

Users' perception and satisfaction with library facilities, resources and services in Crawford University, Nigeria

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Abstract

The purpose of the study was to investigate the user's perception and level of satisfaction with the facilities, resources, and services provided by Crawford University Library. The descriptive survey research design was adopted for the study, and the population of the study was one thousand six hundred (1,600) undergraduate students of Crawford University for the 2021–2022 academic year. A stratified random sampling technique was used to determine the sample size. A questionnaire was the instrument of data collection. Data generated were analysed using the statistical package for the Social Sciences (SPSS), and results were presented in descriptive and inferential statistics, frequency counts, simple percentages, means, standard deviations and charts. It was found that the majority of the undergraduate students at Crawford University were satisfied with the facilities, resources, and services provided to them by the library. Nonetheless, the study concluded and recommended that there should be improvement, especially in the areas of availability of newspapers, provision of a comfortable environment and quiet space, toilet facilities, and internet facilities. Also, maintenance culture should be upheld, and damaged equipment should be repaired or replaced, as a conducive environment will help to sustain a high level of user satisfaction among library users, among others.

Keywords: Library facilities, satisfaction, services. survey of users' perception, resources

Introduction

The university library is a service provider, and the need to regularly measure its performance vis-à-vis the facilities, information resources, and services provided is sacrosanct, as this will lead to continuity, improvement, and increased use by students, faculty members, and the entire university community. Measuring the perception and satisfaction of library users will assist the library management in making excellence decisions about the quality of facilities, information resources, and services provided by the library. Every academic library is expected to contribute significantly to the academic endeavours of students.

Besides being a service provider, the university library is also a learning environment on its own, and it aims to support the teaching, learning, and research activities of students through the

information resources and services provided. Library facilities, information resources, and services are essential parts of learning and research, and they go a long way in enhancing the proficiency, academic, and personality development of users if properly utilised. In other words, students and other users of the university library depend on the facilities, information resources, and services provided to achieve meaningful advancement in their academic and research work and also to progress generally (Odu, 2017). Success and progress in an academic environment like the university are highly dependent on quality facilities, current and relevant information resources, and services.

According to Ogbonnaya (2020), it is neither a good book nor a good library that educates an individual. It is rather the combination of the use of books and the rendition of quality library services that

produces a well-informed, stable, and learned individual. In other words, having books (and other information resources) in the library alone does not automatically translate into library use. It must be combined with the rendering of quality services by the library staff. It is the combination of quality facilities, availability, and access to recent information resources and services that result in an excellent performance by the library. Since users are the focal point of every library, periodic evaluations should be carried out to find out about their perception and level of satisfaction with the facilities, information resources, and services provided.

Facilities and library resources are acquired by the library for effective library service delivery. The impact of the availability of such facilities on knowledge sharing cannot be overlooked, as they add value to service delivery (Ajegbomogun and Diaolu, 2018). Good examples of such facilities are printers, computer systems, multimedia projectors, CD-ROMs, air conditioners, fans, photocopiers, tables, chairs, shelves, OPAC, internet/wifi, reading space, and lighting, among others. The availability of these facilities in libraries will not only create a conducive library environment but will also boost the quality of services rendered by the library. These facilities are therefore regarded as invaluable in meeting academic and research needs. According to Ajegbomogun and Diyaolu (2018), the availability of library facilities and access to relevant information resources will result in users' satisfaction with the information service delivery of any library.

A library environment should be comfortable, conveniently located, and well-equipped with proper lighting and seating arrangements. Also, universities should strive to provide the minimum

infrastructural facilities required for libraries to deliver services maximally. Measures should also be taken by institutions to improve existing facilities and the information resources in the library to meet the information needs of users.

Information resources are the major component of a library and should be developed based on users' information needs. Information resources are books, journals, reference materials, magazines, reports, newspapers, databases, CD-ROMs, projected media, and video recordings, among others. They come either in print or digital format and may even be web-based, which users come to consult in the library and through which their information needs are satisfied. It is the responsibility of every university library to provide and grant access to information materials that are relevant to the courses that are being offered at the university. These information resources are also expected to be of high quality and up-to-date. This revered responsibility is therefore achieved through acquisition, organisation, preservation, and (ensuring) access to information resources for use by university library users.

