

Users' Perceived Efficiency of Services in Academic Libraries; Suggestion for Library Management

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Abstract

This study assessed users' perceived efficiency of services in academic library and offered suggestions for improvement to library administration. Descriptive survey was used to solicit information from 1800 respondents in nine tertiary institutions using questionnaire. Data analysis was done using tables, and simple percentages. Results revealed that users perceived many library offers as services to a very high percentage like lending (100%), reference (96.45%), user education (84.89%), current awareness (95.26%), Selective Dissemination of Information (84.39%) and photography (95.43%). However, interlibrary loan (28.86%), reservation (17.47%), and exhibition/display (33.82%) saw high disagreement. Additionally, from table 3, there was a high disagreement frequency- approximately, 93% of users showed that librarians lacked service management skills, leading to arbitrary service delivery as 7% identified service managers among librarians. Only 7.89% and 3.38% claimed to have made service suggestions, while 99.66% did not, indicating poor user-management engagement and feedback practices. In conclusion, since a service is to be of value to a customer, library program should be planned so that every user makes use of all library offers within their time of study so they can personally benefit from all services. Suggestions were made for the future.

Keywords: Academic libraries, Information, user satisfaction, User, perception, Efficiency, services quality, Improvement, Resources, Management, library services.

Introduction and Background

The library has been a medium for strengthening the communication between man and society in terms of documentation of experiences, intellectual property, cultural and socioeconomic heritage that leads to growth, when backed up by formidable research. The Encarta dictionary (2009) presented a library to mean- location(an apartment, building or institution where a collection of prints and non-prints give access to physical and digital materials) and as an activity, - routines, instructions and software programs for use by a computer to provide a number of services to users. The Sage VII English Dictionary and Thesaurus (2019) defined service as work done by one person or group that benefits another while services were presented as performance of duties or provision of space and equipment helpful to others. These services become the check and balances for the continuous value of libraries because they indicate the reason for its existence. Although these services are varied, learning and research appear to be integral and pervasive in a clearly delineated information ecosystem.

The University community perceive libraries as essential part of the academic experience. Learning involves regular acquisition of knowledge by individuals, enhanced by availability, adequacy and access to materials in whatever format. A sizeable number of materials are difficult to be assessed by users when needed; this impedes the efforts and curiosity of the users to make advances in their areas of interest, but leads to the provision of services to cover this gap of inabilities from the users' point. Thus, help to increase their appetite for information seeking and enhance their predetermined learning pace.

Library users involve all those who avail themselves for the services rendered by the library. Aina, and Nwalo (as cited in Anyira, 2011) further stated that users are undisputedly, the most important persons in any library setting thus, the recognition of a direct and practical connection between library programs and students' academic success can be seen in the services rendered. Service definition is key to service management as it enables library users and the library administration to know what to expect or otherwise, from a service. Clearly defined services present service offerings, including what each service includes, eligibility, limitations, cost, discussion forum, and how to get help. A well-defined service also identifies internal processes necessary to provide and support the service (Regents of the University of California, 2016).

The library assumes responsibility in providing services, programs, and resources to assist students in being more effective and efficient to facilitate education and succeed academically. Library aims at supporting teaching, learning, research and community services, has the obligation to source for, select, acquire, organize/process, preserve and disseminate these resources to the optimum utilization of its users. Thus, materials are arranged professionally to allow the actual clientele whom these resources were meant for, to have access to them as at when due. It enhances circulation (lending, borrowing & reprography), users' education, reference/counselling in a Conducive environment (conveniences, seating and study facility).

The librarians spend quality time to prepare users on the various techniques and methods to efficiently gain access, evaluate materials about their needs and then make ample use of them in the most appropriate way that would spell success to their academic pursuits. The methodology for carrying out these duties has been streamlined in users' education, library tour, visits, counter counseling and reference services.

These programs allow users to listen, ask questions and see practical ways of addressing different issues during access to information materials; some challenges encountered using diverse methods of search equip with adequate knowledge on the use of the library, its resources and services- leaving a thought of the analysis of the library program as a perception of what library usage entails, in the minds of the users. Pritchard (1996) stressed the assessment in library services thus, "the future vitality of libraries in academia will be dependent upon whether they can dynamically and continually prove their value to the overall educational endeavour."

