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# Survey of Undergraduates Users Satisfaction with Library Services in Selected Academic Libraries in Ogun State

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**Abstract:** This study surveyed the undergraduate users' satisfaction with library services in selected academic libraries in Ogun State. Descriptive survey research design was adopted for this study. The population of this study comprised the undergraduates of the selected academic libraries in Ogun State. Stratified random sampling technique was used to select 116 undergraduates for this study. A well-structured, self-designed and close-ended questionnaire was used as the instrument in gathering data from the respondents. The data analysis was subjected to frequency counts and percentage method. Findings revealed that lending of books, library orientation, opening hours of the library, photocopying services, research services, binding services, answering users query, lending services in the library, internet services, current awareness services, selective dissemination of information, bibliography services, inter-library loan, indexing and abstracting services and notification of conferences, seminars and workshop services are the library services available in the selected academic libraries in Ogun State. There is high utilization of library services by the undergraduates of the selected academic libraries. The major challenges facing the usage of library services are low information support, unawareness of available library services in the library, ineffective of library services, non-functional catalogue are the challenges facing the use of library services. Based on the findings, it was recommended that the library management should provide more library services and other new information media in the library to enable undergraduate library user become acquainted with library services and its related materials.

**Keywords:** Survey, Undergraduate Users, Users Satisfaction, Library Services, Academic Librarians

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## 1. Introduction

Academic libraries are libraries that are established and attached to academic institutions such as universities, polytechnic, colleges of education, the major purpose of establishing academic libraries is to support teaching and research in the parent institution. They serve the students, lecturers, administrative members of the communities as well as others [21]. They added that academic libraries are unique among other libraries because its emphasis is more in research more than teaching and learning. Their collections are based on the academic programmes of their parent institutions which are geared towards achieving institutions objectives.

The nature of library service varies from one person to another. The nature differs accordingly to the kind of clientele to be served and the objectives of the library to be

fulfilled [13]. In a university library, library services predominate and are rendered to the clientele without any distinction. The library services rendered in higher institution libraries can only be enhanced through the availability of resources or facilities, Oyedipe *etal* stated, that "the significance of library to its users will generally be demonstrated by the facilities (resources) which it offers to them" [17]. Therefore, the satisfaction of library users is a function of the quality of information product(s) or resources received the quality of information system as well as library facilities and services provided to access the information product.

### 1.1. Statement of Problem

In any institutions libraries are known for providing information resources and services to support teaching, learning, research and community services. Therefore the

quality of information resources and services rendered should be standard to meet the users' expectations. It is through the users that librarians can determine if the library information resources and services rendered to users are satisfactory or not. When an academic library is regularly used, by student they are able to up-date their knowledge in their fields of specialization and become more effective. Inadequate use of academic library's services, will not justify the large sum of money spent on staff salaries, and it will likely affect the quality of teaching and learning in the institution. It is also true that such factors like number of hours a library is open and the library's programme of instruction amongst many other factors may influence library use and users' satisfaction and it is only by an investigation that the true cause may be established. Therefore, this study intends to carry out a survey of undergraduates' users' satisfaction with library services in selected academic libraries in Ogun State.

### **1.2. Objective of the Study**

The main objective of this study is to carry out a survey of undergraduate users' satisfaction with library services in selected academic libraries in Ogun State. The specific objectives are to find out the available library services to the undergraduates users in the selected academic libraries in Ogun State, find out the level of utilization of the library services by the undergraduates users in the selected academic libraries in Ogun State, determine the level of undergraduate users satisfaction with the available library services in the selected academic libraries in Ogun State, find out the frequency of use of the library services by the undergraduates in the selected academic libraries in Ogun State, ascertain the purpose of use of library services by the undergraduates in the selected academic libraries in Ogun State, find out the challenges facing the use of library services by the undergraduate users in the selected academic libraries.

## **2. Literature Review**

### **2.1. Concept of Academic Library**

Since the dawn of history, library has established itself as a paramount feature of modern civilization, especially in education. The existence of library grew out of the need to preserve human knowledge and keep the human race abreast of the activities of man. This is achieved by man's ability to record and transmit his culture from generation to generation building upon it progressively [20]. Libraries are primarily concerned with the record of human activities and knowledge [3]. The concept of library is as old as man. However the meaning of library as attainable in the olden days has undergone modifications like other terms in the social sciences [2]. Richard defined library as a collection of books and non-book materials, housed, organized and interpreted to meet the varying needs of people for information, knowledge, recreation, research and cultural enjoyment [18]. Umoh observed that academic libraries have for centuries played critically important roles in supporting research in all

subjects and disciplines within their host universities or colleges [22].

