

**Assessing the Quality of University Library Services by Undergraduate Library Users of  
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Email: [olubanke.bankole@fuoye.edu.ng](mailto:olubanke.bankole@fuoye.edu.ng)**Abstract**

*University library, being the heart of an academic institution, offers a range of services to fulfill the needs of the academic community. The assessment of the services performance is important to justify and to know whether the library meet its set goals. This study examined the viewpoints of undergraduates on the level of service quality rendered at the Federal University Oye – Ekiti Library. The study adopted descriptive survey research design. The population of the study was the registered undergraduate library users at the Federal University Oye – Ekiti in 2023/2024 academic session. Questionnaire was used as the instrument of data collection. Descriptive statistics was used for data analysis. The findings showed that respondents have very high expectations regarding library services quality. The actual performance of library services was less than students' expected level of service quality. The overall mean perception/actual performance score was low as compared to expectations. The study recommended that library staff prioritise efficient and quality service delivery, and the university management should consider improving library allocation for them to be able to upgrade their services to meet users' expectation.*

**Keywords:** Assessment, Library performance, Library quality, Library services, User satisfaction,

**Introduction**

Libraries are vital units which provide information resources and services to support teaching, learning and research in universities. A library is a room or building where both books and non-book materials are housed/kept for reading, research and recreation. The primary function of an academic library is to provide literature support to the educational and research activities of

the university. As an academic and research hub, the strength of the university library lies in the quality of its services through which it ensures effective use of its information resources and plays a significant role in fulfilling the objectives of the university.

Library services are the absolute activities provided to users for effective use of the information resources in the library. According to Igbinlola, et al. (2015), library services include extension services, short loan services, information services, reference services, circulation services, reservation services, and referral services. Others include photocopying, interlibrary lending, selective dissemination of information (SDI), current awareness services (CAS), exhibition, and library instruction. Assessment of the quality of library services is needed to ascertain if library services meet the needs of the users.

Assessment is the process of determining or estimating the nature, value, quality, ability, extent or significance of something (Ekere et al., 2017). Assessment is about defining, selecting, designing, collecting, analysing, interpreting, and using information to increase development (Ekere et al., 2017). It is not enough to gather data (evidence) and interpret them. To evaluate the services rendered in any library, the quality must also be put into consideration. Undergraduates as the major users of university libraries are in proper position to assess the quality of services rendered in libraries. Quality is one of the aspects measured in performance assessment of libraries. In university libraries, quality is attained when the services provided meet or exceed the expectations of their customers in terms of accurate and prompt delivery of information resources and services, beside physical facilities (Kumar & Mahajan, 2019).

Though a number of studies have been conducted on quality of service provided by libraries, this study is novel as the assessment is domiciled within the purview of the undergraduate library users of the Federal University Oye-Ekiti. As at the time this study was conducted (2023/2024 academic session), the library had 18,000 volumes of books and 3,400 journals with 530 seating capacity. The total number of staff was thirty-eight, comprising twelve professional librarians, twenty para-professionals, and six (6) non-professional personnel. Given the number and quality of the personnel in the library, assessing the quality of services provided in the library is expedient to know how the services rendered satisfy the needs of the undergraduates.

## Objectives of the Study

The objectives of the research are to:

1. identify the services rendered at the Federal University Oye-Ekiti Library;
2. determine user's expectation of services quality emanating from the Federal University Oye-Ekiti Library;
3. explore the actual performance of the library services; and
4. examine the relationship between the services quality and students' expectation of the library quality.

## Literature Review

An effective and efficient library system can meaningfully provide impart to the staff, students, faculties, and other users' development in a larger perspective. Therefore, library should be developed and improved to satisfy the needs of the users. As opined by (Umoh, 2017, p. 154), "to facilitate academic success, academic libraries must provide access to a broad range of information resources". Library service, according to Maria (2019), comprises all packages of activities which the library renders to the users to enhance and achieve the goals of the parent institution. In the field of library and information science, services stand for routines and ways through which librarians use their professional knowledge and also the holdings in the library to impart the objectives of the library on the users (Ekere, et. al., 2017).

