

A Comparative Study of Faculty Members' Expectations of Academic Library Services in Three Universities in Ogun State, Nigeria

Itunu A. Bamidele^{[a],*}; Saturday U. Omeluzor^[b]; Ezinwayi Madukoma^[c]; Promise N. George^[d]; Sussan Ogbuiyi^[e]

^[a] Serials Librarian, Babcock University, Ilisan-Remo, Ogun State, Nigeria.

^[b] I.T. Librarian, Babcock University Library, Ilisan-Remo, Ogun State, Nigeria.

^[c] Department of Information Resources Management, Babcock Business School, Ilisan-Remo, Ogun State, Nigeria.

^[d] Babcock University Library, Ilisan-Remo, Ogun State, Nigeria.

^[e] Cataloguer, Babcock University Library, Ilisan-Remo, Ogun State, Nigeria.

*Corresponding author.

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Abstract

This study assessed the library services provided in federal, state and private universities in Ogun State, Nigeria. The study adopted a descriptive survey design. Questionnaire was the tool used for data collection. The study population consisted of 110 respondents from University of Agriculture (UNAAB), Abeokuta, 287 respondents from Tai Solarin University of Education (TASUED), Ijebu-Ode and 215 respondents from Redeemer's University (RUN), Mowe, given a total of 612 respondents from the three selected universities in Ogun State, Nigeria.

Purposive sampling was used to select the universities and the respondents. A total of 612 questionnaires were administered on all the respondents and 403 questionnaires were retrieved and analyzed given a response rate of 70%. A descriptive statistical method was used to analyze the data displayed in tables and percentage while hypotheses formulated was tested using the Kruskal-Wallis analysis and Chi-Square. A pre-test of 65 questionnaires were first administered and analyzed to estimate reliability co-efficient. The instrument yielded reliability co-efficient of 0.866%. We therefore concluded that the instrument was reliable.

Finding from the study shows that electronic information resources services, internet services and circulation services were the services fully provided and

utilized by the respondents, as displayed on Table 3; while CD ROM services, online public access catalogue (OPAC), user education, selective dissemination of information (SDI) and current awareness were the services moderately provided. It was also evident from this research that reprographic services, abstracting and indexing and literature search services were the least provided as shown on Table 3. The result of the formulated hypotheses shows there was significant difference in the library services provision and services expectation by Academic staff of federal, state and private universities. The findings affirmed that service provision in any library is an essential activity. University libraries should ensure to provide effective and adequate services to match with the expectations of library users especially the academic staff.

Key words: Service provision; Library services; University library; Faculty expectations; Academic library services

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INTRODUCTION

University libraries all over the world are saddled with a herculean task of providing information services to a target populace. Libraries are established and funded with a mandate to serve a specific target audience. More often, they are affiliated to major universities or function as a system on her own whose primary aim is to foster the collection, processing and dissemination of information services to information seekers. The services of the library may depend on the size of the parent organization, the

scope of its operation, the rate of movement of her staff or turnover and whether the organization is involved in research and development (Onatola, 2004). The importance of a library services within an organization is basically to ensure that the information needs of users are adequately met and satisfied.

BRIEF HISTORICAL BACKGROUND OF THE UNIVERSITIES

University of Agriculture, Abeokuta, (UNAAB)

University of Agriculture, Abeokuta, (UNAAB) was established on January 1, 1988 by the Federal Government out of four Universities of Technology, earlier merged in 1984. UNAAB has passed through different stages of merger and de-merger until it finally became as UNAAB in January 1988. The 'Nimber Adedipe' Library was named after Prof. Nurudeen Olorunnimber Adedipe, the first Vice Chancellor of the university as a mark of honour. The library started with 16,000 collections in 1988. The total collection of books at present is 50,622 titles and 5,000 volumes of journals. The library started its automation programme in 1994 when it acquired through a World Bank Project, an IBM personal computer and the TINLIB library software designed for four work stations. This was later upgraded to ten work stations. The library has migrated from the DOS based TINLIB software to more versatile windows base Graphical Library Automated System (GLAS) software with capability to operate 50 work stations within the library. At present the OPAC is fully functional making it possible to catalogue books online and for library clients to access such books immediately. (Source: <http://www.unaab.edu.ng/component/content/article/1972-welcome-the-university-of-agriculture-abeokuta-unaab.html>)