### **2.2. Library Services in Academic Library**

According to Connaway, library service is the personal assistance given by librarians to users in pursuit of information; the assistance could be inform of information itself or it could be any library activity deliberately designed to facilitate easy retrieval of information [7]. Library services are one of the essential services provided in the library. It is one of the visible expressions of the library's purpose and mission. Library Services includes the following: Indexing and abstracting services, Library Orientation and Instruction, Dissemination of Information (SDI), Bibliographic Services, Glossary and Inter-library loan, Current Awareness Services (CAS), Library exhibition including display of new additions to the library is another important library service [11].

### **2.3. Users of Academic Library**

A user is an important component in a library and information system along with documents and library staff. Right information to the right user at the right time in right format is regarded as highly essential as the philosophy of librarianship [6]. But it has been observed that the user has usually been neglected and removed at the margins by none other than the service providers, the librarians. The librarians have always focused more on the other elements (document acquisition, its processing, etc) other than the user, the nerve Centre of the academic library [14].

### **2.4. Utilization of Library Services by Undergraduates**

The effectiveness of library services is measured by the competency of the librarian as well as the availability of current information services in providing efficient and effective services in academic libraries [12]. The introduction of information communication technology in library services has again helped in eliminating the bottleneck and cumbersomeness associated with manual library service. It has made the use of library service and the nature of reference work considerably more effective. In the present times, librarians are exploring ways of supporting patrons in the emerging virtual communities such as offering online and read time library service [19]. Access to adequate library resources is essential to the attainment of superior academic skills. Exposure to electronic databases, up to date books and state of the act facilities engenders in the user the confidence and assurance that the library is a place to constantly visit [8].

### **2.5. Undergraduate Users Satisfaction with Library Services in Academic Library**

The essence of libraries is to satisfy the needs of its users by providing information resources and services that meet the university programmes curriculum. According to Adam, a library is most functional if the services provided correspond closely with the information needs of its users [1]. Olayemi investigated utilization and user satisfaction of public library

services in South West, Nigeria in the 21st century [15]. Among the objectives of the study was to determine if users were satisfied with the library services. Users satisfaction with academic library performance was conducted by Dike, the study revealed that users were satisfied with the photocopying and scanning services, current books on shelves, access to electronic information resources such as books and journals, complete relevant journals, friendly users card catalogue to locate resources, longer hours to locate resource via the internet and the opening hours were suitable [9].

### 2.6. Challenges Facing the Use of Library Services in Academic Libraries

Omeluzo *et al* in his study of the use of academic libraries discovered that most of the users do not know the proper methods of retrieving materials in the library, as good percentage of them get materials on the shelves through trial and error [16]. In agreement, Ajibero asserts that students and researchers using academic libraries are generally not finding it easy to use the library services properly [4]. Carvalho Mava, and Mandrekar noted that majority of them are not aware of relevant abstracts, indexes and inter-library loan services and that among those who are aware of the existence of subject catalogue, about half do not use it or have difficulty in using it [5]. Oden and Owolabi reported that some constraints facing users in service provision include unclear shelf arrangement, inadequate library opening hours, and uncooperative staff attitude [15].

## 3. Research Methodology

### 3.1. Population of the Study

The population of this study comprised of three (3) selected academic libraries in Ogun State and the undergraduate users in the selected academic libraries were the respondents for this research.

Table 1. Distribution of the Population.

S/N	University	Registered Undergraduate Users
1.	Olabisi Onabanjo University	2,078
2.	Tai Solarin University of Education	585
3.	Federal University of Agriculture, Abeokuta	3,120
	Total	5,783

Table 1 shows the population across the universities and the total population of this study. The population is made up 3,120 registered library users in Federal University of Agriculture, Abeokuta; 2,078 in Olabisi Onabanjo University; 585 in Tai-Solarin University of Education. This study is focused on selected librarians and students alone. The total estimated population for the sample is 5,783.

