The Use of Academic Library resources and services by undergraduate students: A case study of Ibrahim Badamasi Babangida University Lapai, Niger State

Lami Akawu
Abubakar Gimba Library,
Ibrahim Badamasi
Babangida University,
Lapai, Nigeria.

Abstract

This study examined the use of library resources and services by undergraduate students of Ibrahim Badamasi Babangida University, Lapai. Survey research was adopted, using a population of 25,243 registered undergraduate students with the library. Using the Researcher Advisors sample table, 381 users were randomly selected for the study. Four research objectives were formulated to guide the study and a structured questionnaire was used as instrument for data collection. A total of 381 copies of the questionnaire were distributed, filled and returned, giving a 100 percent response rate. Findings revealed that undergraduate students use library resources and services several times in a week. The use indicated 29.13 % for several times in a week, followed by 22.57 and 21.78 % for once a week and every day respectively. The least value obtained is 1.58 % for rarely used. They use text books, reference materials, electronic resources and other library services to write assignment and seminar, make and read notes, read journals and update knowledge. Subsequently, they were satisfied with library resources and services which include adequacy of books to carryout research, lending policy, opening time of library among others, but the students were not satisfied with access to e-resources online databases and internet service. The study recommended that adequate budgetary allocation should be given to the university library to acquire e-resources, subscribe to databases and improve the internet service.

Keywords: Academic Library, Library resources, Library services, and Use

1.1 Introduction

Library is an important component of academic institution that provides access to knowledge, thereby playing a vital role in the academic experience of students. An academic library houses and provides access to diverse scholarly resources and other information from which teaching, learning and research activities could develop. Such library ensures the information needs of its parent institution are being provided. Unlike the public library, academic library is designed to meet the information and research needs of students, faculty members and researchers. Academic library supports the curriculum, life-long learning and research needs of students and faculty members through provision of access to adequate

information sources which include scholarly databases, e-books and print collection. These resources are selected in line with academic programs of the parent institution. It preserves and conserve institutional knowledge that encourages self-learning, research and collaboration, making academic library the heart of learning community, that provides a comfortable place with valuable sources and resources for students and faculty members to study and advance their knowledge, carry out research and collaborate with other scholars. Hence academic library exists to build, maintain a viable collection and provide access to information that will support and enhance the learning, teaching and research needs of the academic community.

The purpose of academic library is to support the objectives of the institution which are in the areas of teaching, learning, research and community service. Like other university libraries, Abubakar Gimba library is an academic library established in 2005 to serve the information, teaching, learning and research needs of students, faculty members, researchers and the non - teaching staff of Ibrahim Badamasi Babangida University (IBBU), Lapai, Niger State. The university was established in 2005, with the aim of providing opportunities for advancing the frontiers of learning through teaching, research and community service. In line with the vision and mission of the institution, which is to produce world class graduates for the pursuit of all round education through quality research, teaching, community development and innovation, the library has made every effort to support research, teaching, and to serve the community where the institution is situated. The library houses collection that consists of books, journals, periodical, electronic resources and other materials that are relevant to the subjects and disciples taught and studied at the institution.

In addition to the collection, the library also offers services that include borrowing books, reference service, giving access to online databases and journals, and creating space for group discussion and collaboration. The librarians also promote literacy, assist users to locate and use information within and outside the four walls of the library. This implies that the library plays crucial role in supporting all educational and research activities of the institution, and ensuring that the university achieves its goal. Awotola and Olowolagba (2018) consented to the above when they stated that an academic library support teaching, learning, and research activities of their institution by stocking the library with variety of information resources and sources thereby rendering services to its users. In this regard, the university library helps its parent institution fulfill its mission and vision by producing skilled graduates that can compete globally.

1.2 Statement of the Problem

A university library is a key contributor to the achievement of its parent institution's goal. It plays a prominent role in providing information resources in various formats to students, faculty members and researchers to foster intellectual growth, facilitate research, and enhance academic success of the students. Integrating the emerging technology in the library has also widened the frontier of information accessibility, as users can access the library and its resources from anywhere and at any time. Therefore, utilization of library resources and services can enable undergraduate students to attain academic success (Okpa et al., 2022), hence making available and accessible information resources and sources that are relevant and adequate could increase the use of library.