Tai Solarin University of Education (TASUED)

Tai Solarin University of Education (TASUED) was established as a charter to operate as a full-fledge University in 1978 by the Ogun State government as Ogun State College of Education which was later renamed Tai Solarin College of Education (TASCE). By the proclamation of the Governor of Ogun state on the 29th January 2005, the erstwhile Tai Solarin College of Education (TASUED) was transformed and upgraded to a University of Education. The library is structured in consonance with the current information system which the users explore to their benefit. TASUED library also has efficient and effective serial and circulation sections in its structure. Observation shows no major deviation from what is obtainable in other libraries worldwide. It presently has over 15000 volumes and some computers used by students to access information from affiliated virtual libraries worldwide. The *vision* for the university is to build a center where academic researchers get as much information in the

shortest possible time with the best equipment in the world. (Source: <http://www.tasuedu.org/tasuedweb/index1.php#>)

Redeemer's University of Nigeria (RUN)

Redeemer's University of Nigeria (RUN) was established in 2005 by the Redeemed Christian Church of God. The library took off immediately in the same year. Dr. Adebayo, the university Librarian in an oral interview stated that it was the decision of the University Administration that the library be automated. Library serves as a gateway to latest information resources needed by the University Staff and students irrespective of location, to enhance learning, teaching and research in a prompt, cost effective and painless manner. The services made available to users at RUN library include access to EBSCOHOST, AGORA, HINARI, AJOL, JSTOR and RSC journal archives. The university library has 8,329 Books in its collection and 89 Journals along with 6 online and networked databases, 240 CD-ROMs and Coursework papers. The library has main library and library Annex.

(Source: http://www.run.edu.ng/index.php?option=com_content&view=article&id=168&Itemid=28)

STATEMENT OF THE PROBLEM

Provision of services is far from satisfaction. The university library is expected to provide a variety of services. Library offers a variety of information services that have evolved over the years. The normal lending, reference, bibliographic, hard copy supplies among others have been offered conventionally for a long time. However, libraries in Nigeria have been offering current awareness services, selective dissemination of information services (SDI), internet provision services, e-mail services, electronic information services and internet access services. Observation has however shown that it would be a waste of time, if these special services are organized indiscriminately without knowing the most desired faculty service expectations. More so, research also showed that libraries provides critical information and services for faculty members, but these information and services are not appreciated. In view of these, the researchers tend to know library services provided, ascertain the services academics expected most, academics' rating of library services, types of information resources consulted most for teaching, research and other professional activities and to identify the library services that are not provided.

OBJECTIVES OF THE STUDY

The general objective of this study was to investigate library services provision and desired service expectations of faculty members in library. It will specifically seek:

- To know the services provided and utilized by the faculty members

- Identify the desired service expectations of faculty members.
- To know the type of information resources consulted for teaching, research and other professional activities.
- To identify the challenges faced by the faculty members while exploring library resources and services.

RESEARCH QUESTIONS

In order to achieve the main objectives of this study the following questions have been formulated:

- What types of library services are provided in libraries?
- What are the most desired service expectations by faculty members?
- What are the services highly used by the faculty members?
- What types of information resources are consulted mostly for teaching, research and other professional activities?
- What are the challenges encountered by faculty members in the library?
- How can the libraries improve the services provided?

HYPOTHESES

- H₀: There is no significant difference in the library services provided in Federal, State and Private Universities.
- H₁: There is significant difference in the library services provided in Federal, State and Private Universities.
- H₀: There is no significant difference in the service expectations of faculty members in Federal, State and Private University libraries.
- H₁: There is significant difference in the service expectations of faculty members in Federal, State and private university libraries.

LITERATURE REVIEW

Services in university libraries are provided mainly to aid the teachers, students and visitors within and beyond the university environment to achieve success in their academic pursuit and researches through provision of information resources and access in an enabling environment that fosters intellectual development (Onuoha, 2010). According to Sowole (1995) users' satisfaction is a reason for the existence of the library. Meeting the information needs of library users require conscious effort to provide timely and actual information resources and services that will satisfy the needs of users.