### 3.2. Sample and Sampling Technique

The study employed the use of stratified random sampling technique for the undergraduate users in the selected academic

libraries. Stratified random sampling technique is appropriate for this study because of the heterogeneous nature of the population of this study. The sample was drawn from registered undergraduate users of the selected academic libraries and they were stratified among the selected universities.

The study used 2% of the total population as its sample, that is 116, and the sample taken in each stratum was taken with consideration of the weight of the population of each stratum in the population i.e. the sample size is proportional of the population of each stratum and its weight in the total population.

Table 2. Sample of the Study.

University	Population	Sample taken (%)	Sample size
OOU	2,078	2%	42
TASUED	585	2%	12
FUNAAB	3,120	2%	62
TOTAL	5,783		116

## 4. Results and Discussion

### 4.1. Analysis of the Demographic Details

Table 3. Library of Respondents.

University	Frequency	Percentage %
OOU	42	36.2%
TASUED	12	10.3%
FUNAAB	62	53.5%
Total	116	100

Table 3 indicates that 42 (36.2%) of the respondents are from Olabisi Onabanjo University; 12 (10.3%) of the respondents are from Tai Solarin University of Education while 62 (53.5%) of the respondents are from Federal University of Agriculture, Abeokuta.

Table 4. Level of Respondents.

Level	Frequency	Percentage %
100L	10	8.6%
200L	25	21.6%
300L	61	52.6%
400L	20	17.2%
Total	116	100

Table 4 shows revealed that 10 (8.6%) of the respondents are in 100L; 25 (21.6%) of the respondents are in 200L; 61 (52.6%) of the respondents are in 300L while 20 (17.2%) of the respondents are in 400L.

Table 5. Gender of Respondents.

Gender	Frequency	Percentage %
Male	34	29.3%
Female	82	70.7%
Total	116	100

Table 5 revealed that 34 (29.3%) of the respondents are male while 82 (70.7%) of the respondents are female. Therefore, majority of the respondents are female with largest percentage.

**Table 6. Age of Respondents.**

Age	Frequency	Percentage %
16-20	19	16.4%
21-25	62	53.4%
26-30	25	21.6%
31 and above	10	8.6%
Total	116	100

Table 6 shows revealed that 19 (16.4%) of the respondents are within age 16-20 years; 62 (53.4%) of the respondents are within age bracket 21-25 years; 25 (21.6%) of the respondents are within age 26-30 years while 10 (8.6%) of the respondents are within 31 years and above.

**Table 7. Available Library Services.**

S/N	LIBRARY SERVICES	Available	%	Not Available	%
1.	Lending of Books	116	100%	--	--
2.	Library Orientation	116	100%	--	--
3.	Current Awareness Services	100	86.2%	16	13.8%
4.	Selective Dissemination of Information	100	86.2%	16	13.8%
5.	Answering Users Query	110	94.8%	6	5.2%
6.	Inter-library loan	95	81.9%	21	18.1%
7.	Bibliography Services	100	86.2%	16	13.8%
8.	Indexing and Abstracting Services	95	81.9%	21	18.1%
9.	Opening hours of the library	116	100%	--	--
10.	Photocopying Services	116	100%	--	--
11.	Lending services of the library	110	94.8%	6	5.2%
12.	Notification of conferences, seminars and workshop services	84	72.4%	32	27.6%
13.	Research services	116	100%	--	--
14.	Binding Services	116	100%	--	--
15.	Internet Services	110	94.8%	6	5.2%

**4.2. Analysis of the Research Questions**

Table 7 revealed that 116 (100%) of the respondents were of opinion that lending of books is available. The table also revealed that 116 (100%) of the respondents were of opinion that library orientation is available. More so, 100 (86.2%) of the respondents were of opinion that current awareness service is available. Furthermore, 100 (86.2%) of the respondents were of opinion that selective dissemination of information is available while. Table 7 revealed that 110 (94.8%) of the respondents were of opinion that answering users query is available. Also, 95 (81.9%) of the respondents were of opinion that inter-library loan is available. More so, 100 (86.2%) of the respondents were of opinion that bibliography services is available. Also, 95 (81.9%) of the respondents were of opinion that indexing and abstracting services is available. Table 7 also shows that 116 (100%) of the respondents were of opinion that opening hours of the library is available. More so, 116 (100%) of the respondents were of

