

EVALUATION OF SERVICE DELIVERY AND USER SATISFACTION IN CRAWFORD UNIVERSITY LIBRARY, IGBESA, OGUN STATE, NIGERIA.

BY

Dr. Nwaogu Humphrey(PhD)

Crawford University, Faith City Lusada igbesa, Ogun State.

nwaoguhumphrey@crawforduniversity.edu.ng

And

Abel Dare (PhD)

Birmingham University Abuja

08034411918

Abstract

This study examined reference service delivery and user satisfaction in Crawford University Library, Igbesa, Ogun State, Nigeria. The objectives were to identify the types and quality of library services provided, determine users' level of satisfaction, establish the relationship between service delivery and user satisfaction, and identify major challenges hindering effective service provision. A descriptive survey design was adopted, with a sample size of 213 respondents selected from a total of 1,600 registered library users, comprising both students and academic staff. Data were gathered through a structured questionnaire and analyzed using mean and standard deviation. Findings indicated that while users expressed satisfaction with core library services such as circulation, reference, and staff assistance, dissatisfaction was noted in areas such as ICT facilities, access to current materials, and the reading environment. The results also revealed a strong positive relationship between the quality-of-service delivery and user satisfaction in the library. The study recommended regular service upgrades, continuous staff training, adequate funding, improved ICT infrastructure, and periodic user feedback to enhance the quality of library services and sustain user satisfaction.

Keywords: Service Delivery, User Satisfaction, University, Library, University Library

Introduction

In today's academic environment, university libraries are recognized as integral components of the educational system, serving as vital centres for learning, research, and knowledge dissemination. According to Ekpoh (2018), the effectiveness of library services directly influences students' educational experiences and academic engagement. As higher institutions continue to evolve in response to technological advancement and pedagogical change,

libraries are under increasing pressure to enhance the quality and efficiency of their services. Madu and Amadi (2023) emphasized that modern service delivery in universities has extended beyond traditional book lending to include digital platforms, user-centred systems, and interactive support structures aimed at promoting research productivity. The quality of library service delivery is therefore often mirrored in the level of user satisfaction, reflecting how well

libraries meet users' information needs and expectations.

Service delivery, in this context, refers to the processes and mechanisms through which library resources, facilities, and personnel interact to provide relevant and timely information services to users. Usoro (2019) observed that this process involves both tangible elements—such as access to print and electronic materials—and intangible factors, including staff responsiveness, professionalism, and the overall service experience. User satisfaction, as noted by Adeniran (2020), represents a vital measure of library effectiveness and is determined by how efficiently users' expectations are met regarding information access, resource adequacy, and conducive study environments. Within the university ecosystem, the library functions as the intellectual heart of the institution, offering organized access to knowledge and supporting the university's mission of teaching, research, and innovation. Lateef, Ozonuwe, and Abayomi (2024) highlighted that in institutions like Crawford University, the capacity of the library to deliver quality services determines the overall learning experience. Therefore, assessing service delivery and user satisfaction provides administrators and librarians with valuable insight into how to improve library performance and promote user engagement.

Statement of the Problem

Despite the central role of university libraries in academic development, many Nigerian institutions, including Crawford University Library, face persistent challenges that hinder effective service delivery and user satisfaction. Users increasingly expect faster, more personalized, and technology-driven

services, yet issues such as limited electronic resources, poor internet connectivity, and inadequate user education remain prevalent. It is also unclear how well the library's services align with the academic and research needs of its users. While libraries worldwide are adopting innovative tools like automated systems and online feedback platforms, the extent of such practices at Crawford University Library has not been examined. Therefore, an empirical evaluation is needed to assess its service delivery, identify existing gaps, and recommend improvements to enhance user satisfaction and operational efficiency.

Objectives of the Study

The main objective of this study is to evaluate service delivery and user satisfaction in Crawford University Library, Ogun State, Nigeria. Specifically, the study seeks to:

1. Examine the types and quality of library services delivered at Crawford University Library.
2. Assess the level of user satisfaction with various aspects of library services, including accessibility, staff assistance, and resource availability.
3. Determine the relationship between service delivery and user satisfaction in the university library.
4. Identify the major challenges affecting effective service delivery and user satisfaction in Crawford University Library.

Literature Review

This section reviewed conceptual and empirical studies.

