Users' satisfaction with library services in university libraries in South-South, Nigeria

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ABSTRACT
The study investigated users' satisfaction with library services in university libraries in South-South, Nigeria. Survey research design was adopted. Questionnaire was the instrument used for data collection. Population for the study comprised 21,162 registered library users with a sample size of 1,058 representing 5% of the entire registered library users. The instrument was duly validated and the reliability estimates of its sub-variables using Cronbach Alpha Method ranged from .73 to .84. The hypotheses were tested using population t-test at .05 alpha level. The results of the analysis revealed that: users' satisfaction with reference services and inter-library loan services in university libraries in South-South, Nigeria is significantly high. The study concluded that library users have a high satisfaction with reference and inter-library loan services in university libraries in south-south, Nigeria. This implies that library users are impressed with the services of the university libraries investigated. The study recommended, among others that, to ensure the sustainability of users' satisfaction, provision of effective reference services should be one of the hallmarks of service delivery in university libraries in South-South, Nigeria.

Keywords: Users' satisfaction, library services, university libraries, South-South, Nigeria.

Introduction

A library can be seen as the "power house" of any ideal academic institution. It is a repository of knowledge and the "hub" of the institution where intellectual activities are carried out. It is an intellectual store house serving as a giant memory of mankind. Within this context, the library functions as an agency for acquiring, assembling and preserving information stored in any recorded format. According to Olanlokun and Salisu (1985) as cited in Bua and Yawe (2014), the development of libraries followed closely the rise in literacy and learning, because it was after man had learnt the art of writing that man's recorded impression was collected and preserved for future generations.

University libraries are attached to institutions of learning to serve teaching and research needs of students and staff. They are the most patronized in the Nigerian library system given the sophistication of the clientele and their preoccupation with teaching, studying and research. There is need to fully exploit the myriad of information stored in different formats in the library for an average leaner to operate from a robust knowledge-base that makes for excellence and outstanding results (Nkanu and Iyishu, 2013). It is not enough for users to come to the library: one must ask whether their needs are fully met or not. When the users' expectations are met, they will be attracted to the library to make use of the resources and services of the library to improve their intellectual productivity. When they are not satisfied with the services of the library, they will not come to make use of the resources and their academic performance will continue to diminish (Adebayo, 2019).

Although there has been a steady growth in information services provision in university libraries, the persistent puzzle is: why is the growth not impressive despite of all the effort and funds expended on it. The extents to which library services actually satisfy users and contribute to educational development are subject of controversy and debate (Uganneya, 2012). Evidence from research indicates users' frustration, low patronage of library services, dearth of trained librarian, lack of modern tools for service delivery etc. as some of the factors affecting information services in university libraries. The researcher has observed some dissatisfaction among users of the library over time and would want to find out the reasons for the dissatisfaction. At regular intervals it could be read on their faces that they are not actually satisfied with the services of the library either because of inadequate resources and services or due to the attitude of library personnel toward them. There are complaints from users about the quality and quantity of materials available, finding numbers of materials in the catalogue cabinet and the books may not be found on the shelf. (Afebende and Iyishu, 2007)

A university library satisfying the requests of users implies providing the actual information or services that will meet the needs of users. There is no doubt that satisfaction of library services influences the degree in which the services are used and it has been found to be an important factor that affects the use or non-use of library services. Satisfaction of users' needs and attention to their complaints should be the guiding principle for university libraries. (Uganneya, 2012).

From the researcher's point of view, the university libraries are doing their best to satisfy the information needs of their users. Nevertheless the question that readily comes to mind is how would we know whether our best is the best for our users? Since the user is the ultimate judge of the services, it is imperative therefore that a study of this nature is carried out to find out whether users are satisfied or dissatisfied with the services offered in university libraries.