Principles of management indicated that its functions spread through planning, organizing, leading/supervising and controlling. Hence, after the establishment of academic libraries, every librarian holding managerial position has an obligation to lead and control all existing platforms to guarantee the success of the organization as planned from the inception of the institution. Thus, even though he continues to plan to execute the objectives, he actually is greatly involved in controlling the different divisions of work to be carried out at different times and levels.

This controlling function deals with monitoring the activities to ensure that they are to be accomplished as planned, taking corrective measures when such activities are not producing desirable outcomes. However, if managers are to adequately control the services to be rendered, they must capture

organizational data, existing performance measurement and its increasing activities so that actual performance can be compared with planned goals. The most important way to assess users' satisfaction is to constantly evaluate the services rendered. By this, grey areas for improvement as well as non-attended areas would be revealed.

More so, users sought their preferred information and when their needs are met, they are attracted back to using the library on their own volition but if not, some form of marketing may be needed to influence them to re-use the library. Even though it can be inferred that there is a steady growth in services rendered, the unanswered question remains- why is this service growth not impressive enough to attract users in flocks in spite of funds and efforts? While researches have recorded low patronage, lack of modern tools for services delivery, lack of trained labour, the dissatisfaction is most times observed from users' faces and the researchers would want to find out the reason for this.

Library roles in a digital age indicate that as is often the case in times of change, organizational structures and the language to describing its activities do not adequately reflect the transformation under way. The dimensions of change affect the classic roles and the innovation sometimes reflects a significant break from previous activities. However, it remains important to know if core functions and expertise are still being sustained as there is a purpose for every effort of information search- planning, problem-solving, adaptation, decision – making and productivity.

Enang, (2016) suggested that it is imperative to note that these purposes cannot be attained from users' perspective alone but in collaborative efforts with library management therefore, this study seeks to ascertain information on users' perceived efficiency of services rendered in academic libraries in Cross River State as suggestion for library administration.

Statement of the Problem

The problem of users' perceived efficiency with library services used to be in the heart of librarians who made sure that with the very meagre resources, they justified their stand on the encouragement and pursuits for intellectual freedom by rendering their services as 'a sine qua non in the academic environment. This made users to always make their trips to the library, make friends with librarians and were polite to make request for materials given room for the current awareness and selective dissemination of information. Now that information and Communications technologies have been adopted and used in

many libraries, it would have been easy to have many users 'gatherings in the libraries for utilization of resources but the reverse seem to be observed. In line with this, many researches had been conducted to give reasons for this change and some scholars had suggested marketing the libraries, giving gifts to users as well as formulating ways to beef up librarian competences. Despite these attempts, users' satisfaction has not been achieved hence, this study is meant to find out the users' perceived efficiency of services rendered in academic libraries to see whether it can salvage the situation.

Objectives

1. To find out if what the library offers is perceived as a service or not.
2. To find out whether users can identify service managers from those who attend to them.
3. To find out if Management seek users' input before services are rendered

Research Questions

1. To what extent does library offers meet users' perceived services?
2. To what extent do users identify service managers who attend to them?
3. To what extent does users' input suggest services rendered?

Literature Review

It is no longer news that the perception of users about a library service continually places its value from age to age, granting reasons for its funding and enabling its utilization. Edeka (2000) revealed that the standards guidelines prescribed by National Commission for Colleges of Education and the joint committee of the Association of Research Libraries (CRL); a division of the American Library Association (ALA) for running tertiary institutions libraries had changed the seating capacity to individual user's comfort by the provision of carrel, to ensure full utilization of various information resources. These standards assist faculty, institutional administrators, librarians, accreditation agencies and other stake holders in evaluating the improvements of resources, services, and the expected outcome thus, library administration ought to constantly sponsor follow-up researches as innovative ways to improve where necessary.

Generally, these services include and are not limited to circulation services, reference services, inter-library loan services, library use instruction /users' education services, current awareness services, reprographic services, recreational, exhibition and display services, provision of seats, conveniences

and facilities as well as those services that are peculiar to information and communications technologies (ICTs).

BLS (2011) informed that, librarians render certain services to users to maintain university missions and visions especially research, personal, professional purposes and developments which leads to generation of new knowledge, encourages innovations, enhances the quality of teaching, increases an institution's reputation and its economic status. Each year, new students enter the learning environment, having diverse needs, expectations and inadequate information gathering skills, if these inabilities are not recognized and worked upon through library services, the learners grow within the environment without satisfaction. Thus, providing quality services becomes an important issue, which increases the perception of a library from ordinary physical place to a solution centre for providing access to variety of information.