Kumar (2008) outlined lending services, bibliography instruction, library orientation, general and specific information provision, literature search, readers' advisory service, selective dissemination of information (SDI), bibliographies compilation, indexing and abstracting services, reprographic services and translation service among others as services that are provided by a university library.

Echezona and Edeka (2009) argued that university library should provide extensive holdings of books, journal, microforms, audio-visuals, print and electronic media materials, reference and information services and bibliographic instruction programmes at levels appropriate to the needs of the clientele. However, with the advent of computer, university libraries are in best position to provide variety of services over a wide range of areas. The nature and efficiency of services provided vary from library to library and the study on library services provision in Nigerian university libraries is no longer new. For instance, Echezona and Edeka (2009) identified advisory services, reprographic services, selective dissemination of information, indexing, abstracting and short loan services as the services provided for the management of special collections being provided.

In another dimension, Umunnakwe and Onyebinama (2007) studied academic library services in Imo State University, Nigeria and discovered that 100% of the respondents agreed that the most important services rendered were cataloguing, reference, circulation, indexing and abstracting services. The result further proved that the major work of academic libraries hinge on the earlier stated services. Furthermore, it revealed that 75% of the respondents indicated that the libraries moderately rendered interlibrary and information services. In a similar study by Rhatti (2009) on information needs and information seeking behavior of faculty members at Islamia University of Bahawalour discovered that 40% of the teachers indicated that current services provision was inadequate while 90% of the respondents complained of lack of interlibrary loan services, indexing and abstracting services.

In another perspective, Haruna and Oyelekan (2010) considering provision and utilization of information resources and services and the extent to which information resources and services were provided and utilized in Nigerian Defense Academy (NDA) Library, Kaduna observed that a good number of users utilized the information resources and services on daily basis. The result also proved that users were satisfied with the resources and services provided but identified inadequate ICT facilities and non-operational of the virtual library as inhibitors to utilization of information resources and services.

Martensen and Gronholdt (2003) reviewing some literatures and surveying focused groups to identify some key determinant for library services affirmed availability of electronic resources, provision of printed resources, technical facilities, library environment and human

side of user service. Since university library users have varying needs and expectations, it is the responsibility of the library staff to know these needs and expectations with the view of providing them. According to Igben (1993) a library is most functional if the services provided correspond closely with the needs of its users. Simmonds and Andaleeb (2001) and Adeniran (2011) stressed that provision of access to information is more important than the materials physically available in a library and that provision of relevant information materials, access point and conducive atmosphere for learning, teaching and research lead to an increase in the use of library resources.

It was established from the literatures reviewed in this study that there must be a link between the librarians and the users who have different needs, expectations and specifics to ensure their satisfaction. When quality services are provided, the library users are encouraged and motivated to visit the library again. It was also observed that if users' needs correspond with services provided couple with serene atmosphere, university libraries would have achieved in fulfilling their mandate of satisfying library users.

METHODOLOGY

The study adopted a descriptive survey design. Questionnaire was the primary tool used for data collection. The study population consist 612 faculty members (lecturers) of the three selected universities in Ogun State, namely University of Agriculture (UNAAB), Abeokuta, Tai Solarin University of Education (TASUED), Ijebu-ode and Redeemer's University (RUN), Mowe. Purposive sampling technique was used to select the universities. The population was made up of all the 110 faculty members from UNAAB, 287 faculty members from TASUED and 215 faculty members from RUN. A total of 403 questionnaires were retrieved out of 612 administered given a response rate of 70%. The

questionnaires were analyzed using descriptive statistics which results were displayed in tables. Hypotheses formulated were tested using Kruskal-Wallis analysis. 65 questionnaires were analyzed to estimate reliability co-efficient. This instrument yielded test/re-test reliability co-efficient of 0.866%, the researchers therefore concluded that the research instrument was reliable.

Table 1
Number of Faculty Members in the Universities

University	Number of faculty members
UNAAB	110
TASUED	287
RUN	215
Total	612

This table shows there were 110 staff members from UNAAB, 287 faculty members from TASUED and 215 faculty members from RUN universities respectively.