University libraries provide services mainly to aid those within the university environment to achieve success in their educational pursuit through the provision and access to information resources and an enabling environment that fosters intellectual development. The services found in modern libraries especially university libraries are usually divided predominantly into two major categories; technical services, comprising those processes directed at acquiring, arranging, indexing and storing the materials, and reader services comprising those processes directed at actively exploiting the materials in satisfying the information needs of the library users. They are reference service, circulation services, library use instruction services, inter-library loans or co-operation services, reprographic services, referral services etc. (Ifidion and Ifidon, 2008).

A university library will achieve its set objectives if users get satisfaction in the services provided to them. However, despite the services, it does appear that users do not see the library meeting their expectation, which is an indication that they are not being satisfied. Users attitude toward use of library at times show from their countenance that they are not satisfied because of inadequacy of teaching and research materials both in quality and in quantity, inadequate seating provision, paucity of staff, and manual instead of automated procedures. (Adeniran, 2011). Based on these, it would be important to find out whether university libraries are actually achieving their objectives. It is in this light of the above that this study was set to answer the question: what is the extent of

users' satisfaction with library services in university libraries in South-South, Nigeria?

Purpose of the study

The main purpose of this study was to determine the extent of users' satisfaction with reference services and inter-library loan services in university libraries in South-South, Nigeria.

Hypotheses

The following hypotheses were formulated to guide the study:

1. Users' satisfaction with reference services in university libraries in South-South, Nigeria is significantly low.
2. Users' satisfaction with inter-library loan services in university libraries in South-South, Nigeria is significantly low.

Literature review

The physical manifestation of the core values and activities of academic life is a library. Academic quality can be assessed by the size of quality collections and services. The primary objective of Nigerian university libraries is to satisfy the needs of its users. And the whole essence of organization of library materials is to meet the information needs of users. The satisfaction of users therefore is the justification for acquisition, cataloguing, classification, indexing, abstracting, automation and other complex processes that characterize technical and reader services effort (Nkanu & Iyishu, 2013). Ntui and Utuk (2008) posited that libraries should become user driven and information providers rather than collection developers, a departure from bibliographic services to user services. The extent to which users are able to locate and retrieve materials, feel comfortable with and find convenient the processes of library arrangement, develop an unshakeable confidence in the library as an information clinic are the benchmarks for users' satisfaction.

Adebayo (2009) noted that, it is the responsibility of the library to render certain services to users so as to ensure maximum use of library materials. Such services among others include, reference services, circulation services, library use instruction services, reprographic services, inter library loan services, current awareness services and literature search. Reference service is one of the most depending aspects of librarianship and its performance can either make or mar the image of the library. Ifidon and Ifidon (2008) posit that there are four basic components in a reference system. These are the user, information, tools of access to information and the reference librarian/information scientist. In terms of the service rendered, there is a total package concept in which the user is handed the information he needs ready and digested. At the other extreme is the concept of service in which the user is given minimal assistance. In between these two are reference and information services, which are combinations of the two earlier concepts. Common to the entire concept is the human interface during which a pre-search negotiation takes place between the user and the librarian.

Nkanu and Iyishu (2013) conducted a survey on users' satisfaction with reference, lending and user education services in academic libraries in Cross River State. The purpose of the study was to determine the extent of users' satisfaction with reference services, lending services and user education services in academic libraries in Cross River State. Survey research design was used in the study. Using stratified and simple random sampling techniques, a sample of 500 registered library users were randomly selected from three academic

libraries in the state for the study. An 18-item questionnaire, pilot tested and validated, was the instrument used for data collection. The data were analyzed using population t-test at .05 alpha levels. The findings of the study showed that library users have a higher than average satisfaction with reference, lending and user education services in academic libraries in Cross River State. The study recommended among others, that academic libraries should store information materials, both books and non-books that will be systematically organized and arranged for easy access in meeting the information needs of the users.

Afebende and Iyishu (2007) in their study asserted that, in order to equip a reference department of an academic library, the important things that must be expressly considered are, adequate and lively collection of quality materials and also a reference assistant who is quite knowledgeable on how to use and also provide the right book at the right time and in the right way. Such an assistant they observed will be able to achieve an astonishing result even when being faced with a few basic books. On the other hand however, they opined that an ignorant assistant will render the finest collection of reference books useless. The major role of academic libraries they say, is to provide quickly the resources users need for teaching, learning, recreation and research.

