Evaluation of User's Satisfaction of Information Resources and Services in St. Albert the Great Major Seminary School Library, Ogun Sate, Nigeria

OGUNBODEDE, Kolawole Francis[1], ODEWUSI, O. Oladayo[2], IDUBOR, Imade[3], ONIOVOSA, O. Nelson[4]

[1]*University of Africa, Toru-Orua, Bayelsa State, Nigeria*
[2]*St. Albert Major Seminary School, Ogun State, Nigeria*
[3]*Samuel Adegboyega University, Ogwa, Edo State, Nigeria*
[4]*Greenoak International School, Porthcarcourt, Rivers State, Nigeria*

Abstract: - **The study investigated user's satisfaction of information resources and services in St. Albert Major Seminary School Library. The study adopted survey method. A total of ninety (90) students that uses the school library was randomly sampled. Five (5) research questions guided the study and data were collected using structured questionnaire. It was analyzed using descriptive statistics. The findings shows that majority of the respondents do use the library resources and services on daily basis. The findings also shows that more than half of the respondents visit the library to write assignments and in the process they consult textbooks, read for test and examination. Considerably, majority of the respondents were satisfied with the library resources and services. The study finally recommends that the borrowing policy should be reviewed and the library should acquire more information resources to address the two major challenges identified by the respondents.**

Keywords: **Evaluation, Academic Library, User Study, Users Satisfaction, Library Resources and Services etc.**

I. INTRODUCTION

The library is the heart of any academic institution and it is responsible for the acquisition of information resources that are required for effective teaching, learning and research both in print and electronic format. Academic libraries are established with the main aim of providing information resources to the students, faculty members and non-teaching staff of the academic community. Jacintha and Uzoigwe (2013) opined that the main objective of any library is to acquire relevant and current information resources in various formats and provide a variety of services to meet and satisfy users' information needs and make there sources readily available and accessible to users. Since the library is a service institution, all resources and services must be geared towards serving the needs of their users because in service center user's satisfaction is the ultimate goal (Verma and Laltlanmawi,2016). Gbaje and Okojie (2010) stated that academy libraries must provide information resources and services that permit users to locate, evaluate and access information in a variety of formats. In the light of this, academic libraries are required to provide all necessary information resources and services that best meet the

information needs of their several users. Academic libraries must strive to enhance the quality of their services to enable them face the challenges of information explosion. Service oriented institutions have recognized the customer or user as the most critical voice in assessing service quality.

The accomplishment of any library is based on the satisfaction users derive from consulting the information resources and services (Rubina, 2013). The extent of a library service quality can be assessed by the degree to which its services and resources are used (Adamu, 2017). According to Bua, Terhile, and Yawe (2014) satisfying users' needs implies making essential information resources present at all times for users' consumption. Therefore, academic library must provide access to their resources and services towards achieving maximum user satisfaction and support the objectives of their parent body (Saharan, 2013). Academic libraries nowadays are confronted with a lot of challenges raging from occasionally or non-use of resources mainly because of unfriendly nature of staff, difficulty in locating desired information resources, lack of awareness, supposed lack of relevance of the resources, the skills to use e-resources, etc (Peris & Otike, 2016) these can all lead to displeasure among library users. Arising from this concern, the purpose of the study is to investigate the satisfaction levels amongst catholic religious in St. Albert Seminary, Ogun with the various services and information resources provided by the library.

Background Information of St. Albert Seminary Library

St. Albert the Great Major Seminary (SAGS) is a Catholic Church Major Seminary, a specialized institution where selected young man who believe they have the special calling to serve the Lord and the wider society as priests are prepared for the Catholic priesthood. The seminary was established in 2015 in Idowu-Offonran village in Obafemi-Owode Local Government Area, Ogun State, Nigeria.

The training of the catholic priests spans a total of nine (9) years, seven of which are spent in the Seminary in serious academic studies in philosophy and Theology. At the end of the training, they are sent back to their dioceses to be ordained

catholic priests to work as agents of evangelization and spiritual leaders in the catholic. The program is however bi-functional. It takes cognizance of the needs of priestly formation while at the same time provides for the requirements for the award of a Bachelor's Degree in Philosophy in affiliation with University of Benin, Benin City.