However, absence of availability and access to library resources and services could pose a challenge in the pursuit and attainment of the institution's goal and academic excellence. There is little or no evidence that undergraduate students use the library for

academic work since its inception. It is against this background that the study examines the undergraduates' use of the university library resources and services. This study assesses the use of library resources and services by undergraduate students of Ibrahim Badamasi Babangida University, Lapai, Niger State.

1.3 Objectives of the Study

The objectives of the study are to:

1. Find out the frequency of library use by undergraduate students of IBB University
2. Identify library resources and services used by undergraduate students of IBB University
3. Determine the purpose of using library resources and services by undergraduate students of IBB University
4. Ascertain the satisfaction derived from using library and its services by undergraduate students of IBB University

2.1 Review of Related Literature

According to Roy (2015) library serves as a focal point for provision of diverse forms of information to its parent institution. In describing a university library, Gurumurthy (2023) posited that it is the heart of the university, which provide needed information resources for its academic programmes.

Onanuga et al (2020) posited that the purpose of university library is to contribute meaningfully to the mission and objectives of the educational institution which are in the area of teaching, learning and research by providing information resources in print and non-print and services to students, faculty members and researchers. Rodrigues & Mandrekar (2020) consented to above definition as they opined that academic library is an indispensable technological hub that provide academic community with access to books, serials publication, reference materials, digital resources and online databases to support learning, teaching and research activities. It has also been referred to as the heart or nerve centre of an institution of learning (Ameryaw, 2023; Nasir & Tyagi, 2023) due to its prominent role in providing information resources that include rare books, manuscripts, special collection and documentation, as well as archives to university community.

Beyond the repository of books, academic library is a dynamic centre of learning which offers services that include, provision of research assistance, information literacy training, guide users on effective search and use of library resources, reference service and gives access to databases. Access to these services enhance learning and research capability of students and faculty members. Ullah and Usman (2023) asserted that any academic library that support its institutional goals, contribute to student learning, and is an entity in evaluating the excellence of academic institutional development. Therefore, any academic library that is well equipped contributes to the quality of its institution. In this regard, an academic library is significant in promoting and sustaining the quality of teaching, learning and research activities of its institution. Rodrigues & Mandrekar (2020) described academic library as an indispensable technological hub that cater for the academic community, playing a vital role in advancing scholarly pursuits and educational excellence, which can be achieved by providing resource, fostering lifelong learning and enhancing digital literary skills. Academic library has evolved into a more dynamic hub for learning, research and community engagement, leveraging diverse information technology and fostering collaboration to support academic excellence.

Electronic resources in academic library is a global phenomenon, due to technological advancement. The resources are changing the expectation of library user by offering a wide range of electronic information resources including databases. A well-stocked library with emerging technologies that

respond to the changing needs of users contribute to knowledge generation and serves a wide range of students. This imply that library users can get the most from having access to physical resources and sources, such as rare books, out-of-print titles, and specialized collections that may not be easily and freely available (Ogunmodede et-al., 2023) and different databases. Databases can provide access to a wealth of useful research material from e-book, journal, magazine and various multimedia resources. Therefore, access to several resources, sources and databases can enhance and advance scholarly pursuits and educational excellence of student and the academic community at large. Thus, a university library is a dynamic institution that plays a crucial role in supporting teaching, learning and research activities of students and faculty members, while adapting to the changing needs of an academic community. So, students who use library resources tend to be more engaged, with learning which can enhance students' achievement and performance (Soria, Fransen and Shane, 2018).

Therefore, library should render different services that would attract and make users to maximize their resources. The study on the use of academic library resources and services by students in Ibadan North Local Government of Nigeria by Awotola and Olowolagba (2018) revealed the services rendered in the library includes reference, display and publicity, indexing and abstracting, inter-library loan, selective dissemination of information, current awareness, user education, online public access catalogue, internet and telephone services. Similarly, Barfi et al (2023) carried out an assessment on quality of services of academic library at five colleges. The results revealed that most of the undergraduate students were aware, and also use reference, photocopy, lending, electronic resources and user education services, but because

respondents were not aware of outreach service, it was underutilized.