In support of reference service in academic libraries, Lokey (1996) quoted in Adeboye (2009) observed that in order for students to have access to a complete education experience, library resources and reference services must be available, despite the increasing availability of online researches, there exist valuable research only in academic libraries. Whether students are taking short-cut in their research strategies due to convenience or access restriction, the library is still a key component of a quality education. For the library to meet the needs of users and satisfy their quests it should be made conducive in all ramifications.

Ogunsola (2004) cited in Nkanu and Iyishu (2013) conducted a survey of library services and user satisfaction in Nigerian university libraries. He used ex-post facto research design and 150 respondents were randomly selected through a simple random sampling technique. The aim of the study was to examine the extent of users' satisfaction with reference and interlibrary loan services. Questionnaire method was the main instrument for data collection. The reliability estimate of the instrument was established through the split half reliability and independent t-test analysis was employed to test the hypotheses for the study. The results indicated that students were not satisfied with library services both reference and inter-library loan services. He concluded that the problems of library services in Nigerian university libraries are related to library development. That proliferation of universities has added to the problems of the universities as state universities and their libraries are not well funded and there are mitigating factors that affect library services.

Also, Abagai (1993) cited in Adeniran (2011) observed that for users of a library to be satisfied with library services, a lot will depend on the availability of appropriate learning materials, accommodation and competent staff in the library. He further indicated that the best way for any library to support the parent institution is for the library to acquire and organize all forms of recorded information and making this information available to the members of the institution. That since academic library users have various needs and expectations, the onus lies on the library staff to know these needs and expectations and endeavour to meet them. These services

he said can be provided by being friendly, helpful, giving knowledgeable advice and the best technological resources available.

According to Poll (2008), there are basic issues that apply to the overall quality of service delivery in libraries such as: accuracy and reliability, speed and accuracy of the services, accessibility; competence and helpfulness of staff, effectiveness and efficiency. In order words, for services to be effective, library staff should not only be competent and willing to help users but should also ensure that services provided are accurate and reliable.

Adeniran (2011) conducted a study on users' satisfaction with academic libraries services: academic staff and students' perspectives at Redeemers University. The study examined the extent of users' satisfaction with the library services and who amongst the academic staff and students used the library most. The study adopted survey method. A sample size of 187 respondents were drawn from a total population of (150) academic staff and (800) students in 200 levels and above. A questionnaire method was used as a data collection instrument for the study and the data were analysed using frequency counts and percentages. The result showed that, of the academic staff and students who formed the population for the study, students were found to have used the library most and that users were satisfied with the services of the library especially reference and loan period services. She however, said that there is still need for improvement in the services provided by the library. This study provides relevant information to the present study in the area of users' satisfaction with library services. But the two studies are not the same in terms of area of study, scope, population of study and data analysis.

Ikenwe and Adegbilero (2014) conducted a survey on utilization and users' satisfaction with library services in south-west, Nigeria. The aims of the study were to examine whether users were satisfied with library services and to assess the factors affecting users' satisfaction. Survey research design was used for the study and a total population of 400 undergraduate students were used, and a sample size of 350 was used for the analysis. Questionnaire method was used for data collection and data collected were analysed using frequency counts and simple percentages. The result showed that many users 195 (57.2%) were not satisfied with the library services such as reference, photocopying and material collections needed for their study and research as against 146 (42.8%) who claimed to be satisfied. Also lack of adequate facilities, inadequate/out dated information resources, internet/ICT services were revealed by the users as major factors affecting users' satisfaction. Based on the findings, it was recommended that funding should be increased by the authority so that adequate information resources and ICT facilities can be acquired in academic libraries.