Library services include inter-library loan, indexing and abstracting service, current awareness, micro text, library tour, library instructions, book selection for the general library collection, theses, dissertation, lending services, reservation, advisory services, literature searches, photocopying, document delivery, and circulation services (Bokoh, et al., 2023). A quality service is one that fully satisfies the expectations and requirements of the users. Quality library services mean satisfying the query of every user accurately, exhaustively and expeditiously (Blerim, 2016). Cristobal (2018) asserted that the main philosophy of any academic library is to maximize user satisfaction and to potentially improve its services above the expectations of their various users. Service quality is cognitive, whereas satisfaction may focus on affective or emotional reactions to a specific transaction or a cumulative judgment based on collective encounters (overall satisfaction).

Library assessment are activities involved in measuring the impact of library on learning, research, teaching and initiatives that seek to identify user needs or gauge user perceptions or

satisfaction with the overall goal being the data-based and user-centered uninterrupted improvement of resources and services Adamu (2017) described assessment of university library services quality as a management tool, purposely applied to determine the effectiveness and efficiency of libraries in serving the needs and expectations of their users. To assess, in general, is to determine the importance, size, or value of, and to evaluate. According to Ekere et al., (2017), assessment as a concept is used in Library and Information Science to mean the process of determining or estimating the nature, value, quality, ability, extent or significance of specific areas of the field.

Padohinog and Ariate (2024) posited that assessment of library usage and its services should be an aid to ensuring how efficiently and effectively the library serves the users' needs, not only to develop their knowledge and skills in traditional and digital methods but also to identify the accuracy and adequacy of the resources and materials and to find ways to enhance such services. Ekere, et. al. (2017) stated that over the years, libraries have employed the use of satisfaction surveys such as LibQUAL+, a service quality evaluation survey developed by the Association of Research Libraries (ARL) based on ServQUAL. Other satisfaction surveys are the SCONUL Satisfaction Survey, Insync Surveys (formerly Rodski), and Counting Opinions LibSat survey.

Library assessment helps to determine the strengths, weaknesses, opportunities, dangers and limitations that the library face. It is also through assessment that decisions regarding repositioning the strategies, goals, aims and objectives of the library can be made. The minimum expectation of a service is the lower level of expectation for acceptable service that a customer will accept, while the desired expectation is what the customer hopes to receive from a service (Shafiq et al., 2020). Kumar and Mahajan (2019) asserted that high quality of service and user satisfaction should be the ultimate goal of any library irrespective of its type and nature.

The Expectancy Disconfirmation theory postulated by Oliver (1980) and Parasuraman et al. (1988) can be used to illustrate how the quality of service satisfy the needs of customers. The disconfirmation theory posits that customers evaluate the merchandise and the purchase experience based on some cognitive standards before the purchase is made, such as expectation (Cristobal, 2018). In the context of this study, the extent of use of information resources and services in the library determines the service quality emanating from the library.

## Methodology

This study employed a descriptive survey research design. The population of the study was 30,613 undergraduate library users in 2023/2024 academic session. Due to large size of the population, 1.53% (470) was taken as sample size. The instrument of data collection was questionnaire. The instrument was subjected to Cronbach's Alpha reliability analysis with alpha reliability co-efficient results as follows: the services rendered in the university library = 0.958; expectation of the quality of Federal University Oye-Ekiti Library services = 0.935; and Actual performance of Federal University Oye-Ekiti Library = 0.635. Descriptive statistics was used for data analysis. In all 363 (77.2%) undergraduate library users responded to the study.