In a study conducted by Awotola and Olowolagba (2018), the study examined the use of library resources and services among undergraduate students of Ibadan North Local Government. The study showed that undergraduate students use the library as learning centre. Majority of the students use the resources and services for their assignment and examination. The students were also engaged in reading magazine and newspapers. In a similar study, Oladapo et al (2021) assessed medical students' use of library resources. The study showed that there were resources in the library that were obsolete, users find it difficult to locate needed information in the library, erratic power supply and bad internet service were some issues identified with the library. Despite the issues, the medical students of LAUTECH College of Health use the resources in the library for their studies, research and prepare for seminar presentation and examination. Okeuhia et al. (2021) also conducted research on utilization of library resources by undergraduate students of library and information science, Michael Okpara University of Agriculture, Umudike. The finding of the research indicated that undergraduate student use library resources such as books, reference materials, journals and indexes/abstracts to a high extent. However, some of the resources were outdated, opening hours of the library was short, poor attitude of the librarian was identified, inadequate library resources and erratic power supply were also discovered.

On the contrary, Vichea et al. (2019) lamented that many students rarely use the library to its fullest, which has resulted in underutilization of resources and services of academic libraries. In the same vein, Bhoyar (2014) affirmed that students do not maximise the use of library resources Provision and access to information resources, sources and services is an ultimate goal of a university

library, failure to provide needed services to users means the goal of its existence in the university is defeated. Thus, it is important for librarians to ensure that relevant and timely information in different format is provided in the library to meet users' expectation. Odu (2017) conducted a study on users' apathy for library resource and services at the University of Calabar Library, Calabar, Nigeria. The result of the findings revealed a gradual decline in the level of library use from 28.8% to 20% within four years. The decline in the use of library resources was attributed to insufficient seats, attitude of library staff towards users, inadequate computer system in library, inadequate library resources and erratic power supply. In a similar study carried out by Kaushamalika and Weerakoon (2020) on user satisfaction with library services and facilities in three regional centre libraries of the open university of Sri Lanka. The finding from the study showed that users were satisfied with the library's physical facilities which includes lighting, seating capacity and neatness of the environment. The users were also satisfied with photocopy service, opening hours, library rule and attitudes of library staff. However, users were not satisfied with the extent and coverage of collections (information resources and sources) and computer facilities in the libraries studied.

To maximize the potentials of library, support learning, teaching and research, university libraries have transformed available library spaces into collaborative, interactive and informal learning spaces and learning commons for creativity and innovation which offer students a wide range of learning opportunities and scholarship among researchers as well as enhance relaxation area (Ho & Luk, 2022). This suggest reason why academic library is considered a social institution. In this regard, Lateef et al (2020) assessed students' use of two college libraries in Crawford University,

Nigeria. The study discovered that majority of the students use their college library occasionally. The study also revealed that majority of the students use library to relax and discuss with their course mates and friends, while few of the students use the library to read library materials, read for examination and write assignment. On the level of satisfaction, the study revealed that respondents were satisfied with e-library services, availability of internet facility, book collections, comfortable environment and quiet space, newspapers, reference materials, library staff competence and attitude among others. This was attributed to e-resources and services of the library. The study concluded that, students were satisfied with the resources, services and facilities of the college libraries. This call for integration of information communication technologies in library operation and services. Embracing technological integration in library services is vital to respond to the shift in dynamic information seeking behavior of users. Today, university libraries are gradually shifting from traditional printed collection to hybrid collection, characterized by more of electronic driven resources and services. Younus and Dilshad (2021) posited that students, faculty members and researchers now prefer e-resources for their academic and research activities.

Puneeth (2022) conducted a case study on awareness and use of e-resources by the library users at University of Agricultural Sciences, Bangalore. The finding of the study revealed that the respondents were aware of the availability of e-resources. So, majority of the respondents frequently use e-resources for their academic purposes. E-thesis and databases were mostly used by the respondents. Muokebe and Enweani (2019) assessed the availability, awareness, use and user satisfaction with E-resources in Chukwuemeka Odumegwu Ojukwu University Library, Anambra State, Nigeria.

