



Medical Students' Satisfaction with References Services in Afe Babalola University, Ado Ekiti

Saliu Abdulfatai^{1*}, Khadijat Asabe Usman², Japheth Abdulazeez Yaya³

¹Afe Babalola University, Ado-Ekiti, Ekiti State, Nigeria

²Federal Polytechnic Ede, Osun State, Southwestern, Nigeria

⁴Federal University, Oye Ekiti, Ekiti, Nigeria

*Email: saliu.abdulfatai@abuad.edu.ng (Corresponding author)

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ABSTRACT

The study was conducted on the medical students' satisfaction with references services in Afe Babalola University, Ado Ekiti, Nigeria, while the data collected for the study were analyzed using frequency tables and percentage. Observation was used to determine the types of reference services and it was found that five (5) out of seven (7) reference services are provided in the library. these include CAS, user educator, Reprographic services, select dissemination of information, computerized reference sources and it was discovered that purpose of using reference section is that it enhancing the use of the resources and services of the library, it save precious time of the readers, supporting research and learning, leisure and recreation and it helps readers in locating the sources of information relevant to their needs, while Inability of reference librarians to utilize new technologies to provide reference services, Lack of policy implementation, Lack of policy implementation, Inadequate Qualified Staff and Poor internet connectivity were the major problems affecting the provision of reference services. In conclusion the study made some recommendations which include that: There should be constant training and retraining of library personnel in the reference section to upskill and learn the new method of reference service delivery; and Library policies must be updated regularly.

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1. Introduction

The roles of any library include choosing/selecting, obtaining and organizing of facts sources, which would afford them the opportunity to offer diverse sorts of information services to ensure that library patrons have access to the relevant information material and equally meet their information needs. Thus, effective information services are critical to service provision. Chowdary (2012) submitted that reference service is also referred to as reference and information service, which is referred to as personal assistance to the library clientele. It was stated further that reference service occupied a primary function in the practice of librarianship. Reference service is one of the most demanding of the entire library services and close to the patrons (Quadri & Abiodun, 2017). Reference service refers to any shape of help given to those seeking for information, and this could both be direct or indirect, in-person or remotely, and librarians have usually furnished reference service in a number of formats, ranging from



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constant desk, cell phone, e-mail, to greater current synchronous virtual reference (Qobose & Mologanyi, 2015). No doubt, the essential function of the reference librarian is to ensure that users of the library are given the needful help that will allow them to meet their needs.

Rani and Chinnasamy (2014) identified some of the services provided by academic libraries to their users to enable them get satisfied with their information needs to includes reference services, indexing services, circulation services, serial control services and technical services. All these services are carried out by academic libraries to meet and satisfy the users. Reference service, according to Tagman *et al.* (2012), is a service provided by libraries to assist users in the location and retrieval of information relevant to their information needs. This services is mostly, very vital to researchers. However, they are critical to every users of the library most especially in an academic library like Afe Babalola University Library. Reference services, maybe direct or indirect reference services, direct has to do with person to person relationship while indirect service has to do with those services the librarian renders to the students in their absence, otherwise known as behind the scene activities (Osigwe, 2017).

Satisfaction has additionally been located to be a crucial element that influences the use or non-use of library services (Joy & Idowu, 2014). Oyewumi *et al.* (2014) therefore implored librarians to make maximum efforts to ensure that their library users derived the high-quality viable benefits from the services they render. Radder and Han (2013) observed that library users are faced with plenty of alternative channels of information delivery, many of which are more convenient and can compete at no cost with reference services. Therefore, there was a call for an improvement in the quality of reference services to ensure the satisfaction of users by meeting their information needs in order for it to survive. He advises that reference services providers need to ensure that reference services both satisfy users' needs and meet expectations to the highest degree. That is, they need to compete both in terms of service quality and customer satisfaction (Radder & Han, 2013).