## Results

Services rendered at Federal University of Oye-Ekiti library

**Table 1: Services Rendered at Federal University of Oye-Ekiti Library**

Services rendered	Undecided F(%)	Not available F(%)	Available F(%)	Mean ( $\bar{x}$ )	Standard Deviation
Lending of books service	36(9.9)	70(19.3)	257(70.8)	2.61	0.66
User education service	55(15.2)	75(20.7)	233(64.2)	2.49	0.75
Online reference services	72(19.8)	48(13.2)	243(66.9)	2.47	0.81
Online information searching service	79(21.8)	44(12.1)	240(66.1)	2.44	0.83
Photocopying service	64(17.6)	77(21.2)	222(61.2)	2.44	0.78
Information research service	79(21.8)	66(18.2)	218(60.1)	2.38	0.82
Book reservation service	80(22.0)	74(20.4)	209(57.6)	2.36	0.82
Readers advisory service	65(17.9)	111(30.5)	187(51.5)	2.34	0.76
Space for group reading	85(23.4)	88(24.2)	190(52.3)	2.29	0.82
Purchase of materials on user's request	90(24.8)	87(24.0)	186(51.2)	2.26	0.83
Easy use of catalogue cards service	94(25.9)	96(26.4)	173(47.7)	2.22	0.83

Selective Dissemination of Information (SDI)	115(31.7)	66(18.2)	182(50.1)	2.18	0.89
Digitalization of information materials service	120(33.1)	68(18.7)	175(48.2)	2.15	0.89
Inter – library loan service	107(29.5)	97(26.7)	159(43.8)	2.14	0.85
Archival and records management service	108(29.8)	100(27.5)	155(42.7)	2.13	0.84
Current Awareness Services (CAS)	114(31.4)	96(26.4)	153(42.1)	2.11	0.85
Indexing and abstracting service	140(38.6)	51(14.0)	172(47.4)	2.09	0.92
Referral of users to other libraries	99(27.3)	134(36.9)	130(35.8)	2.09	0.79
Access to CD ROM database service	94(25.9)	156(43.0)	113(31.1)	2.05	0.75

**Source: Author's Field Work, 2023**

Table 1 shows the services rendered in the university library. The services include lending of books ( $\bar{x}$ =2.61, SD=0.66), user education ( $\bar{x}$ =2.49, SD=0.75), online reference services ( $\bar{x}$ =2.47, SD=0.81), and Online information searching service ( $\bar{x}$ =2.44, SD=0.83). This implies that the library renders a lot of services to the students.

Expectation of the quality of Federal University of Oye-Ekiti Library services

**Table 2: Expectation of the Quality of Federal University of Oye-Ekiti Library Services**

Quality of library services	Strongly Disagree F(%)	Disagree F(%)	Uncertain F(%)	Agree F(%)	Strongly Agree F(%)	Mean ( $\bar{x}$ )	Standard Deviation
Library staff should always be willing to respond to users requests	0(0.0)	0(0.0)	0(0.0)	120(33.1)	243(66.9)	4.67	0.47
The behavior of library employees should instill confidence in users	0(0.0)	0(0.0)	19(5.2)	151(41.6)	193(53.2)	4.48	0.60
Library staff should be knowledgeable	0(0.0)	0(0.0)	15(4.1)	160(44.1)	188(51.8)	4.48	0.58
Library staff should deal with users in a caring manner	0(0.0)	29(8.0)	97(26.7)	133(36.6)	104(28.7)	4.47	0.54