Ajogboye (2010), in commenting about users' satisfaction assured that users' satisfaction is subsumed in a Conducive environment which Inyang and Josiah (2019) revealed a Conducive environment to include a platform devoid of both physical intimidation and emotional frustration. This allows for a free exchange of ideas and encourages learning with key proponents of the learning process as librarians and learners, whose freedom of interaction, safety and respect is equally guaranteed within the physical and emotive environment they find themselves.

With the advent of Internet and proliferation of online catalogue, where the role of librarian has been changed (web organizer & designer, researcher, interface designer, knowledge manager/professional and sifter of information resources) etc, these new roles crave for innovative abilities to enhance users' satisfaction. Librarian helps users to navigate the internet and evaluate information efficiently thus they should be knowledgeable in a variety of sources and follow new trends and advancements in computers, media and publishing to synthesize job performance efforts that should yield results.

Gideon, Muhammed and Ottong in Iyishu (2018) stated that the responsibility to use social networks to create awareness to the available services would solidify librarians' position as all it takes to chief priest of our intellectual shrine. The above reveal that new tools have been introduced into the rendition of services and these would require that before efficient use, librarians must strive to be expert in its usage.

In order to improve quality and delivery of satisfactory services, certain key skills and competences are required. Fadehan and Ali (2010) categorized them into generic, managerial and professional skills. The generic skills include-being a good communicator, flexible, adaptable assertive, creative innovative, analytical, to the extent it reflects in problem solving, right decision maker, team player having good interpersonal relationships and must be able to work with difficult people. These skills make librarians (mediating between the producers /publishers of information and their users) to act as selective filters and quality instruments making available to users, only those resources that are relevant and adequate to meet their information needs.

Oakleaf (2010) specified that, “demonstrating the full value of academic libraries is only possible when libraries possess evidence that allows them to examine the impact of library user interactions.” Author explained that, it is important to identify outcomes of importance to institutions; while Soria, Fransen and Nackerud’s (2013) study examined retention and cumulative grade point averages, other institutions may wish to seek evidence for the potential benefits of libraries on students’ sense of belonging, satisfaction, and student learning or development outcomes though there are limitations in measuring the effectiveness of these types of library interactions.

Other authors (Rehman, Sharfigue and Mahmmod, 2011,Igiamoh, Salisu and Hamsety 2013 & Idowu (2013), presented the development of electronic environments that would enhance free access to information against censorship. Categorically, the new roles of librarians in digital era have expanded to serving as internet trainers, webmasters, internet subject specialist, anticipate the technological needs of users, innovate on potential solutions and be proficient in identifying full text resources on the web while conducting web-based researches.

The implication of the above is that, librarians need to fasten their professional belt, adjust and do the needful by accepting the challenges of the information era to maneuver and maintain continuity (Iyishu p40).

Daniel (2012) (in Iyishu 2018p39), revealed that librarians who fail to grasp the importance of this tradition will never truly respond to societal change or needs of the individual users in line with the dictum; ‘every man his book’. Author warned that evolution in librarianship should be intentional and guided by professionals who are cognizant of and sensitive of the world in which librarianship exists as a living organism. This means, every librarian should

know from entry into the profession that, the profession is such that accommodates changes to reflect the era, if the society of information users must be served efficiently and effectively.

While the library as service organization must continuously understand that its prime objective is to provide the right documents, information and services to its users; it is only the users who can determine their satisfaction level from services rendered to them; therefore, the library has to facilitate this perception on the users, by giving them, what they need and not what the library has or wants to offer, to help follow the intellectual freedom principle and be responsible to the patrons.

Council on library and information resources (2021) indicated that the cases of change also revealed an evolution from models that capitalize on the distributed environment to models that are open and diffuse. They presented that in contemporary librarianship, collection providers retain control, managing the individual image collections in a variety of different local database systems. Differing types of descriptive metadata are then used for each collection but each is converted to a standard encoding using the standard generalized mark-up language (SGML) or extensible mark-up language (XML) and fields are mapped to minimise Dublin core metadata in the federating system.