Conceptual Framework

Under this subheading, the following concepts are reviewed:

Service Delivery

Service delivery in libraries represents a holistic process through which information resources and user support are provided to meet academic and research needs. Usoro (2019) explained that library service delivery encompasses core functions such as lending, cataloguing, reference services, and digital access systems, all designed to ensure efficient information dissemination. Mfon and Ekong (2021) further argued that effective service delivery relies on competent staff, adequate funding, and modern information and communication technologies that enhance resource accessibility. When these elements are harmonized, libraries can support scholarly productivity and knowledge creation. However, poor service delivery—marked by resource shortages, staff inadequacies, or limited digital access—can result in user dissatisfaction and reduced library patronage, as indicated by Madu and Amadi (2023).

User satisfaction is the extent to which library patrons perceive that their information needs are adequately met. According to Adeniran (2020), it serves as a key indicator of the effectiveness and quality of library services. High levels of satisfaction emerge when users encounter a supportive service environment, helpful staff, and up-to-date resources. Hindagolla (2023) observed that user satisfaction is directly linked to how efficiently libraries provide access to relevant materials and respond to user queries. Conversely, dissatisfaction often arises when resources are outdated, access systems are inefficient, or staff interaction is unhelpful. Umoh and Agwunobi (2020) affirmed that measuring satisfaction helps libraries evaluate their service quality and

align operational improvements with user expectations.

A university is a higher educational institution dedicated to teaching, research, and community development. Peter, Joyce, Hajia, and Grace (2023) described it as a structured environment where intellectual capacity is developed and knowledge disseminated for societal progress. Universities not only produce skilled manpower but also serve as centres of innovation, creativity, and leadership. Their effectiveness is influenced by the quality of academic support structures, including libraries, laboratories, and digital platforms. As Chiana and Okpara (2023) pointed out, the synergy between these facilities determines how well universities can fulfil their educational mission and sustain academic excellence.

A library is an organized system for acquiring, preserving, and disseminating information in diverse formats. Adeniran (2020) emphasized that libraries play a dual role as both repositories of knowledge and active service institutions facilitating information access. With the rise of digital technologies, libraries have evolved into hybrid systems that integrate electronic databases with traditional print collections. Ogbonnaya (2020) noted that the efficiency of a library depends on effective collection management, user training, and technological adaptability. Consequently, libraries remain pivotal in fostering information literacy, scholarly engagement, and continuous learning in academic environments.

A university library serves as the academic nucleus of an institution, supporting teaching, learning, and research. Masinde, Mugambi, Musyoka, and Masinde (2025)

defined it as a specialized information system providing scholarly materials and expert guidance to users. Umoh and Agwunobi (2020) further emphasized that university libraries enhance institutional effectiveness by offering access to both physical and electronic resources, facilitating information literacy, and fostering independent learning. In the view of Lateef, Omotoso, and Fagbola (2020), the performance of a university library is determined not merely by the size of its collection but by the relevance and accessibility of its resources. As higher education becomes increasingly digital and research-intensive, university libraries must continually adapt their service models to sustain user satisfaction and institutional relevance.

Review of Empirical Studies

The following studies are considered for the review under this study:

Lateef, Ozonuwe and Abayomi (2024) examined Users' perception and satisfaction with library facilities, resources and services in Crawford University, Nigeria. The descriptive survey research design was adopted for the study, and the population of the study was one thousand six hundred (1,600) undergraduate students of Crawford University for the 2021–2022 academic year. A stratified random sampling technique was used to determine the sample size. A questionnaire was the instrument of data collection. Data generated were analysed using the statistical package for the Social Sciences (SPSS), and results were presented in descriptive and inferential statistics, frequency counts, simple percentages, means, standard deviations and charts. It was found that the majority of the undergraduate students at Crawford University were

satisfied with the facilities, resources, and services provided to them by the library. Nonetheless, the study concluded and recommended that there should be improvement, especially in the areas of availability of newspapers, provision of a comfortable environment and quiet space, toilet facilities, and internet facilities. Also, maintenance culture should be upheld, and damaged equipment should be repaired or replaced, as a conducive environment will help to sustain a high level of user satisfaction among library users, among others.

Madu and Amadi (2023) explored Service delivery capabilities and students' satisfaction in privately-owned universities in F.C.T. Abuja and noted that Private universities in FCT Abuja are saddled with the problems of weak students' enrollment and competition. This has resulted to weak cash inflow and profit. The aim of this study is to examine how Service Delivery Capabilities measured through service culture, employee's engagement, service quality and service responsiveness relate with Students satisfaction in privately-owned Universities in F.C, T, Abuja. To realize these objectives, the response of a sample size of 383 respondents statistically selected from a population of 9130 students of three privately-owned universities in FCT Abuja was obtained through a Questionnaire. Data obtained was analyzed with Descriptive statistics, while the Hypotheses postulated were tested with the Pearson Product Moment Correlation Coefficient. Major findings show that service culture, employees' engagement, service quality and service responsiveness relate with students' satisfaction at different levels.