opinion that photocopying services is available. Furthermore, the table revealed that 110 (94.8%) of the respondents were of opinion that lending services of the library is available. Also, 84 (72.4%) of the respondents were of opinion that notification of conferences, seminars and workshop services is available. Also, 116 (100%) of the respondents were of opinion that research services is available. More so, 116 (100%) of the respondents were of opinion that binding services is available. Lastly, the table shows that 110 (94.8%) of the respondents were of opinion that internet services is available. Therefore, it can be concluded that lending of books, library orientation, opening hours of the library, photocopying services, research services, binding services, answering users query, lending services in the library, internet services, current awareness services, selective dissemination of information, bibliography services, inter-library loan, indexing and abstracting services and notification of conferences, seminars and workshop services are the library services available in the selected academic libraries in Ogun State.

**Table 8. Level of Utilization of Library Services.**

S/N	LIBRARY SERVICES	Highly Utilized	%	Utilized	%	Not Utilized	%
1.	Lending of Books	40	34.5%	45	38.8%	31	26.7%
2.	Library Orientation	116	100%	--	--	--	--
3.	Current Awareness Services	74	63.8%	42	36.2%	--	--
4.	Selective Dissemination of Information	74	63.8%	42	36.2%	--	--
5.	Answering Users Query	95	81.9%	21	18.1%	--	--
6.	Inter-library loan	30	25.9%	31	26.7%	55	47.4%
7.	Bibliography Services	30	25.9%	31	26.7%	55	47.4%
8.	Indexing and Abstracting Services	30	25.9%	31	26.7%	55	47.4%
9.	Opening hours of the library	116	100%	--	--	--	--
10.	Photocopying Services	95	81.9%	21	18.1%	--	--
11.	Lending services of the library	40	34.5%	45	38.8%	31	26.7%
12.	Notification of conferences, seminars and workshop services	30	25.9%	31	26.7%	55	47.4%
13.	Research services	95	81.9%	21	18.1%	--	--
14.	Binding Services	95	81.9%	21	18.1%	--	--
15.	Internet Services	87	75%	29	25%	--	--

Table 8 revealed that 45 (38.8%) of the respondents were of opinion that lending of books is utilized. More so, it was also revealed that 116 (100%) of the respondents were of opinion that library orientation is highly utilized. In addition, the table also revealed that 74 (63.8%) of the respondents were of opinion that current awareness services is highly utilized. The table also shows that 74 (63.8%) of the respondents were of opinion that current awareness services is highly utilized. In addition, the above table also revealed that 95 (81.9%) of the respondents were of opinion that answering users query is highly utilized. More so, it was also revealed that 55 (47.4%) of the respondents were of opinion that inter-library loan is not utilized. Furthermore, the table also revealed that 55 (47.4%) of the respondents were of opinion that bibliography services is not utilized. More so, 55 (47.4%) of the respondents were of opinion that indexing and abstracting services are not utilized. Table 8 also shows that 116 (100%) of the respondents were of opinion that opening hours of the

library is highly utilized. More so, 95 (81.9%) of the respondents were of opinion that photocopying services is highly utilized. Furthermore, the table revealed that 45 (38.8%) of the respondents were of opinion that lending services is utilized. Also, 55 (47.4%) of the respondents were of opinion that notification of conferences, seminars and workshop services is not utilized. Also, 95 (81.9%) of the respondents were of opinion that research services is highly utilized. More so, 95 (81.9%) of the respondents were of opinion that binding services is highly utilized. Lastly, the table shows that 87 (75%) of the respondents were of opinion that internet services is highly utilized. Therefore, it can be concluded that library orientation, opening hours of the library, answering users query, photocopying services, research services, binding services, internet services, current awareness services, selective dissemination of information and lending of books are the highly utilized library services by the undergraduates in the selected academic libraries in Ogun State.