However, the Regents of the University of California (2016) presented a service as a coherent, ready-to-use deliverable that is of value to the customer. Services allow customers to do business without worrying about underlying technology or information technology infrastructure. If the offering meets these broad criteria from the customer's perspective, it is probably a service and should be at least minimally defined. This indicates that some offerings from the library may not be accepted from the users' point of view as services.

Iyishu (2018) study revealed that users' satisfaction with library services concerning reference services, circulation, library use instructions, reprographic services, inter-library loans and current awareness services were significantly high. Regents of the University of California (2016) held that a well-defined service also identifies internal processes necessary to provide and support services.

Bua and Yawe (cited in Iyishu p 43) observed that the use of library included how to locate information with the technicalities of the catalogue, the classification system in use, getting assistance from the library staff and having knowledge of library methods of reference services, opening and closing hours, as well as patterns of borrowing materials. Hossain (2010) asserted that in

today's digital environment libraries must improve their services in order to survive in a competitive environment. Satisfaction of users' needs and attention to their complains should be the guiding principles of library management because even though the university libraries operate as non-profit organization, they still operate under competition with Goggle, databases and other multimedia fora.

In line with the specifics that should give users' satisfaction, the Regents of the University of California (2016) further intimated that for new services, a Service Manager, Sponsor or Supporting Director would be needed to determine which of the elements are required prior to developing a service or which are required prior to rolling out or announcing a service. These involve: Managers' role and responsibilities, Teams' role and responsibilities, service definitions, Reviews, Service level agreement (templates, process documents, metric worksheet/webpage), Change(s), Tools, and Lifecycle, (roadmap, concepts) etc.

On the library professional terms, these can be expanded to include Librarians' role and responsibilities, Users' role and responsibilities, Users expectation in needs /queries as well as appraisals of what can be provided from what is needed by users regardless of the environment and tools used to offer these services. Thakuria (2007) had previously defined user satisfaction as the extent to which users believe in the library services available to meet their needs and expectations. Therefore, in wanting to find out if the library 'best is the users' best, surveys are necessary because not all users would complain but if asked, they could be bold to make comments. In line with this, the library management must strive to evaluate if the services rendered appropriately addresses users' needs especially as the users are the ultimate judge of what they receive.

Inyang and Ekeng (2019) had informed that countless number of services, resources and programs are provided by academic libraries which spend quality time to gather data, assess its value and users are surveyed about their satisfaction with a service hence, academic libraries are influenced mostly by users' perceived familiarity with its resources, facilities and services. Even though the resources and facilities may not equal what the users' need, the services rendered in this un-updated state, could be an encouragement that would still drive users' interest to locate the library. Reference services, are such as bring empathy to play and counsel users in such a way that they forget their obstructing needs that come to disrupt their information search capabilities

like extraneous variables especially when the librarian is not inept about his skills to calm down the user's tension.

Vijeyaluxmy (2015) held that users' satisfaction is based on the degree of perceived quality services that meets users' expectation. Zhong & Alexander (2007) had earlier maintained that the library assumes an important responsibility to facilitate students' education, providing services, programs, and resources to assist students in being more effective and efficient in their academic career—to succeed academically. Therefore, if library management are to efficiently control services, they will need to capture existing data, standardize services to conform to planned goals and arrange to have a continuous check and balancing system analysis of what to offer about users' needs satisfaction. This is the most objective way to assess users' needs satisfaction from expectation as far as the libraries are concerned among other related descriptors used to discuss and measure academic success. They include, academic persistence, student attrition, time-to-degree, degree-completion rates, grade point average, student retention, and dropout rates because it would reveal areas of improvement, complete change and showcase innovative effects by management.

Zhong & Alexander (2007) ended their literature review with a unique connection of student's perspective of academic success and efficiencies with specific library initiatives, agreeing that Academic libraries provide myriad services, resources, and programs; while librarians gather use data to assess value; and users are surveyed about their satisfaction with a service; but little was written about what value or recognition students put on particular services for their own academic success and daily efficiency. This is the gap this present work tries to fill.