Otu (2022). Educational e-services and student satisfaction in Nigerian public universities. The study's objectives were to identify the implementation of educational e-services; impact of e-services on student satisfaction and challenges impeding educational e-services and student satisfaction at the University of Abuja. The study adopted a survey design whereby the researcher elicited relevant information from the distributed questionnaire and extensively reviewed pieces of literature. The data generated from the questionnaire were analyzed using mean, standard deviation and hypotheses tested using linear regression model, chi-square, and spearman rank correlation (Statistical Package for Social Sciences, version 23). The findings revealed that the University of Abuja, had adopted educational e-services in the form of email services, website interaction for and e-registration, fees payments, e-payment platform, virtual/online classes via GoogleMeet and the University management interaction with students using social media platforms such as Telegram and Facebook. The study also revealed that students are not satisfied with the mode of virtual/online lectures, time allocated for virtual classes, internet network, e-library services, and e-registration for hostel accommodation. Factors impeding educational e-services were poor maintenance culture, overpopulation, cost/poor funding, low ICT literacy/digital divide, inadequate ICT experts, poor internet network and poor knowledge of best practices.

Lateef, Omotoso and Fagbola (2020) explored Students' use and evaluation of college libraries in Crawford University, Nigeria. The study evaluated the users' level of satisfaction with the resources and

services of the two college libraries in the university. The respondents were undergraduate students at their various levels of study, 100-400 levels. 200 students were randomly selected for the study and corresponding copies of the questionnaire were administered on them to gather data. A total of 194 (87%) responses were received. Findings: The results indicated that the students use their college libraries sparingly; they use the libraries less for references and other academic purposes but more for relaxation in between lectures and to discuss with mates and friends. However, the respondents rate the information resources, services and facilities of the libraries as fair. The study concluded that the resources and services of the college libraries are poorly used and used less for academic purposes. This may not be unconnected with the fair rating of the libraries by the respondents. Implications: The research emphasised that there should be adequate awareness on the benefits of using the college libraries to students as it was discovered that the level of usage was poor.

Ekpoh (2018) investigated students' satisfaction with service delivery in universities in Akwa Ibom and Cross River States, Nigeria. Five areas of service delivery namely library, health, transportation, Information and Communication Technology (ICT) and hostel services were considered in the study. The extent to which students' satisfaction with service delivery varied with types of institution was also examined. Survey research design was adopted for the study. Five research questions and one hypothesis guided the study. The population of the study comprised all the undergraduate students in four universities in the study area. Simple random

sampling technique was used to draw a sample of 1466 (915 from federal owned and 551 from state owned universities) students for the study. The instrument for data collection was titled "Students' Satisfaction with Service Delivery Questionnaire (ASSSDQ)". The reliability of the instrument using Cronbach Alpha method was 0.85. The data collected were analyzed using descriptive statistics (frequencies and percentages) and independent t-test. The hypothesis was tested at 0.05 level of significance. Findings obtained revealed that majority of the respondents indicated dissatisfaction with library, hostel, as well as Information and communication services, while they showed moderate satisfaction with health and transport services. It was also found that students' satisfaction with service delivery in terms of library and health services significantly differed by their institution's affiliation, while they did not show significant difference in their satisfaction with transport, ICT and hostel services

Research Methodology

The study adopted a descriptive survey research design to assess the types and quality of library services, user satisfaction levels, and the relationship between service delivery and user satisfaction at Crawford University Library,

Igbesa, Ogun State, Nigeria. The library serves both students and staff through various service sections such as circulation, reference, serials, and e-library, which are integral to academic support, teaching, and research. The population of the study comprised 1,600 registered library users, including undergraduate and postgraduate students as well as academic staff for the 2023/2024 academic session.

A total sample size of 213 respondents was drawn from this population using a stratified random sampling technique to ensure fair representation across user categories. Data were collected using a structured questionnaire divided into sections on demographic information, service quality, user satisfaction, relationship between service delivery and satisfaction, and challenges affecting library operations. Responses were measured on a four-point Likert scale, and the instrument's content validity was confirmed by experts in Library and Information Science, while reliability was established through a pilot test that produced a satisfactory coefficient, confirming its suitability for data collection.

