to use the library catalogue and locate documents

- iv Assisting users to understand and use reference materials

- **Principal Library Officer II**

College Librarian {COLBIOS}: 2015 -2018

Schedule of Duties:

- i. Dissemination of general and specific information to users
- ii. Assisting users to get the materials needed for their research
- iii. Responsible to the Head of College Libraries for the smooth running
- of the College Library

iv. Supervision of the staff in the College Library

- **Senior Library Officer: Reference Section** 2009 -2010

Schedule of Duties:

- Educating users on how to use the Library and Library materials
- Dissemination of general and specific information to users
- Assisting users to use the library catalogue and locate documents
- Assisting users to understand and use reference materials

- **Higher Library Officer: Serials Department** 2007 - 2009

Schedule of Duties:

- Attending to users in locating journals
- Assisting the users on how to use the Essential Agricultural Library
- Printing of article from the CD-ROM for the users through computer system

D. Awards and Fellowship: NIL

E. Membership

Member: Library Registration Council of Nigeria (LRCN)

Member: Nigeria Library Association, Ogun State (NLA)

Member: Association of Women Librarian (AWLIN)

Member: Nigerian Association of University Women (NAUW)

F. Publications:

- Diyaolu A.M., Osho O.O. & **Ologun, D.B**, *Human Resources Management and its relevance on employee productivities in Libraries in Nig. In modern practices in Library and information Science. Themes, Trends and issues. A festschrift in honour of Willians Abiodun Akinfolarin, ed. Akinwa, P.C. University medical press, Ondo. 2021, P.209-224*
- Diyaolu, B.O., Alawiye, M.K. and **Ologun D.B** *Information and communication Technology Literacy Skill as determinant of Postgraduate Student's use of Electronic Information Resources in selected Universities in*

South-West Nigeria: COMMUNICATE: Journal of Library and Information Science 22 (1) 2020. p.45- 57

- iii. Diyaolu A.M., Ologunde E.M and **Ologun D.B.** , *A studies of the On Screen Reading Habits of academic staff at the Federal University of Agriculture, Abeokuta, Ogun State, Nigeria. Journal of Applied Art and Sciences(NIJAAS)(2) vol.16. no2. 2016. P.1-10*
- iv. **Ologun D.B.** and Diyaolu, Akorede Muftau. *Use of Journals by Researchers in the selected Agricultural Research Institutions in Nigeria. Nigeria Journal of Applied Art and Sciences (NIJAAS) 7 (2), 2014. p.102-113*

G. Major Conference Attended till dates:

6th conference of certified Librarian: Abuja 2019

Nigerian Library Association: 54th Annual Conference & AGM, Abuja 2016

IFLA conference: South Africa, 2015

H. Name and Addresses of Referees:

PROFESSOR O. M. ARIGBEDE

Department of Pasture and Range

College of Animal science and Livestock Management

Federal University of Agriculture,

Abeokuta

MRS. EMI, ALAWODE

Senior Staff Estab (Academics)

Federal University of Agriculture,

Abeokuta.

DR. I.O. AGBOOLA

'Nimbe Adedipe Library,
Federal University of Agriculture,
Abeokuta.

Signature

Date

Do Not Copy, Lead City University, Nigeria

The University Compliance Certification

This is to certify that this thesis by Deborah Bamidele OLOGUN with Matriculation Number LUC/PG/002548 in the Department of Information Management, Lead City University, Ibadan, has fully complied with the approved university format and style.

Signature

Date