Information resources are the lifeblood of successful teaching, learning, and research activities at every university, and they play major roles in students' academic achievement. They are referred to for assignments, report writing, project/thesis writing, and the acquisition of more knowledge beyond what was taught in the lecture room and beyond the syllabus (Aramide, Olajojo & Ola, 2009), cited in Oyedipe et al. (2018). Ajegbomogun and Diyaolu (2018) affirmed the importance of library staff working towards the direction of providing adequate information materials that will satisfy library users and, at the same time, sustain effective and quality service delivery

Every library, including university libraries, is expected to provide planned services that ensure that stocked resources are accessible and used, hence fulfilling users' needs. Library services are the solutions, activities, programmes, and resources, among others, that are provided by the library to help users meet their information needs. For instance, every university library manager needs to ensure that reading hours are suitable for users and that the library is kept open for longer hours. Inter library Loan is another service rendered by university libraries. This service is rendered when there is a mutual understanding between two or more libraries to access the information resources in each other's library. As no library can procure or acquire all the information resources needed by its users, the availability of an inter-library loan service allows the library to reach out to sister libraries for loans of short duration if the required information material is not available in the library.

Furthermore, modern technology has enabled library users to have access to photocopied materials instead of the original copy, especially in cases where the original document cannot be taken out of the library (like in the case of reference materials). This kind of service is referred to as a reprographic or photocopying service. Selective Dissemination of Information (SDI) is another service that should be rendered in any university library. The purpose of this service is to provide specific information to users to meet their specific information needs.

The Internet is an intrinsic part of the everyday life of man and a technological tool for improving library service; hence, it should be seen as an essential facility in the university. The provision of internet service in the library helps ensure global interconnectivity for resource sharing.

Managing large conventional amounts of information due to information explosions without computer systems is becoming difficult for the library. Computer facilities are therefore an essential commodity in library management as they will enhance the control and management of information services, which may not be possible with traditional conventional techniques. Besides, the attitude of library staff is an important factor in library service delivery. A positive attitude from library staff will provisionally enhance good service delivery and maximum library use by users.

Objectives of the study

The general purpose of the study is to find out the perception and level of satisfaction of Crawford University students with the facilities, resources, and services provided by the Crawford University library. The specific objectives are to:

- i. ascertain the frequency of students' visits to the library;
- ii. examine the purpose of visiting the library;
- iii. determine the students' preferred format of information materials.; and
- iv. investigate the satisfaction level of students towards the facilities, resources and services provided by the library

Research questions

The following questions are answered in the study:

1. How frequently do students visit the library?
2. For what purpose do students visit the library?
3. What is the student's preferred format of information materials?

4. What is the satisfaction level of students with the facilities, resources, and services of the library?

Hypothesis

The following hypothesis is tested in the study:

Ho1. There is no significant relationship between user's perception and level of satisfaction with facilities, resources, and services provided to the undergraduate students in Crawford University.

Literature review

William (2019) stated that perception is the process by which we absorb sensory data from our surroundings and apply it to our interactions. From the criteria given above, it is clear that knowing how users feel about the resources, services, and facilities of the library will help determine whether or not they will use it. It will also highlight the issues that have made patronage of the library less appealing. In the era of digital libraries, users' perceptions are essential. 21st-Century clients are primarily tech-inclined digital natives, and their needs are evolving quickly. The study of users' perceptions is one of the most important and well-researched issues in library and information studies, but it also continues to be one of the most elusive because there isn't a clear description that can be used to help academics understand it, according to Emerald Publishing Limited (2019). A user study is any research that focuses on how users utilise the library; these might include studies on how users seek information, what they need, how they search for it, or even how they perceive the library, to name a few. Findings from Ekere, Omekwu, and Nwoha (2016) in service of the users' perception of the facilities, resources, and services of the MTN digital library at the

University of Nigeria, Nsukka, Nigeria, which adopted the descriptive survey research design and a sample size of 196 registered users of the library, using a well-structured questionnaire that was specifically designed to elicit information from respondents, revealed that students of the University of Nigeria, are highly satisfied with the facilities, resources, and services of the MTN digital library. The respondents also affirmed that they are aware of and are satisfied with the availability of electronic resources like Wi-Fi and search engines as opposed to online indexes, abstracts, CD-ROMs, online databases, and portals. It was also deduced from the results of the findings that the library provides services like internet search engines, e-mail services, and online reference services to a greater extent in Nigeria compared to other services.