Hardly can any library meet all the information needs of her clientele. Most world libraries at present engage in resources sharing, as a way of satisfying users' information needs because no library is self-sufficient in meeting users' needs. (Obaro, 2010). Awana (2007) maintained that the friendly disposition of staff, the willingness of library staff to assist users to get needed materials from within or through inter-library loan will encourage users to patronize the library and above all increase users' satisfaction with library services.

Chadwell (2011) says, academic libraries have to ensure that they acquire high quality information resources such as taking advantage of inter-library loans and consortia to ensure that they meet the information needs of their users. In an environment where resources are scarce,

the usual financial predicaments pertain and financial support to the library keeps dwindling, it becomes increasingly difficult for academic libraries to acquire all the information resources they need. Academic libraries have therefore found very effective and efficient ways of dealing with this issue through library networking and cooperation. These have become very pertinent and an economical way of ensuring that users have access to a variety of information resources and other services which individual libraries may not be able to provide. This is one of the important ways that libraries can survive and stay relevant in the 21st century where tech sarvey users are exposed to a wide variety of online information sources. (Naylor and Wolfe, 2008).

Andaleeb and Simmonds (1998) cited in Bolarinwa and Olayinka (2013) in their study proposed and tested a five-factor model to explain user satisfaction with academic libraries. These are quality of resources; the availability of resources can have a significant influence on user satisfaction. It is important to note, however, that the quality of the resources may be judged from an overall perception as to whether the library can provide access to materials (e.g. through inter library loans or other document delivery services), when and where needed. Responsiveness is another factor, competent services and physical appearance of the library environment. These are the factors that can affect students' perceptions of the manner in which they believe they can use the library resources.

Naylor and Wolfe (2008) conducted a study on inter-library loan patron satisfaction at the Wichita State University (WSU) libraries, Nebraska. The purpose of the study was to determine whether users had accepted the new system, to measure satisfaction with turn-around time, delivery method, the print quality and usefulness of

the received material. Survey method was used. A sample size of 600 respondents was drawn from the total population of 14,000 which consisted of full time faculty members, master's degrees and doctoral students. Questionnaire and interview methods were used for the study. SPSS was used to analyze the data. The findings revealed that users of WSU were satisfied with the services, and have approved the ILL system. Patrons of all statuses were happy with the delivery time, print quality and usefulness of the material provided by interlibrary loan. Negative responses constituted a small percentage of the total responses. The greatest dissatisfaction was with turnaround time, but only 5% of the total responses, against the more than 92% of very satisfied and "satisfied" respondents. The authors recommended that researchers should apply this methodology to the broader library community. That this would assist in future decisions regarding patron services. The study is related to the present study in area of users' satisfaction with interlibrary loan.

Also, Fong (1996) cited in Naylor and Wolfe (2008) conducted his own study and reported on the value of "obtaining the materials" as the most important aspect of interlibrary loan, which outweighed speed and cost". Fong divided the participants' comments into ten categories: "speed/timeliness, value, staff interactions, request process, delivery, reliability/print quality and communications with interlibrary loan office, access versus acquisitions, cost and satisfaction".

Mairaj and El. Hadi (2012) observed a low level of ICT application in medical libraries of Lahore, Pakistan while studying the status of ICT applications in it. They found that most of the libraries had internet access but no library was using it for creating websites and offering remote access to the resources for resource sharing. They

found that (77.3%) professional staff and (54.5%) non-professional staff were computer literate. (72.3%) libraries had started automating and (56.3%) libraries had almost completely computerized. (95.5%) users responded that they faced problems in ICT applications. They concluded that the provision of hardware, standardized library software, adequate financial resources and proper training facilities of medical librarian may help to strengthen ICT application in medical libraries. They also strongly suggested that cooperation with higher authorities is a key to success.

According to Olajide and Yusuf (2003) cited in Ogunmodede, Adio and Odunola (2011), there is no library in the world that can boast of having all library materials-books and non-books it patrons need. No matter how large or big is the stock of a library; there would still be a lack in certain areas. The further say, to be able to satisfactorily meet users' demands, libraries within the same geographical location could agree to share their resources, and this is called inter-library lending.