Library staff should understand the needs of their users	0(0.0)	8(2.2)	15(4.1)	141(38.8)	199(54.8)	4.46	0.68
The library environment should be well maintained	0(0.0)	7(1.9)	7(1.9)	162(44.6)	187(51.5)	4.46	0.64
Library should have modern equipment that lets me have access to needed information	0(0.0)	0(0.0)	7(1.9)	193(53.2)	163(44.9)	4.44	0.53
Library should have easy-to-use access tools that allow me to find information on my own	6(1.7)	8(2.2)	112(30.9)	157(43.3)	80(22.0)	4.38	0.74
When a user has a problem, the library should show sincere interest in solving it	0(0.0)	7(1.9)	7(1.9)	189(52.1)	160(44.1)	4.38	0.63
Library should have a secure and peaceful place to study	0(0.0)	0(0.0)	49(13.5)	187(51.5)	127(35.0)	4.38	0.76
Library should make information easily accessible for independent use	0(0.0)	0(0.0)	32(8.8)	162(44.6)	169(44.6)	4.38	0.64
Library staff should never be too busy to respond to users request	0(0.0)	63(17.4)	84(23.1)	126(34.7)	90(24.8)	4.37	0.60
Library should have adequate space that inspires study	0(0.0)	0(0.0)	35(9.6)	160(44.1)	168(46.3)	4.37	0.65
Library should have electronic resources I need for my study	6(1.7)	8(2.2)	133(36.6)	150(41.3)	66(18.2)	4.35	0.62
Library should have the printed materials I need for my study	6(1.7)	8(2.2)	112(30.9)	157(43.2)	80(22.0)	4.33	0.79
Library staff should be appearing neat	7(1.9)	8(2.2)	22(6.1)	151(41.6)	175(48.2)	4.32	0.84
I should feel safe in my transactions with the library	0(0.0)	7(1.9)	125(34.4)	121(33.3)	110(30.3)	4.32	0.70
Library should provide remote access to electronic resources	13(3.6)	36(9.9)	108(29.8)	167(46.0)	39(10.7)	4.29	0.77

There should be sufficient toilets with adequate water supply in the library	82(22.6)	34(9.4)	90(24.8)	99(27.3)	58(16.0)	4.2\8	0.72
Library should have convenient operating hours	15(4.1)	15(4.1)	0(0.0)	160(44.1)	173(47.7)	4.27	0.97
Library physical facilities should be visually appealing	6(1.7)	7(1.9)	50(13.8)	145(39.9)	155(42.7)	4.20	0.87
Library should have space for group learning and group study	0(0.0)	14(3.9)	38(10.5)	205(56.5)	106(29.2)	4.11	0.74

**Source: Author's Field Work, 2023**

Table 2 revealed students' expectation of the quality of the university library services. The table shows that the users expectations are that library staff should always be willing to respond to users' request ( $\bar{x}$ =4.67). This is followed by the behaviour of library employee should instill confidence in users ( $\bar{x}$ =4.48), library staff should be knowledgeable and deal with users in a caring manner both ( $\bar{x}$ =4.48), and library staff should understand the needs of their users ( $\bar{x}$ =4.46).

Actual performance of Federal University of Oye-Ekiti Library

**Table 3: Actual Performance of Federal University of Oye-Ekiti Library**

Performance	Strongly Disagree	Disagree	Uncertain	Agree	Strongly Agree	Mean ( $\bar{x}$ )	Standard Deviation
The Library is a secure and peaceful place to study	0(0.0)	0(0.0)	49(13.5)	187(51.5)	127(35.0)	4.21	0.66
Library staff are always ready to respond to users requests	0(0.0)	23(6.3)	69(19.0)	115(31.7)	156(43.0)	4.11	0.93
Library staff are knowledgeable	0(0.0)	0(0.0)	72(19.8)	186(51.2)	105(28.9)	4.09	0.69