In a study on students' perceptions of information resources and services in the Nigeria Police Academy Library, Wudil, Kano State, by Nkamnebe, Egwuatu, and Nkamnebe (2017), whose major objective was to determine the areas of strength and weakness of the library, using descriptive survey research design and purposive sampling technique with a population of 120 students and a questionnaire as an instrument of data collection, it was discovered that the majority of the respondents (36%) use the library 3 days a week, 25% use the library daily, and 14% use the library 4 days a week. 10% of the respondents use the library two days a week, while 4% claimed that they use the library once a week. Only 11% of the respondents use the library on weekends. As for the purpose of using the library, findings revealed that most of the respondents use the library for more than one reason. However, the findings revealed that 61% of the respondents use the library primarily for

reading their lecture notes; 50% come to the library to make photocopies; and 46% come to the library only to study for exams.

For the research question on users' satisfaction with the various library services rendered by the library, findings showed that the average score of the respondent's perception of the services is 2.72, which is above average. The result, however, showed that the respondents are more satisfied with the lending service of the library, while they are less satisfied with the selective dissemination of information (SDI). The implication of this finding is that the Nigeria Police Academy, Wudil, Kano State, Nigeria, is effectively playing its role as the information centre of the academy and, as a consequence, making a positive impact on the academic endeavour of the academy and, by doing so, playing a part in the actualization of the objectives of the academy.

Hindagolla (2023) looked at how satisfied undergraduate students were with the Science Library at the University of Peradeniya's library and how they felt about the services and resources offered. The study's objectives were attained by using the survey research method. 442 undergraduate students were given a questionnaire in the Faculty of Science. According to the researchers, over 60% of undergraduates visited the library on a daily and weekly basis, and over 80% of them did so for a variety of reasons. The majority of undergraduates expressed satisfaction with the materials offered, including the journals, periodicals, and book collections of the library. However, just 39% and 32% of students, respectively, said they were happy with the audio-visual and e-resources the library had to offer.

The majority of respondents expressed satisfaction with lending, reference, photocopying, and referral

services provided by the library. But while 13% of students were unaware of the library's online services, 11% of them expressed dissatisfaction. Additionally, the results showed that the primary causes of students' discontent included the restricted number of computers, the absence of Wi-Fi, students' ignorance of the library website, and challenges in using the Internet and conducting research article searches. The majority of undergraduates did, however, commend the library workers for providing excellent service. The findings demonstrated that undergraduates see the library and its services favourably. The conclusion reached was that the management of the library should create the infrastructure amenities that the students had specified.

To find out how satisfied users are with the resources and services offered by libraries, Sritharan (2018) carried out a cross-sectional survey in a related study. Using a straightforward random procedure, a questionnaire was given to each of the 100 medical officers. The free Internet access and subscription electronic resources offered by the library were found to be strongly supported by almost 60% and 50% of respondents, respectively. Less than half of those surveyed expressed satisfaction with the user education initiatives, awareness services offered currently, and awareness activities on the availability of electronic resources. Among the main problems mentioned by the respondents were the absence of computers at the library, inadequate training, sluggish access and download speeds, and the inability to access members-only electronic resources remotely.

In a similar vein, Amarasekara and Marasinghe (2020) investigated patron satisfaction with materials and services provided by the Open University Library of Sri Lanka. The survey included 357

employees and students who were registered users of the Main Library. According to the study's findings, most respondents expressed satisfaction with the performance and helpfulness of the library staff. Furthermore, students expressed a reasonable level of satisfaction with the library's facilities, website, and services.