Table 2
Number of Questionnaire Distributed and Retrieved

Institution	Questionnaires distributed	Questionnaires returned	Percentage (%)
UNAAB	110	80	19.5
TASUED	287	172	42.5
RUN	215	151	37.5
Total	612	403	100

Table 2 shows that TASUED has the highest number of faculty members with 287 among the three universities in this study. This was followed by RUN with 215 and UNAAB with 110 faculty members. The questionnaires were administered on all the faculty members from the various universities in this study. A total of 80 (19.5%) were retrieved from UNAAB, 172 (42.5%) were retrieved from TASUED, and 151 (37.5%) retrieved from RUN. Out of the 621 questionnaires that were administered, a total sum of 403 (70%) were retrieved from the three Universities and analyzed.

RESULTS AND DISCUSSION

Table 3
Services Provided and Utilized by the Respondents

Services	UNAAB		TASUED		RUN	
	No. of respondents	%	No. of respondents	%	No. of respondents	%
Reference	15	18.8	20	11.6	25	16.6
Circulation	53	66.2	87	50.5	98	64.9
Services from library website	15	18.8	29	11	30	19.9
Inter library loan	11	13.8	14	8.1	17	11.3
Current awareness	27	33.4	48	27.1	47	31.1
Reprographic services (binding/lamination/photocopying)	3	3.8	25	14.5	8	5.3
Selective dissemination of information (SDI)	12	15	23	13.4	20	13.2
Abstracting and indexing	8	10	18	10.5	18	11.9
E-mail	38	47.5	77	44.8	69	45.7
Bibliographic instruction	34	42.5	58	33.7	60	39.7
Bibliographic compilation	27	32.5	47	27.3	46	30.5

To be continued

Continued

Services	UNAAB		TASUED		RUN	
	No. of respondents	%	No. of respondents	%	No. of respondents	%
Online Public Access Catalogue (OPAC)	27	33.4	48	27.1	47	31.1
Lending	34	42.5	58	33.7	60	39.7
Internet access	74	92.5	122	70.9	130	86
E-information resources/databases	72	90	119	69	122	80.8
CD-ROM Search	27	32.5	39	22.7	46	30.5
Scanning/Printing	15	18.8	20	11.6	25	16.6
Audiovisual Services	14	17.5	27	15.7	24	15.9
Literature search	3	3.8	25	14.5	8	5.3

The findings from this table shows that internet access and e-information resources and databases services were most utilized hence 74 (92.5%), 122 (70.9%), 130 (86%) from UNAAB, TASUED and RUN respectively used the internet frequently while 72 (90%), 119 (69%) and 122 (80.8%) from UNAAB, TASUED and RUN respectively also utilized the e-information resources and databases.

This result indicates that although the university libraries in this study provided all the services but internet access and e-information resources/databases are most used. However, the result also shows that reprographic services, abstracting and indexing services, literature search services and inter-library loan services are rarely utilized and enjoyed by the respondents.

Table 4
Desired Service Expectations of the Respondents Opine

Service expectations	UNAAB		TASUED		RUN	
	No of respondents	%	No of respondents	%	No of respondents	%
Round the clock access to online databases that are mounted on user friendly system	56	70	124	72.1	111	73.5
Convenient access to library collections	69	86.2	150	87.2	125	82.8
Availability of needed information	61	76.2	131	76.2	111	73.5
Availability of reliable up to date technologies and facilities	66	82.5	145	84.3	123	81.5
Convenient opening hours	62	77.5	140	81.5	119	78.8
Prompt service to users	62	77.5	139	80.8	117	77.8
Timely document delivery	65	81.2	138	80.2	124	82.1
Increase on electronic information materials	65	81.2	143	83.1	124	82.1
Increase on print information materials	50	62.5	130	75.6	96	63.6

The result from this table shows that the respondents expects and desired all the services provided by the libraries. Also, the respondents indicated that convenient access to library collections, availability of reliable up-

to-date technologies and facilities were their most desired services hence 69 (85%), 150 (87.2%) and 125 (82.8%) of the total respondents from UNAAB, TASUED and RUN respectively attested to that fact.