The Seminary has a standard and a functional library and the information resources largely support the school curriculum, teaching and learning process of faculty members and students' pastoral training and formation respectively. The library operates a hybrid library system (print and e-resources). The library has an electronic library section with about 34 systems with a central server that networks computers within the library complex with high speed internet using both local area network (LAN) and wireless network connections. The library subscribes to e-databases and source for open access e-resources to meet the curriculum of its parent institution.

The library is made up of six (6) service points with about 80 seating capacity and other facilities to support the teaching, learning, and research activities. There are four (4) staff working in the library that comprised of both librarians and paraprofessionals staff.

Objective of the Study

The main objective of this study is to investigate user's satisfaction of information resources and services among staff and students.

The specific objectives are:

1. To identify the frequency of use of information resources and services
2. To find the reasons or purpose for which the students use the library resources and services
3. To examine the level of satisfaction of users towards library resources
4. To examine the level of satisfaction of users towards library services
5. To identify the challenges faced by staff and seminarians in using the library and its resources.

Research Questions

The following questions will guide the study:

1. How frequent do the students utilized the library resources and services?
2. For what purpose do the students use the library resources and services?
3. What is the level of satisfaction of users towards library resources?
4. What is the level of satisfaction of users towards library services?
5. What are the challenges hindering the effective utilization of the library resources and services in St. Albert Seminary School, Ogun?

Statement of the Problem

There are concerned by academic libraries all over the world with increasing users' satisfaction, therefore new strategies are being implemented in order to achieve such goal. Libraries are established to provide information resources and services to meet the curriculum needs of its parent institutions for maximum satisfaction of users. It is through the users that librarians can determine if the services that are rendered to users are satisfactory or not. So, the purpose of setting up the library is defeated if the users are not satisfied with the resources and services that are provided, because adequate user satisfaction would boost the image of the library and that of the institution at large. This is why this study is set to find out if the students of St. Albert Major Seminary are satisfied with the resources and services the library renders.

II. LITERATURE REVIEW

User satisfaction has become a vital objective to be achieved and it's an important measure of service quality in libraries which provides an important feedback for libraries to assess and improve its services to the users (Kumar, 2012). Any academic library filling the request of its users simply suggests that the library is providing the actual resources and services that meets the information needs of its clients. Patrick, Blessing and Ferdinand (2015) suggested that the level of user satisfaction in any library depends on the volume of its resources, their significance and adequacy to users' needs and the presence of a good information retrieval tools. As such, library must provide and make accessible current, adequate and relevant information resources and services to satisfy all users. According to Bua,et al, (2014) the quality of services rendered in the library will be determined by the professional skills and experience of personnel. If the library is well managed by qualified, experienced and cultured staff, users will often be encouraged to use the library. Successful user's satisfaction in the library is a function of how efficient the services are rendered as well as the degree of availability and accessibility of needed information resources. User satisfaction is simple how good users feel after using the information resources and services and their motivation to return to the library when next they need information (Ikenwe and Adegbilero-Iwari, 2014). Tiemo and Ateboh (2016) defined users' satisfaction as the fulfilment users derive from the library by using the various resources and services to satisfy their information needs. When users are satisfied with library resources and services, they not only come back but speak well of the library to other users.

The essence of libraries is to satisfy the needs of its users by providing information resources and services that meet the school curriculum. Nwachukwu, Abdulsalami and Lucky (2014) stated that the usefulness of any library is assessing by the quality of services rendered and how available, accessible and useable its resources are to its users. Many studies have been already conducted to investigate the satisfaction of library users with library resources and services.

Ijiekhuamhen, Aghojare and Ferdinand (2015) investigated users' satisfaction with library resources, facilities and information services provided by an academic library in Federal University of Petroleum Resources, (FUPRE) Library. It was found from the study majority 71%) of the respondents visits the libraries every day, 76% of respondents were highly satisfied with service render by the library, 71%) were highly satisfied with space, place and infrastructure facility of the library. The study recommended that library should stay open for longer hours so as to enhance services delivery, infrastructure and collections so as to serve users' learning and research needs. Nkamnebe, Udem and Nkamnebe (2014) conducted a study to evaluate the use of library resources and services by students of Paul University, Awka in Anambra State, Nigeria. The findings showed that users are satisfied with the services and facilities provided by the library. The study suggested that organizing library display, library orientation and the inclusion of use of library as a course in the University's curriculum so as to attract many students to the Library.