Library staff are neat- appearing in their outlook	0(0.0)	8(2.2)	50(13.8)	212(58.4)	86(23.7)	4.00	0.80
Library physical facilities are visually appealing	0(0.0)	8(2.2)	106(29.2)	105(28.9)	137(37.7)	3.98	0.97
I feel safe in my transactions with the library	0(0.0)	7(1.9)	125(34.4)	121(33.3)	110(30.3)	3.92	0.85
Library staff deal with users in a caring manner	0(0.0)	0(0.0)	97(26.7)	133(36.6)	104(28.7)	3.86	0.93
The library environment is well maintained	7(1.9)	20(5.5)	79(21.8)	179(49.3)	78(21.5)	3.83	0.89
Library have the printed materials that I need for my study	6(1.7)	8(2.2)	133(36.6)	150(41.3)	66(18.2)	3.82	0.86
Library have convenient operating hours	7(1.9)	37(10.2)	76(20.9)	137(37.7)	106(29.2)	3.82	1.03
Library staff should understand the needs of their users	7(1.9)	43(11.8)	76(20.9)	132(36.4)	105(28.9)	3.79	1.05
Library have electronic resources I need for my study	6(1.7)	21(5.8)	106(29.2)	155(42.7)	75(20.7)	3.75	0.91
Library have modern equipment that lets me have access to needed information	7(1.9)	30(8.3)	112(30.9)	116(32.0)	98(27.0)	3.74	1.01
Library have adequate space that inspires study	7(1.9)	44(12.1)	75(20.7)	147(40.5)	90(24.8)	3.74	1.02

Library make information easily accessible for independent use	0(0.0)	22(6.1)	133(36.6)	128(35.3)	80(22.0)	3.73	0.87
Library have easy-to-use access tools that allow me to find information on my own	6(1.7)	8(2.2)	133(36.6)	150(41.3)	66(18.2)	3.72	0.84
The behavior of library employees instill confidence in users	0(0.0)	35(9.6)	114(31.4)	144(39.7)	70(19.3)	3.69	0.89
Library are never be too busy to respond to users request	0(0.0)	63(17.4)	84(23.1)	126(34.7)	90(24.8)	3.67	1.03
When a user has a problem, the library show sincere interest in solving it	14(3.9)	63(17.4)	84(23.1)	117(32.2)	85(23.4)	3.54	1.14
Library provide remote access to electronic resources	13(3.6)	36(9.9)	108(29.8)	167(46.0)	39(10.7)	3.50	0.94
Library have space for group learning and group study	15(4.1)	80(22.0)	110(30.3)	136(37.5)	22(6.1)	3.19	0.98
The library ha sufficient toilets with adequate water supply	82(22.6 )	34(9.4)	90(24.8)	99(27.3)	58(16.0)	3.05	1.38
Grand mean						3.76	0.94

**Source: Author's Field Work, 2023**

Table 3 shows the actual performances of FUOYE Library. With grand mean of 3.76, it means that the performance of the library has a high level of performance.

**Table 4: Relationship between University Library Services Quality and the Students' Expectation of the Library Quality**

<b>Items</b>	<b>Mean score for actual performance (<math>\bar{x}</math>)</b>	<b>Mean score for expectation (<math>\bar{x}</math>)</b>	<b>Gap mean score (<math>\bar{x}</math>)</b>
Library as a secure and peaceful place to study	4.21	4.38	-0.17
visually appealing physical facilities in the library	3.98	4.20	-0.22
Library staff who have a neat appearance	4.00	4.32	-0.32
Library staff who are knowledgeable	4.09	4.48	-0.39
I should feel safe in my transactions with the library	3.92	4.32	-0.40
Library should have convenient operating hours	3.82	4.27	-0.45
Library should have the printed materials I need for my study	3.82	4.33	-0.51
Library staff should always be willing to respond to users requests	4.11	4.67	-0.56
Library should have electronic resources I need for my study	3.75	4.35	-0.60
Library staff should deal with users in a caring manner	3.86	4.47	-0.61