Table 5
Information Resources Consulted for Research, Teaching and Other Professional Activities

Items	UNAAB		TASUED		RUN	
	No	%	No	%	No	%
Print material (textbook and journals)	76	95	159	92.4	143	94.7
Electronic information resources	76	95	159	92.4	145	96
Internet access	72	90	154	89.5	134	88.7
Newspapers/magazine	57	71.2	133	77.3	110	72.8
CD-ROMs	45	56.2	101	58.7	76	50.3

This table reveals that print materials (textbook and journal), electronic information resources and internet access were the most consulted by the respondents hence 76 (95%), 72(90%) from UNAAB, 159 (92.4%), 154 (89.5%) from TASUED and 143 (94.7%), 145 (96%) and 134 (88.7%) from RUN indicated so. It also shows that

CD-ROMs was the least consulted by the respondents for research, teaching and other professional activities. This may be as a result of technicalities involved in using CD-ROMs compared to print and electronic information resources.

Table 6
Challenges Encountered

Challenges	UNAAB		TASUED		RUN	
	No. of respondents	%	No. of respondents	%	No. of respondents	%
Inadequate internet facility in the library	45	56.2	117	68	88	58.3
Books are not up to date	18	22.5	74	43	34	22.5
Computers are not sufficient	45	56.2	116	67.4	78	51.5
Some library staff are impolite (poor customer care)	15	18.8	65	37.8	23	15.2
Libraries are uncomfortable (noisy hot & poor lighting)	18	22.5	75	43.6	28	18.5
Circulation service is not flexible	32	40	81	47.1	58	38.4
Inadequate internet service	53	66.2	129	75	104	68.9
Inadequate up-to-date Journal	46	57.5	114	66.3	79	52.3
Inconvenient access to library collections (OPAC problem)	46	58	121	70.3	82	54.3
Inadequate online journal	30	37.5	90	52.3	58	38.4
Photocopy service is not convenient	34	42.5	96	55.8	70	46.4
Lack of index and abstract service	38	47.5	95	55.2	69	45.7
Newspapers are not adequate	26	32.5	85	49.4	47	31.1
Inadequate and irrelevance of library materials	22	27.5	89	51.7	34	22.5
Texts for my discipline not available	34	42.5	112	65.1	58	38.6

The result shows a high number of the respondent that indicated inadequate internet facility in the library, insufficient computers, inadequate internet services, inadequate up-to-date journals and inconvenient access

to library collections as their major challenges that hinder their research, teaching and learning in the three universities in this study. It was an indication of where their interest, needs and expectations lie.

TEST OF HYPOTHESES

Table 7

Hypothesis One

H_0 There is no significant difference in the library Services provision in Federal, State and private university libraries.

H_1 There is significant difference in the library Services provision in Federal, State and private university libraries.

Library services	Name of institution	No.	Mean rank
Reference services	UNAAB	80	186.84
	TASUED	172	217.72
	REDEEMER	151	192.13
	Total	403	
Circulation services	UNAAB	80	187.39
	TASUED	172	216.78
	REDEEMER	151	192.90
	Total	403	
Services from library website	UNAAB	80	184.97
	TASUED	172	225.96
	REDEEMER	151	183.74
	Total	403	
Inter Library Loan Service	UNAAB	80	183.17
	TASUED	172	211.68
	REDEEMER	151	200.95
	Total	403	
Current Awareness Service	UNAAB	80	198.69
	TASUED	172	204.11
	REDEEMER	151	201.35
	Total	403	
Reprographic Services (binding/lamination/photocopying)	UNAAB	80	210.66
	TASUED	172	182.01
	REDEEMER	151	220.18
	Total	403	
Selective Dissemination of Information (SDI)	UNAAB	80	196.40
	TASUED	172	208.09
	REDEEMER	151	198.03
	Total	403	

Table 8
Test Statistics (a, b)