User satisfaction is discretionary and can show users' acceptance of a particular phenomenon, technology, process or service (Adeyemi & Issa, 2021). In this context, this means that users' satisfaction is the gratification derived from the reference services that are provided in the library. Users' satisfaction is a cardinal part of library evaluation, which has a tendency to observe the diploma at which library users are happy with the service furnished within the library. Users' satisfaction depends largely on the potential and ability of the library to expect users need and ultimately integrate such needs to library series development (Radford *et al.*, 2021). Users' satisfaction is a degree of fulfilment or gratification derived by library users in the use of library and information services. However, in a more technically constrained and restricted to library services, it is the success library users derived from the usage of the library resources.

However, Luos and Buer (2015) attested to the preceding after they attributed that evaluation of reference provider facilitates to become aware of power and deficiencies in service provision, and as well provide perception at the first-rate way to improve on the services. Users' satisfaction plays an important position in the evaluation of reference carrier, as it provides users remarks on their assessment of services furnished within the reference phase of the library (Sriram & Rajev, 2014). It is against this backdrop that this study seeks to examine medical students' satisfaction with references services in Afe Babalola University, Ado Ekiti, Nigeria.

Statement of the Problems

Delivery of reference services is one tactful characteristic of libraries especially in latest time. This arises from information explosion and the arrival of facts era, which have led to a project in determining the needed offerings that satisfy the library users. However, in comparison to other type of information services in the library, reference services are not readily delivered, and even when available, delivery becomes a problem. These calls for concern because of the adverse effect it will have on the academic programmes of the users, as the university library is established to deliver services to enable the institution achieve excellence in the performance of its functions of research, teaching and learning. This is consistent with Uganneya (2012) which states that the quality of information service provided in university libraries directly affects

the quality of academic programmes in the institutions. There is a cliché that “to whom much is given, much is expected”, one would argue that with the perceived investment on Afe Babalola University Library, there should be commensurate satisfaction for the users – most especially the students.

A university library will achieve its set objectives if users get satisfaction in the services provided to them. However, despite that there is a reference service section in the Library, it does appear that students make use of the reference service but the extent of usage and students' level of satisfaction is unknown. Users attitude toward use of library at times show from their countenance that they are not satisfied because of inadequacy of teaching and research materials both in quality and in quantity, inadequate seating provision, paucity of staff, and manual instead of automated procedures (Adeniran, 2015). Based on these, it would be important to empirically find out whether students are satisfied with the reference services that are provided in the library. It is in this light of the above that this study was set to answer the question on medical students' satisfaction with references services in Afe Babalola University, Ado Ekiti, Nigeria.

Objectives of the Study

The main objective of the study is to investigate medical students' satisfaction with references services in Afe Babalola University, Ado Ekiti, Nigeria. The specific objectives are to:

- 1.1. Identify the types of reference services provided in Afe Babalola University, Ado Ekiti, Nigeria.
- 1.2. Ascertain medical students' purpose of using the reference section of Afe Babalola University, Ado Ekiti, Nigeria.
- 1.3. Frequency of using reference services provided in Afe Babalola University, Ado Ekiti, Nigeria.
- 1.4. Determine the extent of medical students' satisfaction with the reference services at the Afe Babalola University, Ado Ekiti, Nigeria.
- 1.5. Identify the challenges faced by medical students in using reference services provided in Afe Babalola University, Ado Ekiti, Nigeria.

2. Literature Review

User satisfaction is a concept that elicits how users' feels after visiting and using the public library. Nilsen (2014) sees users' satisfaction of library services as how users judge the services of the public libraries and whether users of library get the desired information services expected to be provided by the libraries. Satisfying the requests of users implies providing the actual information or services that will meet the needs of an information seeker (user) (Rehman, Shafique, & Mahmood 2015). In corroboration to the submission above, Ikenwe and Adegbilero-Iwari (2014) claim that user's satisfaction delineates how library user felt after using library resources as well as their willingness to return to the library whenever they need information. In summary, user's satisfaction can be influenced by the quality of staff, resource, and information infrastructure that is available in the library.