Veena and Kotari (2016) in their research a, among students of Shri Dharmastala Manjunatheshara University (SDM). The results of the study shows that 177(59.0%) of respondents have the habit to visit the library daily, majority 260(86.7%) of respondents are highly satisfied with the collection of general books, and 210(70.0%) are highly satisfied with collection of text books, finally 160 (53.3%) respondents considered circulation services as excellent. The study recommended that the library should carry out user studies at regular intervals, in order to identify user's information needs. Lalrokhawma and Verma (2017) assessed user satisfaction with library resources and services in Higher and Technical Institute, Mizoram (HATIM) and found out that majority of respondents are satisfied with library collection and services of library. Verma and Prang (2015) carried out a survey among PG students of the school of physical sciences, Mizoram University, Aizawl, concerning their satisfaction with library services. The study showed that users are quite satisfied with library collection and services.

Suresha (2016) investigated users' satisfaction with library resources and services among the teaching staff and students of St. Claret Degree College, Bangalore. The result of the study found that a large number of respondents were satisfied with library resources and services. It also finds that the books had become a most widely used resources and circulation services was emerged most preferred service. Kumar and Rajan (2015) conducted a survey to find out the user satisfaction of library services provided by engineering colleges in Coimbatore, Tamil Nadu, India. The study was carried out in 32 engineering college libraries. The result indicated that 55.25% of respondents are satisfied with the functioning of the library, 70% of respondents found the library timings convenient, 78.75% of them felt that the lending period is sufficient, 40% of the respondents visit the library weekly. The study suggested that college libraries should implement suitable techniques to provide the best information services. Pandey and Singh (2014) conducted a study and found that most of respondents were satisfied with library resources and services. It also discovered that books are the most commonly used resources and circulation services was also revealed to be the most preferred service. Some recommendations were given by the respondents on how to make the library resources and services to be more effective.

An effective library services depend mainly on satisfaction level of its users with the relevant library resources, user center library services and library staffs' caring attitude (Bhatti and Hanif, 2013). In order to make the library and information services more effective and provide the information needs , sufficient knowledge about the users, their desires, needs, and requests are necessary (Kumar and Singh, 2009). Ikolo (2015) studied user's satisfaction with library services of Delta State University Library. It was revealed that library users were not satisfied with reference services, inter-library loan services, electronic database services, photocopying services, bindery services, weekend library services, book lending services, CD- ROM services and indexing and abstracting services. It was also discovered that library users were not satisfied with the available textbooks on the shelves, internet services, newspapers/ magazines, journals and the inability to borrow books from the library. Nnadozie(2006) in his study discovered that the facilities needed to provide quality services to users of the library are not available in sufficient quantities. Adekunjo, Adepoju, and Anuoluwapo (2015) carried out a study which examined user information needs and satisfaction level among selected seminary libraries in Oyo state, Nigeria. The results from this investigation discovered that user's satisfaction was generally low as the satisfaction indices in the study showed a negative trend in the responses.

Nimsomboon and Nagata (2003) specified the problems users are faced with when involved in library services to include library collections, accessibility, insufficient space, and quality of the service provided. The most problems are about the insufficient and outdate collections and inaccurate accessibility. Adeniran (2011) stated that re-shelving and insufficient physical facilities such as reading chairs and tables could result in low level of use of the libraries. Oyedum (2011) argued that physical facilities could always influence the use of libraries in the universities. Without adequate number of seats and bright lighting systems users would always find it difficult to achieve any meaningful academic work in the university libraries. Bakare et al. (2013) stated that one of the factors affecting library use by teaching staff, students and their satisfaction with library resources is because of the challenges they faced in retrieving desired information from the library. Iwhiwhu(2012) in his study found out that poor state of information resources and inadequate services provided by the library staff, together with their poor approach to work leads to unsatisfied users.

The importance of user satisfaction in the library cannot be overemphasized. Resource accessibility, availability, adequate facilities and well trained staff are central to user satisfaction in any academic library setting. These factors work hand in hand therefore, they cannot be treated separately.This development has left librarians with the task of satisfying all the information needs of the readers in terms of providing adequate resources and facilities coupled with a well-trained and professional library staff.