Methodology

A survey research design was used for this study involving three states within the South-South zone and the three levels of academic libraries-The Universities, Polytechnics and Colleges of Health Technology Libraries. The population consist of 1800 respondents hence, 600copies of questionnaire were distributed to each state as follows- From Akwa Ibom State, University of Ikot Ekpade had 300copies, Maurid Polytechnic had 200copies and College of Health Technology Etinan had 100copies. In Cross River, University of Calabar had 300copies, University of Cross River State, former (CRUTECH) had 200copies and College of Health Technology had 100copies. Again from Delta

State, Maritime University had 300, Petroleum Training Institute, Effurun had 200 and Delta State College of H/T, Ughelli had 100copies. This was done because the institutions vary in population as indicated in different number of reader services units. For example, University of Calabar had social science, Law reference, medical library, Humanities and Science & Technology library units to cater for its reader services Division. University of Cross River State has social science, Humanities and Science & Technology units while College of Health Technology makes use of only two sections -Reference and Reader services partitioned in line with the curriculum biases (public health, Radiography, Medical Laboratory etc). 1774 usable copies were returned for analysis representing 98.55% of the respondents. The responses presented were analysed using frequency table and simple percentage calculation. Out of these, 891(50.2%) were males 883(49.8%) were females.

Findings and Discussion

Table 1: Distribution and Return Rate of Questionnaire by Institution.

State	Institutions	No of Resp.	%	Return Rate	%
Akwa Ibom	University, Ikot Ekpade library	300	50	298	50.08
	Maurid Polytechnic library	200	33.33	199	33.45
	College of H/T Etinan	100	16.67	98	16.47
Total 1		600	100	595	100
Cross River	University of Calabar	300	50	297	50.51
	CRUTECH Campuses (Calabar/Ogoja)	200	33.33	195	33.16
	College of H/T Bekwarra	100	16.67	96	16.33
Total 2		600	100	588	100

Delta State	Maritime University, Okerenkoko	300	50	296	50.08
	Petroleum Training Institute, Effurun	200	33.33	197	33.33
	Delta State Sch. of H/Ughelli.	100	16.67	98	16.58
Total 3/Grand total		600	100	591	100
		1800			

From Table 1, the return rate of 1774 (98.55%) was recorded for the study. The high rate of return was observed because the researcher personally distributed, made explanations and collected back the instrument in the company of some library staff members that assisted her in some libraries

Research question 1, Table 2: To what extent does library offers meet users' perceived services.

Library offers	service	%	Non service	%
Lending service	1774	100	-	-
Provision of seat /study facilities	1678	94.59	96	5.41
Reference services	1711	96.45	63	3.55
Users Education	1506	84.89	268	15.11
Current awareness services	1690	95.26	84	4.74
Interlibrary loan/document delivery	1262	71.14	512	28.86
Reservation services	1464	82.53	310	17.47
Selective dissemination of information	1497	84.39	277	15.61
Photocopying services/reprography	1693	95.43	81	4.57
Exhibition and display of information materials	1174	66.18	600	33.82

Results from Table 2 indicate that users perceived many libraries offers to be services although few users do not align. These, as shown in the table reveal that some services are made known by standard while others are known as patrons' benefit from using them. However, the percentage of agreement range between 66.18%-100% while that of disagreement range between 3.55%-33.82%. This further indicate that the percentage of agreement for all the ten items represented as library offers (services) is higher than 50%, revealing that users perceived library offers as services. This result tally with the works of the Regents of the University of California (2016) as they presented a service as a coherent, ready-to-use deliverable that is of value to the customer. Services allow customers to do business without worrying about underlying technology or information technology infrastructure. If the offering meets these broad criteria from the customer's perspective, it is probably a service and should be at least, minimally defined. This indicates that some offerings from the library may not be accepted from the users' point of view as services. Again, results tally with the revelations of BLS, 2011 and Edoka 2000, which revealed that library, offers a helping hand for users to find out the required pieces of information in accordance with the standards set for this purpose. However, it is important to stress that the Centre for General studies should rise up to its purpose so that users can have undoubted knowledge and right perception towards the services being rendered to them.

Research question 2, Table 3: To what extent do users identify service Managers who attend to them?