Discussion of Findings

The result was analysed using frequency counts, Mean Standard Deviation. The result was also ranked based on the mean scored.

Table 1. Mean and Standard Deviation of Respondents on the types and quality of library services delivered at Crawford University Library.

S/N	Types and Quality of Library Services	SA	A	SD	D	$\bar{x}$	SD	Rank	Dec
1	Reference and information services are efficiently provided by library staff	121	73	7	9	3.69	0.57	2 nd	SA

2	Access to electronic databases and e-journals is adequate and reliable	87	81	19	23	3.33	0.79	4 th	SA
3	Circulation and lending services are well-organized and prompt	135	63	7	5	3.77	0.48	1 st	SA
4	Internet and Wi-Fi services within the library are functional and consistent	83	77	25	25	3.28	0.83	5 th	SA
5	Library orientation and user education programmes are regularly conducted	109	71	11	9	3.57	0.66	3 rd	SA
	Cluster Mean					3.53	0.67		SA

Key: $\bar{x}$ = mean, SD = Standard Deviation, SA= Strongly Agreed, A= Agreed, SD = Strongly Disagreed, Dec. = Decision

Table 1 revealed that respondents strongly agreed that the Crawford University Library provides quality services across major functional areas, particularly circulation and lending services ($\bar{x}$ = 3.77), reference services ($\bar{x}$ = 3.69), and library orientation programmes ($\bar{x}$ = 3.57). This implies that the library maintains a satisfactory level of service quality, though internet connectivity and access to electronic databases recorded slightly lower mean values. This aligns closely with the findings of Lateef, Ozonuwe, and Abayomi (2024), who observed that most undergraduate students at Crawford University were satisfied with the library's facilities and resources, especially

in terms of staff efficiency and lending operations. However, similar to this present study, they noted gaps in internet facilities and physical infrastructure, suggesting that while core services meet user expectations, technical and environmental aspects require improvement. The findings also echo Madu and Amadi's (2023) assertion that service delivery capabilities such as service culture, responsiveness, and staff engagement significantly influence user satisfaction. The present study reinforces this view, as high satisfaction was recorded in areas directly influenced by staff professionalism and organization of services.

Table 2. Mean and Standard Deviation of Respondents on the level of user satisfaction with various aspects of library services, including accessibility, staff assistance, and resource availability.

S/N	Aspects of Library Services	VHS	HS	VLS	LS	$\bar{x}$	SD	Rank	Dec
1	Accessibility to library resources (print and electronic)	117	73	11	9	3.65	0.59	1 st	VHS
2	Assistance provided by library staff during information search	99	85	17	9	3.53	0.62	3 rd	VHS

3	Availability of current and relevant learning materials	87	89	21	13	3.39	0.77	5 th	HS
4	Comfort and conduciveness of library reading environment	91	93	15	11	3.51	0.69	4 th	HS
5	Efficiency of ICT and internet-based library services	95	87	17	11	3.55	0.66	2 nd	VHS
	Cluster Mean					3.53	0.67		VHS

Key: $\bar{x}$ = mean, SD = Standard Deviation, VHS= Very High Satisfied, HS= High Satisfied, VLS = Very Low Satisfied, LS = Low Satisfied, Dec. = Decision

Table 2 indicates a generally high level of satisfaction with library services, with a cluster mean of 3.53. The highest satisfaction was recorded in accessibility to library resources ($\bar{x}$ = 3.65) and efficiency of ICT-based services ($\bar{x}$ = 3.55), while availability of current materials ($\bar{x}$ = 3.39) was rated lower. These results correspond with Lateef et al. (2024), who reported overall satisfaction among students but highlighted the need for improvement in the availability

of current materials and better ICT access. Similarly, Ekpoh (2018) found that students' satisfaction levels vary across service types, with moderate satisfaction reported for ICT and library services. The present findings thus support the broader consensus that user satisfaction is uneven across service dimensions, often highest where staff responsiveness and accessibility are strong, and lowest where infrastructural limitations persist.

Table 3. Mean and Standard Deviation of Respondents on the relationship between service delivery and user satisfaction in the university library.