The study showed that majority of the undergraduate students were aware of the e-resources available. Also revealed was that, majority (64 %) of the respondents utilized e-resources which include e-thesis/dissertation, online databases and e- books and they were satisfied with electronic resources of the library. The study of Olajide and Adio (2017) on the effective use of library by undergraduates of Federal University, Oye-Ekiti, Nigeria revealed that 172 (44.8 %) respondents visit library occasionally. The study also indicated that most respondents expressed dissatisfaction with the library reading area, ventilation, restroom and security of their belonging. This call for the need to examine the use of resources and services in Abubakar Gimba library, Ibrahim Badamasi Babangida University, Lapai, Niger State.

3.1 Methodology

Descriptive survey research method was adopted for the study. The population of the study consisted of 25,243 undergraduate students that registered with the library within 2020/2021 – 2023/2024 sessions, from six faculties which include Agriculture, Applied Sciences, Education and Art, Languages and Communication, Management and Social Sciences, and Natural Sciences in Ibrahim Babamasi Babangida University (IBBU) Lapai, Niger State. Simple random sampling technique was adopted to select respondents for the study. The Researcher Advisors (2006) sample table states that for a population of 25001 – 49999, a sample of 381 at 95 % confidence and 5.0 % margin of error is required for the study. Thus, 381 respondents were randomly selected from the six faculties as they visited the library within a semester. The instruments used for data collection was questionnaire. A total of 381 copies of questionnaire were administered to registered undergraduate students within four months by the researcher. All questionnaire administered were filled and returned. Data collected through questionnaire were sorted and analysed using descriptive statistics, percentage and frequency count.

4.1 Results and Discussion

Research Question 1: What is the frequency of library use by undergraduate students of IBB University.

Table 1: Responses on frequency of library use

Frequency of use	Rate	Percentage
Every day	83	21.78
Several times in a week	111	29.13
Once a week	86	22.57
Fortnightly	51	13.39
Once a month	28	7.35
Occasionally	16	4.20
Rarely	6	1.58
Total	**381**	**100**

Table 1 shows the frequency of library use by undergraduate students. The findings revealed that majority of the respondents use the library several times in a week with 29.13 %, followed by 22.57 and 21.78 % of respondents who indicated they use the library once in a week and every day respectively. The Table also showed that few respondents use the library fortnightly (13.39 %), once in a month (7.35 %) and occasionally (4.20 %). This implies that majority of the undergraduate students of IBBU still use library as a supportive environment for learning and other academic activities as shown in Table 1. This

result aligns with that of Lafeet, Ozonue and Abayomi (2024) who discovered that majority of the undergraduate students of Crawford University use the library more than two times in a week.

Research Question 2: What are the types of library resources and services used by undergraduate students of IBB University.

Table 2a: Use of library resources and services by undergraduate students

Library Resources	Frequency	Percentage
Text books	347	12.05
Dictionary	219	7.61
Encyclopedia	230	7.99
Projects	171	5.94
Indexes and Abstracts	185	6.43
Year books	111	3.86
Atlases and Maps	126	4.38
Gazetteers	95	3.33
Almanac	91	3.16
Journals	270	9.38
Newspapers and Magazines	207	7.19
E-books	298	10.35
E-journals	253	8.79
Online Databases	276	9.59
Total frequency	**2,879**	**100**

Table 2b: **Use of library services by undergraduate students**

Library services	Frequency	Percentage
Reference services	259	13.34
User education	306	15.76
Selective Dissemination of Information (SDI)	149	7.67
Display and publicity	266	13.70
Lending	342	17.61
Current awareness	207	10.65
Internet	280	14.42
Photocopying and binding	74	3.81
Inter-library loan	59	3.04
Total frequency	**1,942**	**100**