Reed (2013) conducted a study on meeting our customers' expectations. A follow-up satisfaction survey after 10 years of free document delivery and inter-library loan services at Texas A&M University libraries: The study explores whether the needs of customers are being met, areas for improvement, acceptable turnaround times, why some resources were never picked up, preferred format and steps to obtaining resources, places searched before submitting a request, and whether users ever purchased resources after obtaining them through 'Get it for me'. Survey design was used. A sample size of 735 registered users of the Get it for me service were drawn from a total population of 23,063 users. The author e-mailed all currently registered users of the Get it for me service. That is online questionnaire were used. The data were analyzed. The study revealed that the document delivery and interlibrary loan services delivered by Get it for me met the expectations of users, with 99% of respondents reporting that the Get it for me service met or somewhat met their needs. The study recommended better quality scanned documents, longer interlibrary loan times, and a pdf instead of a link when an article is found by staff in order to satisfy users' needs to the fullest.

According to Duru and Okon (2004) quoted by Adesoji and Sunmade (2011), library cooperation has been a long-standing practice in the field of librarianship. It could be said to be as old as the profession and has been practiced in different forms and with names such as inter-library loan and of recent times networking of library services or resource sharing. University libraries in particular have the persuasive urge for resource sharing. The reasons are universities are important agents of national development in any nation. They are to produce high level manpower and their libraries need good resources to cope with this demand.

In support of the above view, Adekunle (1978) cited in Nwegbu, Echezona and Obijiofo (2011) states that resource sharing among libraries are imperative as single library, not even the largest and most comprehensive can acquire all it needs and fulfill all its users' need. Globally, no library can claim bibliographic completeness in it collection and human development, but when placed in perspective of entire collection, resource sharing seems an important option out. Consortium supports resource sharing and provides services to users through programs in cooperative acquisition, access to electronic resources, access to physical collection, enhances inter library loan, and document delivery.

In the study of Obaro (2010) on inter-library loan operations among Federal University libraries in South-South Nigeria, the aim of the study was to investigate the availability of inter-library loan practices in federal university libraries. Survey research design was used for the study. The target population consisted of 28 federal university deputy librarians and heads of sections. Questionnaire method was used to elicit information from the respondents. The data were analyzed using frequency counts and percentages. The study revealed the absence of inter-library loan practices among the federal university libraries in South-South Nigeria. That is, interlibrary loan services was not practiced in the Federal University libraries of South-south Nigeria. He concluded that irrespective of the bottlenecks, the libraries admitted that the relevance of inter-library loan services to libraries cannot be overemphasized. The study recommended that if inter-library loan services are fully practiced, the benefits will include; building of library collections and resources; flexibilities in libraries and opens the patrons to unlimited library resources, not possible with a single library.

Lawal, Bassey and Ani (2008) investigated the state of the art in resources sharing among Law Libraries in Nigerian Universities. The investigated the level of satisfaction with the existing pattern /extent of resource sharing. Survey research design was used. The target population was 33 Nigerian universities offering law programme. Questionnaire method was used to collect data for the study. The data collected were analyzed. The study revealed that although resource sharing is considered by law librarians as desirable among Nigerian University Law Libraries, the level of satisfaction with the existing pattern/extent of resource sharing was still low. The research found that only 59.26% of the libraries were satisfied with the extent of resource sharing among law libraries in Nigeria, (40.74%) were not satisfied. This presupposes that there were constraints and hindrances on resource sharing among law libraries in Nigerian universities. The study recommended that the low level of satisfaction with the extent of resource sharing needs to be redressed.

Resource sharing is an established aspect of library practice all over the world. Providing access through resource sharing is therefore both a principle and a professional practice among librarians. Resource sharing he further says, is a form of library cooperation by which a number of libraries working together provide access to information resources beyond the scope of individual library. It includes cooperative cataloguing, inter-library loan services and other shared library services (Ameen, 2008).