III. RESEARCH METHODOLOGY

Survey research method was adopted for the study and structured questionnaire was used to collect data. The study population comprises of one hundred (100) students from St. Albert Major Seminary, Ogun State. A total of hundred (100) copies of questionnaire were distributed and ninety (90) were retrieved and found usable. The data was analyzed using descriptive statistics. The results are presented below.

IV. FINDINGS

The findings of the study are presented in the following tables with explanations

Table 1: Demographic Characteristics of Respondents

Gender	Freq.	Per.	Age	Freq.	Per.	Level	Freq.	Per.
Male	90	100%	25-30	25	27.8%	100	10	11%
Female	0	0%	31-35	50	55.6%	200	35	39%
			36-40	5	5.6%	300	25	28%
			41 and above	10	11%	400	20	22%
Total	90	100%	Total	90	100%	Total	90	100%

According to Table 1, all the respondents who participated in the study are 90(100%) are male, majority of the respondents 50(55.6%) are between 31-35years, 25(27.8%) are between 25-30years, 10(11%) were 41years and above while 5(5.6%) are between 36 - 40years while majority of the respondents 35(39%) are in 200 level, 25(28%) are in 300 level, 20(22%) are in 300 level while 10(11%) are in 100 level. This shows that majority of the respondents were 200 level students followed by 300 level and 400 level students respectively.

Research Question 1: How frequent do the students utilized the library resources and services?

Table 2: Frequency of use of Library resources and services?

Frequency of Library Visit	Yes	Frequency
Daily	50	56%
2 to 3 times a week	20	22%
Weekly	10	11%
Monthly	0	0%
Occasionally	10	11%
Total	90	100%

Table 2 shows the frequency of respondents' use of library resources and services. It can be seen that majority of the respondents 50(56%) use the library daily and 20(22%) use the library two to three times a week while 10(11%) use the library weekly, whereas 10(11%) use the library resources and services occasionally. This indicates that, majority of the registered users did use the library resources, services and facilities on a daily basis and as such they are in a better position to relate their experiences or judge the quality of services rendered to them by the library.

Research Question 2: For what purpose do the students use the library resources and services?

Table 3: Purpose of Using the Library Resources and Services

Purpose of Using the Library Resources and Services	Yes	No
To write assignment	65(72%)	25(28%)
To read newspapers and magazines	39(43%)	51(57%)
To borrow books	18(20%)	72(80%)
To consult textbooks	55(61%)	35(39%)
To read for test and examination	48(53%)	42(47%)
To consult journals	45(50%)	45(50%)
To consult reference materials	35(39%)	55(61%)
To browse the internet/Online resources	23(26%)	67(74%)
To photocopy materials	27(30%)	63(70%)

Table 3 shows the respondents purpose for using the library resources and services. The result revealed that majority of the respondents 65(72%) visit the library mainly to write assignment, 55(61%) visit to consult library textbooks 48(53%) to read for test and examination while 45(50%) visit the library to consult journals and the same number of respondents don't consult journals. Though, less than half of the respondents 39(43%) visit the library to read newspapers and magazines, 35(39%) to consult reference materials, 23(26%) to browse the internet/consult online resources, 27(30%) to photocopy materials and 18(20%) to borrow library books. Findings reveals that borrowing of books is somehow restricted due to the borrowing policy and some other peculiar factors such as limited availability of materials.

This suggests that more than half of the respondents visit the library to write assignments and in the process they consult textbooks, read for test and examination. Others visits the library to consult journals, newspaper and magazines, to read newspapers and magazines, to browse the internet/consult online resources. The finding reveals that the respondents see the library as a place of learning and research activities.

Research Question 3: What is the level of satisfaction of users towards library resources?