S/N	Relationship	SA	A	SD	D	$\bar{x}$	SD	Rank	Dec
1	Effective service delivery enhances user satisfaction and library patronage	133	59	7	10	3.74	0.51	2 nd	SA
2	Availability of adequate resources increases students' satisfaction and research efficiency	121	69	11	8	3.68	0.55	3 rd	SA
3	Responsiveness and professionalism of library staff promote positive user experiences	127	71	6	5	3.80	0.44	1 st	SA
4	Technological support and e-resources usage directly influence satisfaction levels	99	83	13	14	3.52	0.67	5 th	SA
5	User satisfaction determines the frequency of library utilization among students	113	77	11	8	3.65	0.57	4 th	SA
	Cluster Mean					3.68	0.55		SA

Key: $\bar{x}$ = mean, SD = Standard Deviation, SA= Strongly Agreed, A= Agreed, SD = Strongly Disagreed, Dec. = Decision

From Table 3, all variables recorded strong agreement, suggesting that effective service delivery, resource availability, staff professionalism, and technological support collectively enhance user satisfaction (cluster mean = 3.68). These results substantiate Madu and Amadi's (2023) position that service quality, employee engagement, and responsiveness have a direct positive relationship with user satisfaction in universities. Likewise, Otu (2022) emphasized that user satisfaction in higher education settings is significantly influenced by the effectiveness of e-services and technological responsiveness. This

present study's findings affirm these perspectives, showing that efficient library services and adequate resources foster higher patronage and satisfaction. However, the study also resonates with Lateef, Omotoso, and Fagbola (2020), who observed that students at Crawford University often underutilize their libraries despite rating the quality of resources as fair. The strong satisfaction ratings in this present study suggest that improvements in library organization and resource accessibility might have positively influenced user perception since that earlier study.

Table 4. Mean and Standard Deviation of Respondents on the major challenges affecting effective service delivery and user satisfaction in Crawford University Library.

S/N	Challenges	SA	A	SD	D	$\bar{x}$	SD	Rank	Dec.
1	Inadequate funding for acquisition of current and electronic resources	127	67	11	8	3.71	0.53	1 st	SA
2	Insufficient ICT infrastructure and unstable internet connectivity	121	63	13	16	3.61	0.68	2 nd	SA
3	Limited staff strength and irregular training opportunities	97	85	15	16	3.47	0.71	4 th	SA
4	Inadequate seating capacity and poor ventilation in reading areas	81	73	27	32	3.19	0.89	5 th	SA
5	Low user awareness and irregular orientation programmes	109	75	15	14	3.54	0.65	3 rd	SA
	Cluster Mean					3.50	0.69		SA

Key: $\bar{x}$ = mean, SD = Standard Deviation, SA= Strongly Agreed, A= Agreed, SD = Strongly Disagreed, Dec. = Decision

Table 4 identifies inadequate funding ($\bar{x}$ = 3.71) and insufficient ICT infrastructure ($\bar{x}$ = 3.61) as the most significant constraints to effective service delivery. Other notable challenges include limited staff strength,

inadequate seating capacity, and low user awareness. These findings mirror those of Otu (2022), who highlighted poor funding, inadequate ICT infrastructure, and low digital literacy as barriers to service

satisfaction in Nigerian universities. Similarly, Ekpoh (2018) found that university students expressed dissatisfaction with ICT and library service delivery, primarily due to funding and infrastructural constraints. The current results reinforce these recurring challenges, underscoring the need for sustainable investment in ICT and staff development to maintain user satisfaction.

Conclusion

The study examined the types and quality of library services, the level of user satisfaction, the relationship between service delivery and satisfaction, and the major challenges2. affecting service delivery in Crawford University Library. Findings revealed that while core services such as circulation, reference, and staff assistance are delivered3. efficiently and enjoy high user satisfaction, certain areas like ICT facilities, access to current materials, and environmental comfort remain weak points. The study also confirmed that effective service delivery,4. adequate resources, and staff professionalism have a strong positive influence on user satisfaction and library patronage. However, inadequate funding, limited infrastructure, and irregular training were identified as

major constraints. Overall, the results emphasize that maintaining consistent investment in facilities, technology, and staff development is essential to sustain and enhance user satisfaction in university libraries.

Recommendations

The following recommendations are made based on the findings of the study:

1. Enhancement of Library Services: The library should regularly review and upgrade its service delivery mechanisms to ensure they meet changing user needs and technological advancements.

Improvement of User Satisfaction Strategies: Management should conduct periodic user feedback surveys to identify satisfaction gaps and promptly address them.

Strengthening the Relationship Between Service Delivery and User Engagement: Continuous staff training should be implemented to ensure professional and user-friendly service interactions.

Addressing Identified Challenges: Adequate funding, modern ICT facilities, and improved infrastructural conditions should be prioritized to overcome barriers affecting effective service delivery and user satisfaction.

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