	Reference services	Circulation services	Inter library loan service	Reprographic services (Binding/ Lamination/Photocopying)	Selective dissemination of information (SDI)
Chi-Square	183.906 ^a	180.035 ^a	104.878 ^a	114.794 ^a	143.231 ^a
Df	2	2	2	2	2
Asymp. Sig.	.000	.000	.000	.000	.000

a. Kruskal Wallis Test

b. Grouping Variable: Name of Institution

Interpretation

Table 3 was used to test hypothesis one, Kruskal-Wallis statistical test analysis was used to rate the library services that were provided in meeting the expectations of the faculty members of the three universities. The output presented suggest there was difference in the library services provision in federal, state and private universities using the three stated university faculty members as a point of reference. An inspection of the means suggest that reference services provision and circulation services provision at TASUED had the highest mean rank while UNAAB had the lowest ranks. On services from library website, TASUED had the highest mean rank while RUN had the lowest rank. It was also observed that TASUED had the highest mean rank on inter library loan

services provisions, with UNAAB having the lowest. On current awareness service provision TASUED had the highest mean rank, while UNAAB had the lowest. RUN had the highest mean rank on reprographic service provision, while TASUED had the lowest. On selective dissemination of information (SDI) TASUED had the highest mean rank, with UNAAB having the lowest mean rank.

From the result, it shows that the chi-square calculated of the five items were greater than the tabulated which is 5.99 at 5% level of significant with a degree of freedom of 2. Hence, since the X^2 calculated is greater than the tabulated we reject H_0 and accept H_1 which states that there is significant difference in the library services provision in federal, state and private university libraries.

Table 9

Hypothesis Two

H₀ There is no significant difference in the service expectations of faculty members in Federal, State and private university libraries.

H₁ There is significant difference in the service expectations of faculty members in Federal, State and private university libraries.

Services Expectation	Name of institution	No.	Mean rank
Round the clock access to online databases that are mounted on user friendly system	UNAAB	80	206.45
	TASUED	172	202.23
	REDEEMER	151	199.38
	Total	403	
Convenient access to library collections	UNAAB	80	200.21
	TASUED	172	198.27
	REDEEMER	151	207.20
	Total	403	
Availability of reliable up to date technologies and facilities	UNAAB	80	202.76
	TASUED	172	199.13
	REDEEMER	151	204.86
	Total	403	
Timely document delivery	UNAAB	80	201.78
	TASUED	172	203.83
	REDEEMER	151	200.03
	Total	403	
Increase in electronic materials	UNAAB	80	204.28
	TASUED	172	200.47
	REDEEMER	151	202.53
	Total	403	

Table 10
Test Statistics (a, b)

	Round the clock access to online databases that are mounted on user friendly system	Convenient access to library collections	Availability of reliable up to date technologies and facilities	Timely document delivery	Increase on electronic materials
Chi-Square	79.506a	201.551a	174.256a	156.330a	169.035a
Df	1	1	1	1	1
Asymp. Sig.	.000	.000	.000	.000	.000

a. Kruskal Wallis Test

b. Grouping Variable: Name of Institution

INTERPRETATION

Table 4 was used to test hypothesis two. The purpose was to check the desired service expectations of the respondents from the three university libraries. This was done with the use of Kruskal-Wallis statistical test analysis. The output presented a critical inspection of the mean ranks for the groups which shows there was no much difference in service expectations by the respondents across the three universities. An inspection of the mean suggested that the respondents expected round the clock access to online databases that are mounted on user friendly systems with UNAAB ranking the highest and RUN reporting the lowest. However, RUN ranked the highest on convenient access to library collections and availability of reliable up-to-date technologies and facilities while TASUED had the lowest on the rankings. On timely document delivery service expectation, TASUED had the highest mean rank while RUN had the lowest on the ranking. UNAAB had the highest mean rank on increase in electronic materials, with TASUED reporting the lowest on the mean ranking. On the increase in print materials services, UNAAB had the highest mean rank, with TASUED having the lowest rank.

The output of the chi-square calculated of the five items which is 3.84 with the degree of freedom of 1 at 5% level of significant is greater than the tabulated. Hence, since the X^2 calculated is greater than the tabulated we reject H_0 and accept H_1 which states that there is significant difference in the service expectations of faculty members in federal, state and private university libraries.