Table 4: Users Satisfaction with Library Resources

Information Resources	Very Satisfied	Satisfied	Not Satisfied
Textbooks	37(41.11%)	49(54.44%)	4(4.44%)
Reference Materials	25(27.8%)	60(66.7%)	5(5.5%)
Journals	34(37.8%)	49(54.4%)	7(7.8%)
Newspapers/Magazines	30(33.3%)	40(44.4%)	20(22.2%)
E-resources	36(40%)	44(48.9%)	10(11.1%)

Table 4 shows the users level of satisfaction with the different types of library resources. After analysis, it was revealed that majority of the respondents were satisfied with the library resources and the respondents that are not satisfied are very low. Out of the total respondents; 37(41.1%) are very satisfied and 49(54.44%) are satisfied with the available textbooks in the library; 25(27.8%) are very satisfied and 60(66.7%) are satisfied the reference materials; 34(37.8%) are very satisfied and 49(54.4%) are satisfied with the journals; 30(33.3%) are very satisfied and 40(44.4%) are satisfied while 20(22.2%) are not satisfied with the newspapers/magazines available in library; while 36(40%) are very satisfied and 44(48.9%) are satisfied with the e-resources. Thus, the users are satisfied with most of the available library resources except in the area of newspapers/magazines were 20(22%) of the respondents were not satisfied. Findings revealed that the library doesn't acquire newspapers on a daily basis.

Research Question 4: What is the level of satisfaction of users towards library services?

Table 5: Users Satisfaction with Library Services

Library Services	Very Satisfied	Satisfied	Not Satisfied
Circulation services	25(28%)	55(61%)	10(11%)
Reference/Information services	35(38.9%)	47(52.2%)	8(8.9%)
Reprography services	32(35.6%)	54(60%)	4(4.4%)
Internet services	40(44.4%)	35(38.9%)	15(16.7%)
Online Public Access Catalogue (OPAC)	34(37.8%)	40(44.4%)	16(17.8%)
Library orientation	30(33.3%)	55(61.1%)	5(5.6%)
Opening and closing hours	31(34.4%)	56(62.2%)	3(3.3%)

Table 5 shows the level of users' satisfaction with library services. The result showed that majority of the respondents were satisfied with the library services and the respondents

that are not satisfied are very low. Out of the total respondents, 25(28%) are very satisfied and 55(61%) are satisfied with the circulation services; 35(38.9%) are very satisfied and 47(52.2%) are satisfied with reference and information services; 32(35.6%) are very satisfied and 54(60%) are satisfied with reprographic services; 40(44.4%) are very satisfied and 35(38.9%) are satisfied with the library internet services; 34(37.8%) are very satisfied and 40(44.4%) are satisfied with the library OPAC; 30(33.3%) are very satisfied and 55(61.1%) are satisfied with library orientation while 31(34.4%) are very satisfied and 56(62.2%) are satisfied with the opening and closing hours of the library. Thus, most of the services offered in the library are satisfactory.

Research Question 5: What are the challenges hindering the effective utilization of the library resources and   services in St. Albert Seminary School, Ogun?

Table 6: Challenges faced in using Library Services and Resources

Challenges in using the library Resources and Services	Yes	No
Poor attitude of library staff	4(4%)	86(96%)
Inadequate information resources	50(56%)	40(44%)
Inadequate infrastructural facilities	8(9%)	82(91%)
Lack of basic ICT facilities	15(17%)	75(83%)
Outdated information resources	7(8%)	83(92%)
Difficulty in locating resources in the library	14(16%)	76(84%)
Poor ventilation system	23(26%)	67(74%)
Poor lightening system	4(4%)	86(96%)
Inadequate library staff	2(2%)	88(98%)
Hours of opening and closing is inconvenient	11(12%)	79(88%)
Not allow to borrow books	71(79%)	19(21%)

Table 6, shows the challenges users encountered while using the library services and resources, among which are; not allowed to borrow books 71(79%) and inadequate information resources 50(56%). Meanwhile, attitude of library staff, infrastructural facilities, ICT facilities, locating information resources, ventilation system, lightening system, library staff, opening and closing hours, library environment were not in any way challenges to the use of the library. The findings identified only two major challenges users encountered while using the library. The major ones are; not allowed to borrow books and inadequate information resources.

V. DISCUSSION OF FINDINGS

The findings revealed that:

1. Majority of the respondents use the library resources and services on daily basis. This is in line with the study of Veena1 and Kotari (2016) who also found that majority of the respondents use the library daily.

2. More than half of the respondents visit the library to write assignments and in the process they consult textbooks, read for test and examination. This is consistent with the findings of Adamu, (2017).