Results in Table 2a presents the response by undergraduate students on types of library resources used. The findings revealed that majority of respondents use library text books (12.05 %) and e-books (10. 35 %). This is followed by on-line databases with 9.59, Journals with 9.38, and E-journals 8.79 % response rate. Respondents also indicated the use of Encyclopedia (7.99 %), Dictionary (7.61 %) and Newspapers and Magazines (7.19 %). Other resources were used but the usage were low as indicated in

Table 2a and their order of use is Indexes and Abstracts (6.43), Projects (5.94%), Atlases and Maps (4.38), year book (3.86 %), Gazetteers (3.33) and Almanac (3.16), implying that some library resources are underutilized. Although all the resources listed are used, eight (8) items are used more with text books, e-books and online databases on top. This suggests that a library that has adequate, relevant and current print and e-resources would always have high level of utilization of resources by its students. This study corroborated with the finding of Olorunfemi and Ipadeola (2021) who discovered that undergraduate students use library information resources and services to meet their academic information needs.

The findings on Table 2b showed that Lending and user education services were the most used services with 17.61 % and 15.76 %.

This is followed by Internet, Reference, Display and publicity and Current awareness services with 14.42 %, 13.70 %, 13.34 % and 10.65 % respectively. The lest used services were Selective Dissemination of Information (SDI) (7.67%), Photocopying and binding (3.81%) and Inter-library loan (3.04 %), indicating majority of students use all the services offered in the library, however some services were underutilized. This also suggests that services that are effective, efficient and accessible would always be utilized by students. These findings are similar to that of Muthuraja et al (2018) which indicated that respondents use library services.

Research Question 3: What is the purpose of using library resources and services by undergraduate students of IBB University.

Table 3: Purpose of using library resources and services

Purpose	Strongly Agree	Agree	Disagree	Strongly Disagree	Mean	Decision
Borrow library books	79	196	77	29	2.85	Agree
Read my lecture notes	68	241	64	0	2.95	Agree
Read library materials to update my knowledge	82	226	61	12	2.99	Agree
Write my assignment and seminar	191	178	12	0	3.47	Agree
Research and project writing	63	114	193	11	2.60	Agree
Read journals	73	200	98	10	2.88	Agree
Read newspapers and magazines	33	209	125	14	2..69	Agree
Use e- books and e-journals	15	131	204	31	2.34	Disagree
Consult online databases	12	152	179	38	2.36	Disagree
Relax and meet with friends	5	128	222	26	2.29	Disagree

Table 3 presents the results of the purpose of using library resources and services by undergraduate students of IBB University. The results showed that respondents agreed with majority of the items on purpose of library use with mean values of 3.47 (Write my assignment and seminar), 2.99 (Read library materials to update my knowledge), 2.95 (Read my lecture notes) 2.88 (Read journals), 2.85 (Borrow library books), 2.69 (Read newspapers and magazines) as indicated in the Table. The Table also revealed that majority of respondents disagree with three items with mean valves of 2.36 (Consult online databases), and 2.34 (Use e- books and e-journals) and 2.29 (Relax and meet with friends). The findings in the Table suggests that students' use library materials to write their assignment, seminar, update their knowledge and read lecture notes, journals, borrow library books and read newspapers and magazines. This implies that library is a hub that provide students with a platform for productive information use and academic achievement. These findings are in agreement with the findings of Lateef et al. (2024) and Awotola and Olowolagba (2018) who reported that students use the library mainly to read lecture note, read for examinations, consult textbooks and also read newspapers. The low mean values suggest that students do not always have access to online databases and e-books and e-journals, so would not use the e-resources of the university library. The finding of this study negated the finding of Siimisaye et al (2024) who discovered that e- resources were used by students of the university. Also revealed is the low mean value of the item "Relax and meet with friends", this could be attributed to the condition of the service areas of the library. This finding corroborated with the finding of Muthuraja et al. (2018) who reported low respondents visit to the library to spend leisure time.