However, Iwhiwhu and Okorodudu (2012), cited by Lizazi-Mbanga and Mapulanga (2021), in a study on public library resources, facilities, and services: user satisfaction with the Edo State Central Library, Benin City, Nigeria, which used descriptive survey research via an ex post facto design with a population of 200 randomly selected respondents and a questionnaire as an instrument of data collection, found that users of the library were not satisfied with the information resources that are available in the library but were satisfied with the furniture in the library. The result also revealed that users are satisfied with the library space, ventilation, facilities, lighting, flooring, catalogue, and restaurant facilities in the library. It was discovered that users are not satisfied with the carrels, computer systems, and photocopy facilities of the library. As for the services rendered by Edo State Central Library, the results revealed that the users are only satisfied with 3 services provided by the library out of 17 services. The services that they are satisfied with are library hours of operation, labelling service, and bindery service. As for the extent to which available facilities affect users' satisfaction, the results showed that the available infrastructural facilities have an impact on users' satisfaction. The users agreed that the furniture in the library and toilet facilities in the library impact their level of satisfaction.

The result, however, revealed that available ICT facilities, fans, and air

conditioning in the library have no influence on users' satisfaction. Furthermore, the results revealed that fiction, non-fiction, books, textbooks, reference materials, and audio-visual resources are not available in the library, which consequently negatively affects users' overall satisfaction. Also, users responded that the journals, magazines, indexes, and abstracts that are available in the library do not suit their information needs. According to the respondents, the only information material that satisfies their information needs and is always available in the library is newspaper patronage. This implies that users who patronise the library do not have access to information materials that are relevant to their needs. In general, findings showed that the poor state of information resources and services in public libraries influences users' satisfaction in a negative way.

Umoh and Agwunobi (2020) investigated users' satisfaction with the facilities of university libraries in south-south Nigeria. The study adopted a descriptive research design, and the population of the study is 21,162 registered users of 3 federal and 3 state universities in the south-south part of Nigeria. Purposive sampling technique was however used to select a total of 1056 respondents from 6 universities, and a 4-point Likert questionnaire titled users' satisfaction with facility questionnaire (USFQ) was used as the instrument of data collection. The research discovered that university students in south-south Nigeria are satisfied with the shelving facilities, seating arrangements, reprographic facilities, and building facilities.

Methods

The descriptive survey research design was adopted for the study, and the population of the study was one thousand six hundred

(1,600) undergraduate students of Crawford University in the 2021–2022 academic year. A stratified random sampling technique was used to select 10 percent of the entire population of undergraduate students, which covers the three colleges in the university. A questionnaire was the instrument of data collection. The questionnaire was made up of two sections. Section A was on the background of the respondents, while Section B focused on items regarding frequency of use of the library, purpose of visiting the library, preferred format of information resources, and level of users' satisfaction with library facilities, resources, and services. Data generated were analysed using statistical package for social sciences

(SPSS) version 20, and results were presented in descriptive and inferential statistics, frequency counts, simple percentages, means, standard deviations, and charts, while hypotheses were tested at the 0.05 level of significance.

Results

This section focuses on report of the results of the study.

Figure 1 shows that 92 (57.5%) of the respondents were female, while 68 (42.5%) were male respondents. This indicates that the female respondents were more than the male respondents.