3. Majority of the respondents were satisfied with the library resources and services. This findings in line with the findings of Veena and Kotari (2016) and Lalrokhawma and Verma (2017).

4. Lastly, the respondents are only faced with two major challenges namely; inadequate information resourcesand not allowed to borrow books.

VI. CONCLUSION AND RECOMMENDATION

The major aim of any academic library is to provide adequate information resources and services that support the curriculum of its parent institutions. Therefore, assessing users' satisfaction of information resources and services that the library provides will greatly improve its value to the users. Therefore, based on the findings of this study, it was concluded that students of St. Albert Major Seminary School library were satisfied with library resources and services but at the same needs to improve in the services provided by the library specially the areas of the borrowing of books(review the borrowing policy) and acquiring of more information resources. The purpose of the study is to enable the library to improve on its services.

REFERENCE

[1] Adamu, R. (2017). Assessment of Library Service Quality and User Satisfaction among Undergraduate Students of Yusuf MaitamaSule University (YMSU) Library.Library Philosophy and Practice. Retrieved from https://digitalcommons.unl.edu/libphilprac/1675 on November 1st, 2019.

[2] Adekunjo, O. A., Adepoju, S. O. and Adeola, A. O. (21015). Assessment of users' information needs and satisfaction in selected seminary libraries IN Oyo State, Nigeria. Academic Journal. Retrieved from http://www.academicjournals.org/ERR on Noverber 1st, 2019.

[3] Bakare, O.D., Owolabi, O.A, Bamigboye, O.B. and Bankole, O.M. (2013). Factors affecting library use by academic staff and students of federal University of Agriculture, Abeokuta, Ogun State. PNLA Quarterly, the official publication of the Pacific Northwest Library association volume 77, no. 3.

[4] Bawden, D., Calvert, A., Robinson, L., Urquhart, C., Bray, C., &Amosford, J. (2009.). Understanding our value; assessing the nature of the impact of library services Library and Information Research 33(105), 62-89.

[5] Bhatti, R. and Hanif, M. (2013). A study of library usage and satisfaction by social scientists At BahauddinZakariya University, Multan. Retrieved from http://digitalcommons.unl.edu/libphilprac/996 on November 1st, 2019.

[6] Bua, T. and Yawe. (2014). A Comparative Study on User Satisfaction with the Management of Library Services in Three Academic Libraries in Benue State-Nigeria. Journal of Studie in Social Sciences, 23-30.

[7] Ebaje, E.S. and Okojie, V. (2010). User oriented access to knowledge initiatives in Nigerian University libraries. 44(1): 33-36.

[8] Ijiekhuamhen, O. P., Aghojare, B., & Ferdinand, O. A. (2015). Assess Users' Satisfaction on Academic Library Performance: A Study International Journal of Academic Research and Reflection 3(5), 67-77.

[9] Ikenwa, I. J. &Adegbilero- Iwari, I. (2014). Utilization and user satisfaction of public library services in southwest, Nigeria in the 21st century: a survey. International Journal of Library Science, 3(1), 1-6.

[10] Ikolo, V. E. (2015). User satisfaction with library services: a case study of Delta State University library. International Journal of Information and Communication Technology Education. 11(2), 80- 89.

[11] Iwhiwhu, B.E. (2012). Public library information resources, facilities, and services: user satisfaction with the Edo state central library, Benin-city, Nigeria. Library Philosophy and Practice. Retrieved from http://digitalcommons.unl.edu/cgi/viewcontent.pdf on November 1st, 2019.

[12] Kumar, D. and Singh, R. (2009). Information resources and services of national science library India, New Delhi: a user study. International Journal of Library and Information Science, vol. 1(2). Retrieved from http://unpan1.un.org/intradoc/groups/public.pdf on November 1st, 2019.

[13] Kumar, S. (2012). User Satisfaction and Service Quality of the University Libraries in Kerala. International Journal of Information Dissemination and Technology, 2 (1), 24.

[14] Kumar, S. C. M., &Rajan, V. R. (2015). User Satisfaction on Library Services in Anna University with Special Reference to Engineering Colleges in Coimbatore, Tamil Nadu: A Study International Journal of Library and Information Studies, 5(2), 86-91.