Anasi and Ali (2011) conducted a research on resource sharing for effective access and utilization of information in Nigerian University libraries. The aim of the study was to investigate the extent of resource sharing for effective access and utilization of information. Descriptive survey research was adopted for the study. A sample size of (70) professional librarians was drawn from six selected federal university libraries in Nigeria. Questionnaire method was the instrument used for data collection and the data collected were analyzed. The result of the study showed that the extent of cooperation was low 40 (57.1%). This clearly showed that users were not satisfied with the services. The study recommended that the university libraries should be fully automated to enable them have up-to-date data on existing library resources, users demands and manpower available in the participating libraries. Again standard regulations for ILL or resource sharing should be formulated by relevant agencies and various stakeholders in the world of Library and Information Services.

According to Okeagu and Okeagu (2002) cited in Adeleke and Aderinto (2014), though information technology has extended the opportunities for libraries to rethink on the old practices related to acquisition, storage, organization and dissemination of information and knowledge, library institutions in Nigeria are yet to sufficiently exploit these prospects especially in the aspects of resource sharing and collaborative projects. This is due to the fact that they lack the wherewithal to tap the opportunities of the network environment in the areas of: small internet bandwidth, over-dependence on foreign internet service provider (ISP), poor electric power supply, lack of relevant skills and expertise to use ICT-based resources and shrinking library budgets etc.

Anasi and Ali (2012) say there had been collaborative /cooperative efforts among libraries in Nigeria; which had been spear-headed by university libraries. Such efforts for resource sharing were first introduced by Professor John Harris, a University Librarian of the University College, Ibadan through courier services between the libraries of the University of Ibadan and University of Benin and later extended to University of Lagos. They further say that, the Committee of University Librarians of Nigerian Universities (CULNU) later introduced several other initiatives in attempts to develop Nigerian university libraries. First of such initiatives was the introduction of inter-lending and cooperative acquisitions through delivery and pick-up services in the 1980s, that since membership was voluntary, only a few libraries participated and the initiative comatose when the vehicles servicing it broke down.

Methods
The survey research design was adopted in the study. This was because it was considered best in identifying the present conditions and needs, vital facts and opinion of users regarding their satisfaction with reference and inter-library loans services. The research area is the university libraries in South-South, Nigeria. The population of the study comprised 21,162 users. In university of Calabar (UNICAL) (3,515 users); Cross River University of Technology (CRUTECH) (2,420 users); University of Port-Harcourt (UNIPORT) (5,015 users); Rivers State University of Science and Technology (RSUST) (2,800 users); while University of Uyo (UNIYO) (5,020 users) and Akwa Ibom State University of Science and Technology (AKSUST) (2,392 users). Accidental sampling technique was used in the selection of 1,058 users for the study (175 users from UNICAL; 121 users from CRUTECH; 250 users from UNIPORT; 140 users from RSUST; 140 users from UNIUYO; 119 users from AKSUST).

The instrument used was a 48 item Likert-Type Scale Questionnaire (USLSQ). It has six parts, each six items on each of the reference services and inter-library loan services. To determine the reliability of the study instrument, a Cronbach Coefficient Alpha method was used. The instrument was administered once to the respondents to complete. Table 1 shows the result of the reliability test.

Table 1: Cronbach Alpha reliability coefficient of the research instrument (N=50)

S/N	Variables	No. of items	$\bar{x}$	S.D	α
1	Users' satisfaction with references services	8	22.42	4.85	.73
2	Users' satisfaction with inter-library loan services	8	22.84	5.48	.84

Results

The data used for testing null hypothesis 1 were generated by coding the users' responses on items measuring their satisfaction with reference services in university libraries. The mean and standard deviation scores of the users were subjected to population t-test using a population of expected mean (X0) of 15.00 obtained by multiplying the mean code (2.50) of the response options by the number of items measuring variables. The results are shown in Table 2.