*Table 9. Level of Undergraduate Users Satisfaction.*

S/N	LIBRARY SERVICES	Highly Satisfied		Satisfied		Not Satisfied	
1.	Lending of Books	40	34.5%	45	38.8%	31	26.7%
2.	Library Orientation	116	100%	--	--	--	--
3.	Current Awareness Services	74	63.8%	42	36.2%	--	--
4.	Selective Dissemination of Information	74	63.8%	42	36.2%	--	--
5.	Answering Users Query	95	81.9%	21	18.1%	--	--
6.	Inter-library loan	30	25.9%	31	26.7%	55	47.4%
7.	Bibliography Services	30	25.9%	31	26.7%	55	47.4%
8.	Indexing and Abstracting Services	30	25.9%	31	26.7%	55	47.4%
9.	Opening hours of the library	116	100%	--	--	--	--
10.	Photocopying Services	95	81.9%	21	18.1%	--	--
11.	Lending services of the library	40	34.5%	45	38.8%	31	26.7%
12.	Notification of conferences, seminars and workshop services	30	25.9%	31	26.7%	55	47.4%
13.	Research services	95	81.9%	21	18.1%	--	--
14.	Binding Services	95	81.9%	21	18.1%	--	--
15.	Internet Services	87	75%	29	25%	--	--

Table 9 revealed that 45 (38.8%) of the respondents were of opinion that lending of books is satisfied. More so, it was also revealed that 116 (100%) of the respondents were of opinion that library orientation is highly satisfied. In addition, the table also revealed that 74 (63.8%) of the respondents were of opinion that current awareness services is highly satisfied. The table also shows that 74 (63.8%) of the respondents were of opinion that current awareness services is highly satisfied. In addition, the above table also revealed that 95 (81.9%) of the respondents were of opinion that answering users query is highly satisfied. More so, it was also revealed that 55 (47.4%) of the respondents were of opinion that inter-library loan is not satisfied. Furthermore, the table also revealed that 55 (47.4%) of the respondents were of opinion that bibliography service is not satisfied. More so, 55 (47.4%) of the respondents were of opinion that indexing and abstracting is not satisfied. Table 9 also shows that 116 (100%) of the respondents were of opinion that opening hours of the library is highly satisfied. More so, 95

(81.9%) of the respondents were of opinion that photocopying services is highly satisfied. Furthermore, the table revealed that 45 (38.8%) of the respondents were of opinion that lending services of the library is satisfied. Also, 55 (47.4%) of the respondents were of opinion that notification of conferences, seminars and workshop services is not satisfied. Also, 95 (81.9%) of the respondents were of opinion that research services is highly satisfied. More so, 95 (81.9%) of the respondents were of opinion that binding services is highly satisfied. Lastly, the table shows that 87 (75%) of the respondents were of opinion that internet services is highly satisfied.

Therefore, it can be concluded that library orientation, opening hours of the library, answering users query, photocopying services, research services, binding services, internet services, current awareness services, selective dissemination of information and lending of books are the highly satisfied library services by the undergraduates in the selected academic libraries in Ogun State.

*Table 10. Frequency of Use of Library Services.*

S/N	LIBRARY SERVICES	Daily		Weekly		Monthly		Occasionally	
1.	Lending of Books	--	--	--	--	--	--	116	100%
2.	Library Orientation	--	--	--	--	--	--	116	100%
3.	Current Awareness Services	--	--	42	36.2%	25	21.6%	49	42.2%
4.	Selective Dissemination of Information	--	--	42	36.2%	25	21.6%	49	42.2%
5.	Answering Users Query	74	63.8%	25	21.6%	17	14.7%	--	--
6.	Inter-library loan	--	--	--	--	--	--	116	100%
7.	Bibliography Services	--	--	30	25.9%	31	26.7%	55	47.4%
8.	Indexing and Abstracting Services	--	--	30	25.9%	31	26.7%	55	47.4%
9.	Opening hours of the library	74	63.8%	25	21.6%	17	14.7%	--	--
10.	Photocopying Services	74	63.8%	25	21.6%	17	14.7%	--	--
11.	Lending services of the library	--	--	42	36.2%	25	21.6%	49	42.2%
12.	Notification of conferences, seminars and workshop services	--	--	--	--	--	--	116	100%
13.	Research services	50	43.1%	30	25.9%	17	14.7%	19	16.4%
14.	Binding Services	--	--	--	--	--	--	116	100%
15.	Internet Services	74	63.8%	25	21.6%	17	14.7%	--	--