DISCUSSION OF FINDINGS

From the study, Table 3 shows that circulation services was fully provided in all the universities hence 53 (66.2%), 87 (50.5%) and 98 (64.9%) of the total respondents from UNAAB, TASUED and RUN respectively indicated so. Reference services, internet services, CD Rom services, online public access catalogue (OPAC), user education, selective dissemination of information (SDI) and current awareness were the services moderately provided, while audiovisual services, reprographic services, abstracting and indexing services and inter-library loan services were not adequately provided. The finding was not in agreement with Umunnakwe and Onyebinama (2007) who

stated that cataloguing, reference, circulation, indexing and abstracting services were 100% provided in university libraries in Nigeria. However, the result confirmed the findings of Adeniran (2011), Kumar (2008), Echeona and Edoke (2009) that the services were essential and should be taken seriously by university libraries to improve the research, teaching and learning of academics.

Finding from Table 4 revealed that the respondents expected all the services listed by the researchers as shown on the table. However, 69(86.2%), 150(87.2%) and 125(82.8%) of the respondents from UNAAB, TASUED and RUN respectively opined that availability and convenient access to library collections and up-to-date technologies and facilities will boost their research.

Findings on Table 6 shows that the respondents encountered several challenges ranging from inadequate provision of newspapers, online journals, current texts books, indexing and abstracting, reprographic services, rigid circulation services among others. These militate against their research, teaching and learning activities. From the Table, 53 (66.2%), 129 (75%) and 104 (68.9%) of the total respondents from UNAAB, TASUED and RUN respectively agreed that inadequate internet services was a great challenge that hinder access to electronic information resources. Also, (58%), (70.3%) and (54.3%) of the total respondents from UNAAB, TASUED and RUN respectively attested that inconvenient access to library collections was another challenge. This result shows that the respondents from the various universities have similar challenge to meet their expectations.

However, the result of the hypotheses formulated shows that there was significant difference in the service expectations by the faculty members and library services provision at federal, state and private university libraries.

CONCLUSION

This research sought to find out services provided by libraries in Federal, State and Private University Libraries. The findings show that faculty members have good rating of the services despite some problems often encountered. Based on the findings of this study, it was concluded that faculty members were satisfied with the library services, however, there was need for improvement in the services provided by the library. The study provided an insight

on desired service expectations by the faculty members (academics) from the library. The purpose of this study is to enable the library improve on the services she renders to the university community. Majority of the respondents from the three universities indicated that research is one of the most important areas of faculty activities that need more library attention.

The study also highlighted the opinions raised by the faculty members on possible solution to the challenges they faced. This is because services provided by any library and information centre will be incomplete challenges faced by the library users are not solved.

This research identified several short fall in library provisions. From the findings, it is evident that library must ensure to identify library users' needs, expectations and tailor their energy towards providing them. It is imperative that there must be a link between the faculty expectations and the resources provided by the library. This will ensure adequate verification of faculty needs and library provision of such needs.

Finally, it is the view of the researchers that the result of this study will help libraries that are seriously interested to develop user satisfaction to think of innovative ways and synergy among various services to her users. The university librarian may review service policies according to user's expectations. This work will be helpful to libraries to improve library services especially to assist users in learning, teaching and researching.

RECOMMENDATIONS

Based on the findings, the researchers recommend as follows:

- I. No library service should be seen as more important than the other. Therefore, efforts should be made by university library to help the faculty members by improving the services rendered to library users, especially the faculty members.
- II. Library should provide audiovisual, reprographic, inter library loan and indexing and abstracting services that were inadequately provided, since these services enhances research and save time.
- III. University libraries should provide full internet connectivity to enhance effective research of library users as well as organize regular orientation sessions for all categories of library users in order to update their knowledge with new services available in the library as well as information technology applications and usage relating to library services.
- IV. Library should utilize information technology by designing information systems and delivering services through Web 2.0 application available on the internet which will add value to their existing library services provided.

- V. University library should seek audience with the faculty members on what the library should provide and ascertain the library services that needs improvement to meet their needs.
- VI. This research is an exposition of the desired service expectations by library users especially the faculty members. It is therefore expected of libraries across board to intensify efforts to meet the needs of her users.

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