Research Question 4: What is the satisfaction derived from using library resources and services by IBBU undergraduate students

Table 4: Satisfaction derived from using library resources and services by IBBU undergraduat e students

Statements on satisfaction	Strongly Agree	Agree	Disagree	Strongly Disagree	Mean	Decision
The library has adequate books for me to carryout research	73	267	31	10	3.06	Agree
I am satisfied with the availability and access to reference materials	35	295	39	12	2.93	Agree
I am satisfied with the lending policy and services	47	259	52	23	2.87	Agree
I have access to e -resources and online databases	10	90	208	73	2.09	Disagree
There is always internet service in the library	10	87	216	68	2.10	Disagree
Library resources and services are reliable and engaging	59	268	49	5	3.00	Agree
I am satisfied with binding and photocopy services	54	159	135	33	2.61	Agree

The library and its reading area is conducive and quite for learning	44	255	72	10	2.87	Agree
I am satisfied with the opening time of library service	58	262	39	22	2.93	Agree
I am satisfied with the closing time of library service	10	117	191	63	2.19	Disagree
Library staff are helpful and welcoming	59	162	136	24	2.67	Agree
Power supply is adequate in the library	16	141	155	69	2.27	Disagree

Table 4 revealed the results on satisfaction derived from using library and its services by undergraduate students of IBB University. The results in Table 4 showed that, respondents agreed with majority of the statement with mean values of 2.50. Respondents agreed that library has adequate books to carryout research and library resources and services are reliable and engaging with mean values of 3.06 and 3.00. Other statements that respondents agreed with mean values include "I am satisfied with the availability and access to reference materials (2.93)", "I am satisfied with the opening time of library service (2.93)", "I am satisfied with the lending policy and services (2.87)", "The library and its reading area is conducive and quiet for learning (2.87)"," Library staff are helpful and welcoming (2.67)" and the least agreed mean is 2.61 with the statement "I am satisfied with binding and photocopy services".

The results in Table 4 also revealed that respondents disagreed with four statements, with mean valve of 2.40. The respondents disagreed to the statements that "I have access to e-resources and online databases with mean valve of (2.09), there is always internet service in the library with mean valve of (2.10), I am satisfied with the closing time of library service with mean valve of (2.19) and power supply is adequate in the library with mean valve of (2.27). Bassey et al (2025) reported similar finding on utilization of e-resources, that users could not access e-resources due to poor internet connectivity.

From the result shown, it can be deduced that undergraduate students are satisfied with library books, reference materials, lending policy and opening time. Furthermore, library resources are reliable and engaging as well as reading areas are conducive and quiet for learning. The low values from library staff attitudes, binding and photocopy services indicates that a good number of students are not pleased with library staff attitudes towards them, and binding and photocopy service is not very effective. The finding from the results also revealed that respondents disagreed with statements related to access to e-resources, online databases, and internet service, closing time and power supply.

This implies that students would have limited resources and they would be restricted to print resources within the four walls of the university library, thereby resulting in low library usage. Furthermore, the use of library resources and services will be affected. This finding is similar to the finding of Okogwu and Mole (2019) who discovered that there was continuous lack of access to e- resources, poor internet service and irregular power supply in university libraries in southeast, Nigeria.

Conclusion
This study assessed the use of library resources and services of Abubakar Gimba library by undergraduate students. Based on the findings of this study, it can be concluded

that undergraduate students in IBBU Lapai used the library resources and services several times in a week. They used text books, e-books, online database, print and electronic journals among others, to write assignment and seminar, make and read notes, read journals, update knowledge and borrow library books. Consequently, students were satisfied with library resources and services, lending policy and opening time of the library. However, the students were not satisfied with access to e-resources and online databases, internet service, and closing time of the library.

Recommendations

Based on the findings, the study recommends that:

1. University management should improve investment in network infrastructure, to ensure reliable and consistent internet connectivity in the library.

2. The library should extend their closing time to allow students use the library in the night (up to 10:00 pm). This is achievable if an alternative source of power supply is provided in the library.

3. The library should provide an alternative source of power supply, such as generator to augment the public power supply experienced in the library.

4. Binding and photocopy service should be improved to allow students to use the service. Beside this, library staff should improve on interaction and personalized assistance to students. These attitudes increase user satisfaction and enhanced users' engagement.

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