S / N.	ITEMS	RESPONSES				Total %
		A		D		
		f	%	f	%	
1	Service Managers are always available to counsel users	126	7.10	1648	92.90	1774 100
2	Service Managers are always be available to instruct/direct users	93	5.24	1681	94.73	1774 100
3	Service Managers are always available to discuss and streamline cost with individual users who have needs outside the main	69	3.89	1705	96.09	1774 100

	library					
4	Service Managers are always available to determine the right services to be offered since users are in different segments.	48	2.71	172 6	97.28	1774 100
5	Service Managers are always available to answer users' queries irrespective of their peculiar cases.	75	4.23	169 9	95.75	1774 100

From the results in Table 3, a very negligible percentage totalling between 2.72%-7.14% agreed to have identified the skills of a service manager while those who disagreed ranged between 92.86% -97.28% in the items on the questionnaire. It is evident that an average of 93% of users did not find someone with the skills and qualities of a service manager. This cannot be an enhancement in satisfactory services especially considering the information age challenges, which require proactive service delivery. The results tallied with the words of the Regents of the University of California (2016) who further intimated that for new services, a Service Manager, Sponsor or Supporting Director would be needed to determine which of the elements are required prior to developing a service or which are required prior to rolling out or announcing a service. This involves; Managers' role and responsibilities, Teams' role and responsibilities, Service definitions, Reviews, Service level agreement, templates, process documents, metric worksheet/webpage, Change(s), Tools, Lifecycle, roadmap, concepts.

Research question 3, Table 4: To what extent do users' input suggest services rendered by Management?

S/ N	ITEMS	RESPONSES				Total %
		A		D		
		f	%	f	%	
1	Are there service proposals for users before rendition of such?	1 4	7.89	1760	99.21	1774 100
2	Management informs users of service approvals	6	3.38	1768	99.66	1774 100
3	Management call for inputs toward intending services	0	0	1774	100	1774 100
4	Management reveals service manager to users in case of enquiries	0	0	1774	100	1774 100
5	There is also a supporting director in case users' get lost at using the library facilities.	0	0	1774	100	1774 100

Results from Table 4 showed that 3.38% of respondents agreed to have made suggestion to Management before services were rendered while 99.66% disagreed. This inform that users have no say in what is to be offered to them but are made to accept whatever comes their way. Again, it indicates that Users were randomly attended to, by whoever cared to answer them whenever they visited the library. This result tallied with the findings of Ajogboye (2010) who assured that users' satisfaction is subsumed in a conducive environment. Again, Inyang and Josiah (2019) had revealed a conducive environment to include a platform devoid of both physical intimidation and emotional frustration. This allows for a free exchange of ideas and encourages learning with key proponents of the learning process as librarians and learners, whose freedom of interaction, safety and respect is equally guaranteed within the physical and emotive environment they find themselves.

Conclusion:

The study concluded that although few users observed some library offers not to be services, a greater number of them perceived library offers as services. The other objectives revealed that users did not identify service managers during their visits to the library and users did not also have the privilege of giving their inputs to management before services were rendered. These show that, some services were perceived thus by standards while others were perceived by use and the users who had no experience in such offers, gave negative perception. These results do not seem to align with contemporary library service rendition that would satisfy users. Again, it is only when users agree that they are satisfied that services provided can be said to be satisfactory. Conclusively, users be given what they want and not what the library wants to offer; so, they can be satisfied with services.

Suggestions:

As a result of the results and conclusion of this study, the researchers suggested the following;

1. For the sake of those who cannot distinguish library offers as services, the librarian, in collaboration with the Centre for General studies, should assess the program and fine-tune it to incorporate what would make users enjoy it and be carried along with their learning counterparts. May be, they need to try using those services so as to benefit from such or have an experience with it for them to have a say about it.
2. The library should be made attractive, inviting, carefully designed to promote individual and collective operational efficiency and effectiveness. One of the ways to do this is to employ library professionals from training, to incorporate into the services areas rather than brining in to the system, administrative staff to learn from the job without training, but with the belief that they can cope; as has become a culture these days. Another reason here is that, there are critical areas that only trained persons can handle without putting a mess on the system about services rendered. For example, a professional librarian can smilingly unnerve a user who feels frustrated at not getting what he needs from the collection by finding something close to that need while arranging for interlibrary loan for the actual need.
3. Specific factors, which bother on features that affect library users', Staff and its collection like light, ventilation, temperature and humidity control,

conveniences, layout of stacks, staff welfare (payment of hazard allowances) and adequate space for operation, need be emphasized.

4. Contemporary librarianship demands that because of the need to market libraries against competition of other information providers like goggle, libraries should endeavour to give users better and efficient services that would attract them back to library usage.

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