Table 10 revealed that 116 (100%) of the respondents were of opinion that lending of books is used occasionally. More so, it was also revealed that 116 (100%) of the respondents were of opinion that library orientation is used occasionally. In addition, the table also revealed that 49 (42.2%) of the respondents were of opinion that current awareness services is used occasionally. More so 49 (42.2%) of the respondents were of opinion that selective dissemination of information is used occasionally. The table also revealed that 74 (63.8%) of the respondents were of opinion that answering users query is used daily. Table 10 also revealed that 116 (100%) of the respondents were of opinion that inter-library loan is used occasionally. In addition, 55 (47.4%) of the respondents were of opinion that bibliography service is used occasionally. Also, 55 (47.4%) of the respondents were of opinion that indexing and abstracting is used occasionally. The table also revealed that 74 (63.8%) of the respondents were of opinion that opening hours of the library is used daily. The table also revealed that 74 (63.8%) of the respondents were of opinion that photocopying services is used daily. In addition, the table also revealed that 49 (42.2%) of the respondents were of opinion that lending services of the library is used occasionally. The table revealed that 116 (100%) of the respondents were of opinion that notification of conferences, seminars and workshop services is used occasionally. More so, the table revealed that 50 (43.1%) of the respondents were of opinion that research services is used daily. Also, 116 (100%) of the respondents were of opinion that binding services is used occasionally. Lastly, 74 (63.8%) of the respondents were of opinion that internet services is used daily.

Therefore, it can be concluded that lending of books, library orientation, inter-library loan, notification of conferences, seminars and workshop services, bibliography services, indexing and abstracting services, current awareness services, selective dissemination of information and lending services of the library are used occasionally while answering users query, opening hours of the library, photocopying services, internet services and research services are the library services used daily in the selected academic libraries in Ogun State.

*Table 11. Purpose of Use of Library Services.*

S/N	Purpose of Use	Yes		No	
1.	Assignment	116	100%	--	--
2.	Additional facts to the lecture notes	9	81.9%	21	18.1%
3.	Leisure	100	86.2%	16	13.8%
4.	To enhancing academic knowledge	100	86.2%	16	13.8%
5.	For Quality research	110	94.8%	6	5.2%
6.	Term Paper	95	81.9%	21	18.1%
7.	Entertainment	100	86.2%	16	13.8%
8.	Accessing information for recreational purpose	95	81.9%	21	18.1%
9.	For exams preparation	84	72.4%	32	27.6%
10.	For lifelong learning	110	94.8%	6	5.2%
11.	Conservation of knowledge	110	94.8%	6	5.2%
12.	Updating knowledge and learning skills	84	72.4%	32	27.6%

In table 11, 116 (100%) of the respondents were of opinion that assignment is part of the purpose of use library services. The table also observed that 95 (81.9%) of the respondents were of opinion that additional facts to the lecture notes is another purpose of use of library services. It was also revealed in table 11 that 100 (86.2%) of the respondents were of opinion that leisure is another purpose of use of library services in the library. The table also revealed that 100 (86.2%) of the respondents were of opinion that enhancing academic knowledge is another purpose of use of library services in the library. In addition, the table shows that 110 (94.8%) of the respondents were of opinion that for quality research is another purpose of use of library services in the library. Furthermore, the table shows that 95 (81.9%) of the respondents were of opinion that term paper is another purpose of use of library services. More so, the table discovered that 100 (86.2%) of the respondents were of opinion that entertainment is another purpose of use of library services. Also, the table revealed that 95 (81.9%) of the respondents were of opinion that accessing information for recreational purpose is another purpose of use of library services while 21 (18.1%) of the respondents disagreed. Also, 84 (72.4%) of the respondents were of opinion that for exams preparation is another purpose of use of library services. The table shows that 110 (94.8%) of the respondents were of opinion that for lifelong

learning is another purpose of use of library services. More so, 110 (94.8%) of the respondents were of opinion that conservation of knowledge is another purpose of use of library services. Lastly, 84 (72.4%) of the respondents were of opinion that updating knowledge and learning skills is another purpose of use of library services.

It can therefore be concluded that assignment, for quality

research, lifelong learning, conservation of knowledge, leisure, enhancing academic knowledge, entertainment, additional facts to the lecture notes, term paper, accessing information for recreational purpose, for exams preparation and updating knowledge and learning skills are the purposes of use of library services by the undergraduates in the selected academic libraries in Ogun State.