Table 2: Populationt-test analysis of the extent of users' satisfaction with reference services in university libraries in South-South (N=1058)

Variable	N	$\bar{X}$	S.D	df	u_0	t-cal	Sig
Library users' satisfaction with reference services	1058	11.90	2.25	1057	20.0	-171.35*	.000

Users' satisfaction with reference services in university libraries in south-south, Nigeria is significantly low. The variable in this hypothesis is users' satisfaction with reference services measured continuously. To test the hypothesis, population t-test was used for data analysis. The result as presented in Table 2 shows that t-value= 171.35*, p<.05. Since p (.000) is less than the significant value p (.05), the null hypothesis is absolutely rejected. Thus, users' satisfaction with reference services in university libraries in south-south, Nigeria is significantly high.

Table 3: Populationt-test analysis of the extent of users' satisfaction with inter library loan services in university libraries in South-South (N=1058)

Variable	N	$\bar{X}$	S.D	df	u_0	t-cal	Sig
Library users' satisfaction with inter-library loan services	1058	10.90	2.95	1057	20.0	-145.9*	.000

The variable in hypothesis 2 is users' satisfaction with inter-library loan services which is measured continuously. To test the hypothesis, population t-test was used for data analysis. The result as presented in Table 3 shows that t-value = 145.9*, p<.05. Since p (.000) is less than the significant value p (.05), the null hypothesis is absolutely rejected. Thus, users' satisfaction with inter-library loan services in university libraries in South-South, Nigeria is significantly high.

Discussion

The result of the first hypothesis revealed that users' satisfaction with reference services in university libraries in South-South, Nigeria is significantly high. The

finding of this study is in line with that of Nkanu and Iyishu (2013) whose study was on survey of users' satisfaction with reference, lending and user education services in academic libraries in Cross River State. Their findings showed that library users have a higher than average satisfaction with reference, lending and user education services.

The finding is also in line with the view of Uganneya, Ape and Ugbagir (2012) whose study was on information services provision and users' satisfaction in agricultural research libraries in Nigeria. The result of the findings showed that reference and circulation services were highly provided and that majority of the users' were satisfied with both reference and circulation services provided.

The result of the second hypothesis showed that users' satisfaction with inter-library loan services in university libraries in south-south Nigeria is significantly high. This is in line with Awana (2007) who maintained that the friendly disposition of staff, the willingness of library staff to assist users to get needed materials from within or through inter-library loan will encourage users to patronize the library and above all increase users' satisfaction with library services.

The finding is also in line with that of Naylor and Wolfe (2008) that conducted a study on inter-library loan patron satisfaction at the Wichita State University (WSU) libraries, Nebraska. The purpose of the study was to determine whether users had accepted the new system, to measure satisfaction with turn-around time, delivery method, the print quality and usefulness of the received material. The study revealed that users of WSU were satisfied with the service, and have approved the ILL system. Patrons of all statuses were happy with the delivery time, print quality and usefulness of the material provided by interlibrary loan.

Still in corroboration with the findings, Anene (2011) says, hardly can any library meet all the information needs of her clientele. Most world libraries at present engage in resource sharing, as a way of satisfying users' information needs because no library is self-sufficient in meeting users' needs. Union catalogues in libraries indicate the resources of different libraries which are in cooperation. Library users consult the union catalogue and make their request for materials located in other libraries. The reference librarian arranges to borrow the books from where they exist and in turn lends them to his patrons who have requested them.

Conclusion
Based on the findings of the study, it can be concluded that library users have a high satisfaction with reference and inter-library loan services in university libraries in South-South, Nigeria. This implies that library users are impressed with the services of the university libraries investigated.

Based on the conclusion of the study the following recommendations were made:
1. To ensure the sustainability of users' satisfaction provision of effective reference services should be one of the hallmarks of service delivery in university libraries in South-South, Nigeria.
2. Continuous corroboration among university libraries should be a priority in other to sustain the existing cooperation in the provision of interlibrary loan services among the university libraries in the South-South.

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