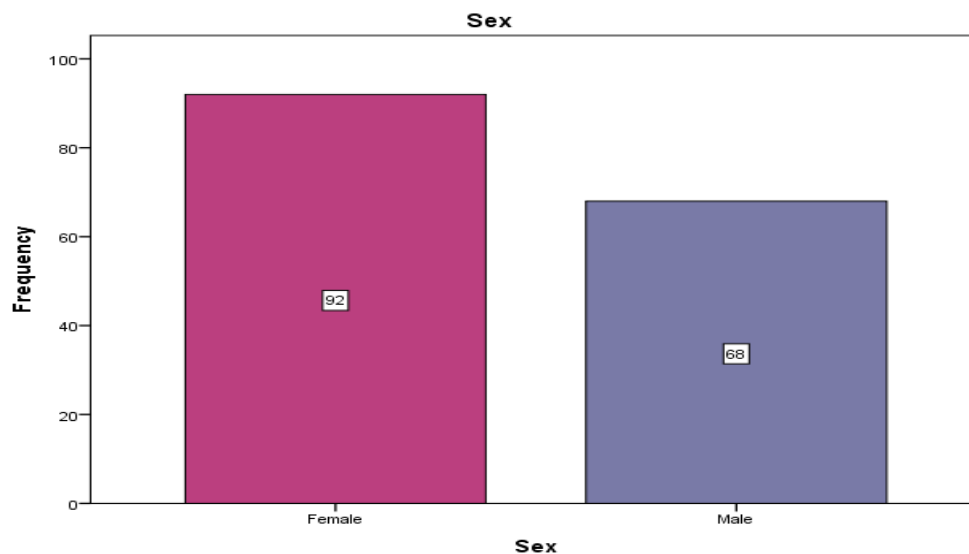


Fig.1: Sex of the respondents

Figure 2 reveals that a majority of the respondents were in 300 level 58 (36.3%), followed by 200 level (33.1%) and 31 (19.4%), and 400 level 18 (11.3%). This implies that undergraduate students use the library more in their 200 and 300 levels.

As shown in Figure 3, a majority of the respondents were from CONAS 79 (49.4%), followed by CBSS 48 (30%), and CACOS 33 (20.6%).

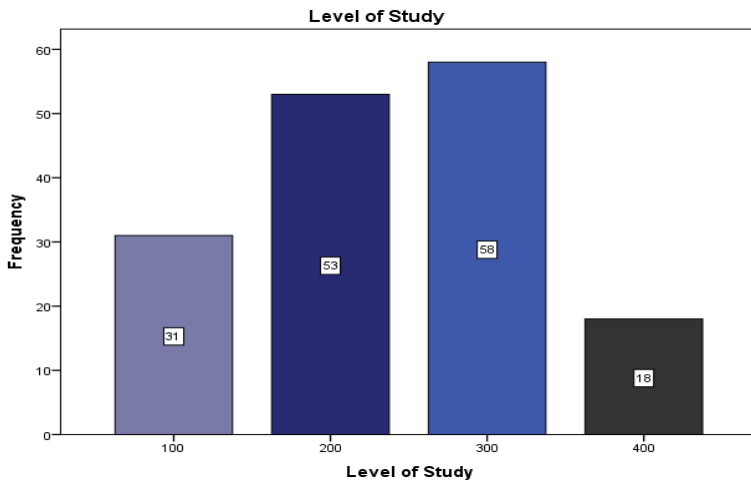


Fig 2: Level of study of the respondents

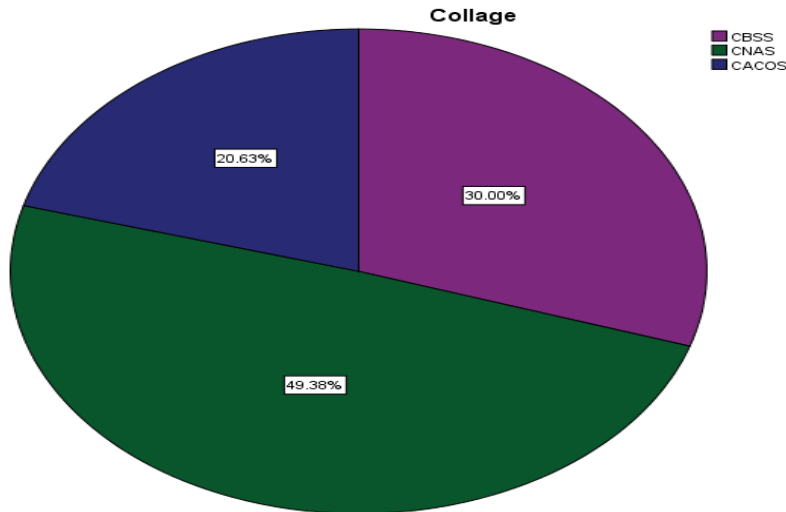


Fig. 3: College of the respondents

As depicted in Figure 4, a majority of the respondents, 87 (54.30%), used the library two to three times a week, followed by once a week, 43 (26.88%), two to three times a month were 28 (17.50%), while once a

month and never were 1 (0.63%) respectively. This implies that the undergraduate students are highly utilizing the library services for their academic work in Crawford University