**Table 12.** Challenges facing the Use of the Library Services.

S/N	Challenges	Yes		No	
1	Unfriendliness of some library staff	93	80.2%	23	19.8%
2	Ineffective of library services	100	86.2%	16	13.8%
3	Unclassified nature of the services need by the users	110	94.8%	6	5.2%
4	Low information support	110	94.8%	6	5.2%
5	Non-functional catalogue	100	86.2%	16	13.8%
6	Unawareness of available library services in the library	110	94.8%	6	5.2%
7	Lack of in-depth orientation on library usage with respect to the use of catalogue and online services	110	94.8%	6	5.2%
8	Location of the library is not convenient	93	80.2%	23	19.8%
9	Incompetence of the library staff to help uses	93	80.2%	23	19.8%

Table 12 showed that, 93 (80.2%) of the respondents were of opinion that unfriendliness of some library staff is part of the challenges facing library use. Also, the table revealed that 100 (86.2%) of the respondents were of opinion that ineffective of library services is another challenge facing library use. In addition, the above table also revealed 110 (94.8%) of the respondents were of opinion that unclassified nature of the services is another challenge facing the use of library service. More so, 110 (94.8%) of the respondents were of opinion that low information support is another challenge facing the library use. Furthermore, the table also revealed that 100 (86.2%) of the respondents were of opinion that non-functional catalogue is another challenge facing library use. More so, the table revealed that 110 (94.8%) of the respondents were of opinion that unawareness of available library services in the library is another challenge facing library use. Also, the table revealed that 93 (80.2%) of the respondents were of opinion that not a strong user of the library is another challenge facing library use. The table revealed that 110 (94.8%) of the respondents were of opinion that lack of in-depth orientation on library usage with respect to the use of catalogue and online services is another challenge facing library use. Also, the table revealed that 93 (80.2%) of the respondents were of opinion that location of the library is not convenient is another challenge facing library use. Lastly, the table revealed that 93 (80.2%) of the respondents were of opinion that incompetence of library staff to help users is another challenge facing library use. It can therefore be concluded that unclassified nature of the services need by the users, low information support, unawareness of available library services in the library, lack of in-depth orientation on library usage with respect to the use of catalogue and online services, ineffective of library services, non-functional catalogue, unfriendliness of some library staff, location of the library is not convenient and incompetence of the library staff to help users are the challenges facing the use of library services by the undergraduates in the selected academic libraries in Ogun State.

## 5. Summary, Conclusion & Recommendations

### 5.1. Summary of Findings

- 1) Findings from this research work shows that lending of books, library orientation, photocopying services, research services, binding services, answering users query, internet services, current awareness services, selective dissemination of information, are the library services available in the selected academic libraries in Ogun State.
- 2) The findings of this study also revealed that library orientation, answering users query, photocopying services, research services, binding services, internet services, current awareness services, are the highly utilized library services by the undergraduates in the selected academic libraries in Ogun State.
- 3) Similarly a large number of respondents were of opinion that library orientation, answering users query, photocopying services, research services, binding services, internet services, current awareness services, are the highly satisfied library services by the undergraduates in the selected academic libraries in Ogun State.
- 4) Finally, the findings of this study revealed that low information support, unawareness of available library services in the library, ineffective of library services, non-functional catalogue are the challenges facing the use of library services by the undergraduates in the selected academic libraries in Ogun State.

### 5.2. Conclusion

Library service is the personal assistance given by librarians to users in pursuit of information; the assistance could be inform of information itself or it could be any library activity deliberately designed to facilitate easy retrieval of information. Library services are one of the

essential services provided in the library. It is one of the visible expressions of the library's purpose and mission. Godwin asserts that library services as the spring-board to the library and librarianship, wherein one is involved with all aspects of information both theoretical and practical [13]. It can therefore be concluded that assignment, for quality research, lifelong learning, conservation of knowledge, leisure, enhancing academic knowledge, entertainment, additional facts to the lecture notes, term paper, accessing information for recreational purpose, for exams preparation and updating knowledge and learning skills are the purposes of use of library services by the undergraduates in the selected academic libraries in Ogun State.

### 5.3. Recommendations

Based on the findings and conclusion of this study, the following recommendations were made:

- 1) Library management should provide more library services and other new information media in the library to enable undergraduate library user become acquainted with library services and its related materials.
- 2) There should be more training, awareness, exposure or workshops for the undergraduates' library users on the use of library services which are seldom or never used in the library to improve and enrich their search for literatures for their academic work.
- 3) Adequate budgetary allocation should be given to the university library and departmental library for funding of effective library services and provision of other information technology services in effectively use of the library by the undergraduates.

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