[15] Lalrokhawma and Verma(2017). 3rd National Conference on Library Information Science and Information Technology for Education Sunday, August 27 2017, New Delhi

[16] Lalrokhawma, Verma, Manoj Kumar (2017). An evaluation of user satisfaction with library resources and services in Higher and Technical Institute, Mizoram (HATIM). National Conference on Library Information Science and Information Technology for education. 59-66p

[17] Nkamnebe, E. C., Udem, O. K., &Nkamnebe, C. B. (2014). Evaluation of the Use of University Library Resources and Services by the Students of Paul University, Awka, Anambra State, Nigeria Library Philosophy and Practice (e-journal). Paper 1147.

[18] Nimsomboon, N. and Nagata, H. (2003). Assessment of library service quality at Thammasa

[19] Nnadozie, C. (2006). Evaluation of library resources and services in federal medical central, Owerri, Nigeria. Coal City Libraries, 1(3), 39-50.

[20] Nwachukwu, A. L. (2014). Availability, Accessibility and Use of Information Resources and Services. Journal of Information and Knowledge Management, 4-10.

[21] Okiki, O. C. (2013). Availability of Information Resources for Research Output: Perception of Academic Staff Members in Nigerian Federal Universities. International Journal of Computer Science and Telecommunications, Volume 4, Issue 8.

[22] Ojeniyi, O. A. (2018). Satisfaction of library services by catholic religious in St. Peter andPaul Seminary, Ibadan, Nigeria. Library Philosophy and Practice (e-journal). Retrieved from http://digitalcommons.unl.edu/libphilprac/2096 onNovember 1st, 2019.

[23] Oyedum, G.U. (2011). Physical facilities as determinants of undergraduate students' use of federal university libraries in Nigeria. Library Philosophy and Practice.

[24] Hassan, A. S. (2016). Accessibility and Utilization of Information Resources in Federal University Libraries in Northwestern States of Nigeria. Impact Journal of Information, 1-17.

[25] Patrick, B. and Ferdinand (2015). Assessing Users' Satisfaction on Academic Library Performance. International Journal of Academic Research and Reflection, Vol. 3, No. 5.

[26] Pandey, S. K. and Singh, M. P. (2014). Users' Satisfaction towards Library Resources and Services in Government Engineering Colleges of Guru Gobind Singh Indraprastha

University, Delhi: An Evaluative Study. Journal of Library, Information and Communication Technology (JLICT), 6(1-2).

[27] Peris, W. K., &Otike, J. (2016). Non Use of Academic Library Services: A Literature Review. International Journal of Library Science, 1-7.

[28] Rubina, B. (2013). ,A Study of Library Usage and Satisfaction by Social Scientists at Bahauddin Zakariya University, Multan Library Philosophy and Practice (e-journal). Paper 963.

[29] Saharan, M. S. (2013). Academic library system. New Delhi: Random Publications.

[30] Suresha, N. (2016). User Satisfaction on Library Resources and Services in St.Claret Degree College Library, Bangalore-A Study. International Journal of Next Generation Library and Technologies, 2(3), 1-9.

[31] Tiemo, P. A. and Ateboh, B. A. (2016). Users` Satisfaction with Library Information Resources and Services: A Case Study College of Health Sciences Library Niger Delta University, Amassoma, Nigeria.

[32] Verma, M. K. &Laltlanmawii, R. (2016). Use and user's satisfaction on library resources and services by U.G. students of Government Hrangbana College, Aizawl: A study. Journal of Advances in Library and Information Science, 5 (1), 18-23.

[33] Veena, G andKotari, P. N. (2016). User Satisfaction with Library Resources, Services and Facilities: A Study in SDM College Library, Ujiri. Indian Journal of Information Sources and Services, 6(1), 1-4.

[34] Verma, M.K. and Parang B. (2015). Use and user's satisfaction on library resources and services by students of school of physical sciences, Mizoram University, Aizawl: A Study. Information Studies, 21 (2 &3), 193-204.

[35] Verma, M. K. &Parang, B. (2015). Use and user's satisfaction on library resources and services by students of school of physical sciences, Mizoram University, Aizawl: A Study. Journal of Advances in Library and Information Science, 5(1), 18-23