Library should have adequate space that inspires study	3.74	4.37	-0.63
The library environment should be well maintained	3.83	4.46	-0.63
Library should make information easily accessible for independent use	3.73	4.38	-0.65
Library should have easy-to-use access tools that allow me to find information on my own	3.72	4.38	-0.66
Library staff should understand the needs of their users	3.79	4.46	-0.67
Library staff should never be too busy to respond to users request	3.67	4.37	-0.70
Library should have modern equipment that lets me have access to needed information	3.74	4.44	-0.70
The behavior of library employees should instill confidence in users	3.69	4.48	-0.79
Library should provide remote access to electronic resources	3.50	4.29	-0.79
When a user has a problem, the library should show sincere interest in solving it	3.54	4.38	-0.84
Library should have space for group learning and group study	3.19	4.11	-0.92
There should be sufficient toilets with adequate water supply in the library	3.05	4.28	-1.23

**Source: Author's Field Work, 2023**

In Table 4, library service quality is measured by determining the difference between perceptions/actual performances and expectations using formula ( $Q = P - E$ ), with Q = Quality, P= Perception/actual performances and E= Expectation. The table reveals the relationship between university library service quality and the students' expectation of the library service quality. Here, the result shows the mean gap in the expectation of the users, and the actual performance of the institution library. The gap ranges from 0 to -1, showing that respondent expectations are higher than the actual performances. The result shows the library's shortfall in toilet facilities (-1.23), and space for group learning and group study for undergraduates (-0.92). Also, when a user has a problem, the library should show sincere interest in solving it (-0.84), and library should provide remote access to electronic resources and the behavior of library employees should instill confidence in users, both having mean gap score (-0.79).

## **Discussion**

This study found that majority of the undergraduate library users claimed that the services available in the institution's library are readers' advisory services, lending of books services, and user education services. This is in line with the submissions of Umoh (2017), that to facilitate academic success, academic libraries must provide access to a broad range of information resources. The findings agree with that of Abdallah and Bilal (2015) who found that highest percentage of students learned about the library during orientation week.

Regarding users' expectations of the library services, the study found that library staff should be willing to respond to users' request, and that their behaviour should instill confidence in users. It was revealed that higher expectations are on the staff attitudes in responses and confidence in order to ensure effectiveness in discharging their duties in the university libraries. This finding agreed with study earlier conducted by Ijiekhuamhen, et al. (2015) who found that majority of their respondents were highly satisfied with the staff willingness to serve users. Also, results concerning actual performance of the institution library revealed that the library is a secure and peaceful place to study and the library staff are always ready to respond to users' request. The findings imply that the institution library provide conducive and quiet learning environment. These are consistent with the research conducted by Becker, et al. (2017) which found that over 80% of respondents were satisfied that the library is comfortable and inviting, the library has a convenient service hour, and that the library inspires study and learning.

Regarding the relationship between library users' expectations and actual performance of the university library, this study found that the undergraduates are not satisfied regarding library staff's personality traits and their responsiveness in service rendering. This contradicts the research carried out by Chaudhry et. al. (2021) in which the respondents agreed that they have positive view about the library staff courteous and caring attitude. The study found a gap between user's expectations with the service quality and the actual performance of the library services.

## **Conclusion**

This study assessed the quality of university library services by undergraduate library users of Federal University Oye – Ekiti, Ekiti State, Nigeria. The result showed that library users are dissatisfied with the services rendered and identification of areas for improvement. In addition, most of the respondents believed that the library is a secure and peaceful place to study, and that the library staff are always ready to respond to the users' request and that the library staff are knowledgeable. Hence, the results of this analysis can be used up by the university management to carry out necessary adjustment to the library services and would be relevant to our local needs in Nigeria.

## **Recommendations**

Based on the findings of this study, the following are recommended.

1. The university management should provide adequate funds for library to acquire the necessary facilities and resources that can enhance the quality of the services rendered in the library.
2. The university management should recruit proficient library personnel to enhance efficiency and effectiveness in the delivery of library services in the university.
3. Library staff should prioritise delivering quality service as a way of maintaining the integrity of the library and encouraging continuous use of library facilities and resources.
4. Library management should organise continuous training for all categories of staff on staff/users' relationship to improve their relationship with users.

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