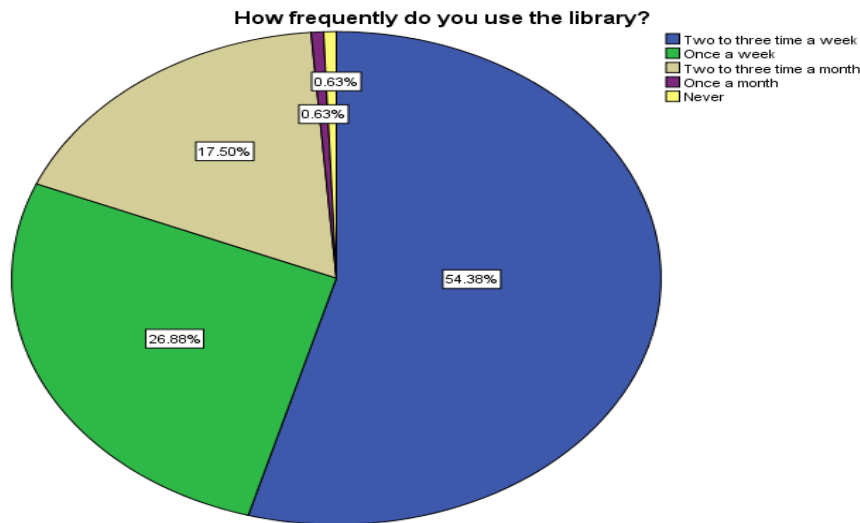


Fig.4: Frequency of use of the library

Table 1: Purpose of using the library

Purpose	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Mean	Std. Deviation
Consulting library textbooks	40 (25.0%)	44 (27.5%)	28 (17.5%)	30 (18.8%)	18 (11.3%)	3.3625	1.33877
Reading my lecture notes in readiness for exams	45 (28.1%)	34 (21.3%)	19 (11.9%)	51 (31.9%)	11 (6.9%)	3.3188	1.38726
Reading newspapers	45 (28.1%)	34 (21.3%)	22 (13.8%)	43 (26.9%)	16 (10.0%)	3.3062	1.35689
Consulting reference materials	36 (22.5%)	46 (28.8%)	23 (14.4%)	39 (24.4%)	16 (10.0%)	3.2937	1.32512
Using the internet	6 (3.8%)	12 (7.5%)	23 (14.4%)	62 (38.8%)	57 (36.6%)	2.0500	1.06871
Using the online library	4 (2.5%)	15 (9.4%)	15 (9.5%)	69 (43.1%)	57 (35.6%)	2.0000	1.02791
Relaxation	3 (1.9%)	7 (4.4%)	8 (5.0%)	92 (57.5%)	50 (31.3%)	1.8813	.83457

As displayed in Table 1, a majority of the undergraduate students in Crawford University used the library for consulting textbooks ($x = 3.3625$; std dev = 1.33877), followed by reading their lecture notes in readiness for exams ($x = 3.3188$; std dev = 1.38726), reading newspapers ($x = 3.3062$; std dev = 1.35689), consulting reference materials were ($x = 3.2937$; std dev. = 1.32512), using the internet were ($x = 2.0500$; std dev. = 1.06871) and using the on-line library were ($x = 2.0000$; std dev. = 1.02791) while relaxation were ($x = 1.8813$; std dev. = 0.83457). Based on these results, it

can be concluded that the students use the library majorly to consult textbooks, read their lecture notes in readiness for exams and read newspapers. It can further be presumed that low internet facilities could be a barrier to using online library resources.

Figure 5 shows a most of the library patrons use both print and electronic online format 103 (64.4%), 46 (28.8%) prefer electronic /online format while 11 (6.8%) chose print/paper format. This implies that the online format can be used to supplement the print format and vice versa.

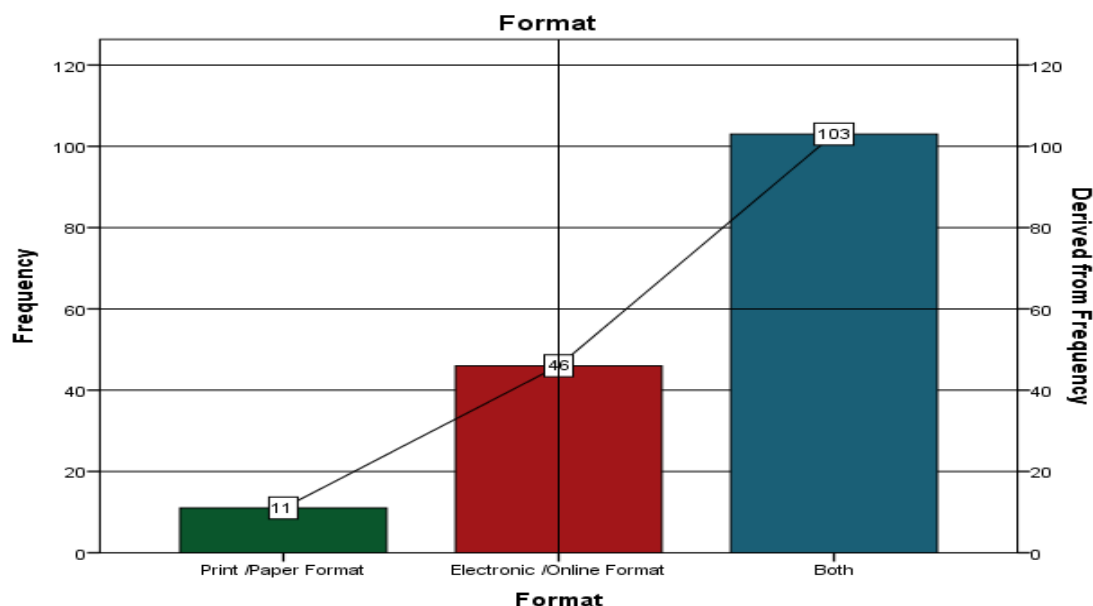


Fig.5: Format of library resources used by patrons

Table 2: Level of satisfaction by the resources, facilities and services provided in Crawford University Library

The resources, facilities and services provided	Highly Satisfied	Moderately Satisfied	Fairly Unsatisfied	Highly Unsatisfied	Mean	Std. Deviation
E-library services	30(18.8%)	38(23.8%)	85(3.1%)	7(4.4%)	2.4313	.84393
Bindery and photocopying services	21(13.1%)	57(35.6%)	76(47.5%)	6(3.8%)	2.4187	.76456
College libraries	33(20.6%)	60(37.5%)	61(37.5%)	6(3.8%)	2.2500	.82416
Journal collections	42(26.3%)	49(30.6%)	61(38.1%)	8(5.0%)	2.2187	.89493
Library orientation programme	52(32.5%)	28(17.5%)	74(46.3%)	6(3.8%)	2.2125	.94761
Library opening and closing hours	43(26.9%)	50(31.3%)	62(38.8%)	5(3.1%)	2.1813	.86782
Library furniture	56(35.0%)	30(18.8%)	70(43.8%)	4(2.5%)	2.1375	.93491
Book borrowing policy	52(32.5%)	38(23.8%)	67(41.9%)	3(1.9%)	2.1313	.89809
Ventilation facility	57(35.6%)	32(20.0%)	65(40.6%)	6(3.8%)	2.1250	.95001
Book collections	63(39.4%)	30(18.8%)	60(37.5%)	7(4.4%)	2.0688	.97207
Library staff competence and attitude	58(36.3%)	43(26.9%)	53(33.1%)	6(3.8%)	2.0438	.92040
Availability of internet facility	51(31.9%)	56(35.0%)	48(30.0%)	5(3.1%)	2.0437	.86400
Provision of computers	59(36.9%)	41(25.6%)	57(35.6%)	3(1.9%)	2.0250	.89688
Availability of information resources	60(37.5%)	46(28.8%)	46(28.8%)	8(5.0%)	2.0125	.93154
Reference materials	56(35.0%)	54(33.8%)	47(29.4%)	3(1.9%)	1.9812	.85025
OPAC services	67(41.9%)	35(21.9%)	55(34.4%)	3(1.9%)	1.9625	.91725
Library aesthetics	68(42.5%)	42(26.3%)	47(29.4%)	3(1.9%)	1.9063	.88876
Toilet facility	58(36.3%)	72(45.0%)	27(16.9%)	3(1.9%)	1.8438	.76518
Comfortable environment and quiet space	92(57.5%)	29(18.1%)	36(22.5%)	3(1.9%)	1.6875	.88444
Newspapers	83(51.9%)	52(32.5%)	25(15.6%)	-	1.6375	.73960
Total Valid N	160					

Table 2 shows that majority of the undergraduate students were more satisfied

with the E-library services ($x = 2.4313$; std dev. = .84393), followed by bindery and

photocopying services ($x = 2.4187$; std dev. = .76456) and were least satisfied by availability of newspapers ($x = 1.6375$; std dev = .73960), followed by comfortable environment and quiet space ($x = 1.6875$; std dev. = .88444) among others as shown in the table 2 above. However, it could be concluded that the undergraduate students were more satisfied with the E-library

services because, it can be accessed in their comfort zones and their smart android devices.

Ho1. There is no significant relationship between user's perception and level of satisfaction with facilities, resources, and services provided to the undergraduate students in Crawford University.

Table 3: Relationship between user's perception and level of satisfaction with facilities, resources and services provided

Variables	N	Mean	SD	Df	r	Sig. P
User's perception	160	1.16250	.07135	159	.00086	.000
Level of satisfaction with facilities resources and services provided	160	2.07500	.04848	159		

Table 3 shows the relationship between user's perception and level of satisfaction with facilities, resources and services provided for the undergraduate students in Crawford University. The table shows that users' perception ($r = 00086$; $p < 0.05$) has significant positive relationship with level of satisfaction with facilities, resources and services that is provided for the undergraduate students in Crawford University such that the more users perception, the likelihood of improvement in their level of satisfaction with facilities, resources and services. Thus, the null hypothesis stating that there is no significant relationship between user's perception and level of satisfaction with facilities, resources and services provided to the undergraduate students in Crawford University is hereby rejected.

Discussion

It was discovered that majority of the undergraduate students in Crawford University highly utilize the library facilities, resources and services for their academic work. The study found out that the

major purpose of using the library were consulting library textbooks ($x = 3.3625$; std dev. = 1.33877), followed by reading their lecture notes in readiness for exams ($x = 3.3188$; std dev. 1.35689) and were least satisfied with the availability of newspapers ($x = 3.3062$; std dev. = 1.38726). This was in agreement with the findings of Nkamnebe, Egwuatu and Nkamnebe (2017) who discovered that 61% of their respondents use library majorly for reading their lecture notes; 50% come to the library to make photocopy while 46% comes to the library to study for the exams.

The study also discovered that majority of the undergraduate students were more satisfied with the E- library services which could be attributed to easy accessibility and comfort of use, followed by bindery and photocopying services, college libraries services, journal collections, library orientation programme, library opening and closing hours among others but were not satisfied with the availability of newspapers, comfortable environment and quiet space; toilet facility; library aesthetics; OPAC services etcetera.

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This was in total disagreement with the findings of Iwhiwhu and Okorodudu (2012). Their study revealed that users were satisfied with the library space, ventilation facilities, lighting, and also the flooring, catalogue and restaurant facility in the library. Moreover, their study revealed that users were not satisfied with the carrels, computer systems and photocopying facility of the library.

The null hypothesis stating that there is no significant relationship between user's perception and level of satisfaction with facilities, resources and services was rejected on the ground that more user's perception will invariably improve the level of user's satisfaction with facilities, resources and services provided in Crawford University Library.

Conclusion

Based on the findings of this study, it was concluded that majority of the undergraduate students in Crawford University were satisfied with the facilities, resources and services provided to them in the library. Nevertheless, there is need for improvement, especially in the area of availability of newspapers, provision of comfortable environment and quiet space, toilet facilities and internet facilities as users will constantly be motivated to use the library when the quality of facilities, resources and services provided to assist them to meet their academic needs. Furthermore, the findings of this study will enable the library staff to improve on the services they render to their users thereby facilitating the required standard that will enhance healthy atmosphere for teaching, learning and research in the university.

The following are recommended in the light of the results:

1. Maintenance culture should be upheld, damaged equipment should

be repaired or replaced, as conducive environment will help to sustain high level of user's satisfaction among library users.

2. Aall library staff should be available and ready to assist their users at all time as this will make them to rely on the library for the provision of their information needs.

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