Fakandu and Saleh (2015) described reference services as the professional assistance provided by a trained librarian to assist individuals (using the reading rooms or making enquiries by mail, telephone or online) in either locating information resources or access required information directly, using materials in the library collection or elsewhere. It also includes information products such as guides, and databases or the equipment and facilities that are provided to enable research to be carried out to meet information needs. Ultimately, reference service is not simply someone asking a question and someone else providing an answer. It is about someone with an information problem interacting with someone with information skills.

Larson and Owusu-Acheaw (2012) submitted that reference services rendered in university libraries include: abstracting services, indexing services, referral services, selective dissemination of information, users' instruction, current awareness services, photocopying services etc. Usoro (2019) noted that the services offered by university libraries include; answering reference queries, user education, compilation of reading lists, compilation of

bibliographies, indexing and abstracting, inter-library loan services and current awareness services. Nwalo (2013) states that services offered by the reference department include answering reference queries, user education, compilation of reading lists, compilation of bibliographies, indexing and abstracting, inter-library loan service, library orientation/instruction and current awareness services. In a similar view, Edoka (2014) opined that the reference librarian in his bid to satisfy definite questions put to him by users provides any or several of the following services such as library orientation, acquisition list and bulletins, current awareness services (CAS), special bibliographies, provision of index and abstracts, translation services, referral services e.g. providing access to appropriate subject specialist and photocopying services.

A survey conducted by Olufunmilola and Oluebube (2012) found that users were dissatisfied with the electronic resources and availability of materials in the Libraries. In the same vein, a study on user satisfaction with library information resources and services in Nigeria Agricultural Research Institutes was conducted by Ezeala and Yusuff (2016) the finding shows that users were dissatisfied with the library orientation, photocopying services, bindery services, inter library loan services, weekend library services, electronic library information resources and internet services. It was also found that users were satisfied with duration of loan services, opening hours of library, the lighting system of the library and the number of computers available. It could be said that the reasons why users might be dissatisfied with inter-library loan services is that libraries are not willing to engage in inter-library loan because the information resources they have are not sufficient for their users.

Oyelekan and Iyortsuun (2011) revealed that users were satisfied with lending services, reserve materials services and bindery services. The study also showed that inter library loan, current awareness, library orientation and photocopying services were not suitable to them. Saika and Gohain (2013) conducted a study and the finding shows that majority 71 (44.65%) of the respondent were satisfied with the textbooks, 63 (39.62%) of the respondent were highly satisfied with the online database resources and 63 (39.62%) of the respondent were also satisfied with the regular supply of newspapers/magazine. The finding also revealed that majority of the respondents were satisfied with the electronic information services, library orientation programme to fresher, current awareness services, reservation of library resources to users, reprographic services. It was however, discovered that users were dissatisfied with the mobile alert services.

Awodoyin and Aina (2018) revealed that most of the undergraduates perceived the reference librarian as being helpful, the reference librarians understood what they wanted and there was the availability of reference librarian at the reference desk. The undergraduates also perceived that the reference librarian appeared knowledgeable about their queries. However, the undergraduates were not satisfied with the available resources in the reference section. The findings from this study further revealed that the majority of the undergraduates in university libraries are not fully satisfied with the quality of reference delivery *modus operandi*. From the above revealed study, reference services have changed considerably since the core concept was first proposed in the nineteenth century.

Ikolo (2015) discovered that library users were not satisfied with reference services, inter-library loan services, electronic database services, photocopying services, bindery services, weekend library services, book lending services, CD- ROM services and indexing and abstracting services. It was also seen that library users were not satisfied with the existing textbooks available on shelves, internet services, newspapers/ magazines, journals and the inability to borrow books from the library. But they were satisfied with working hours of the library, thesis/ dissertation services.

In another vein, (Otonekwu et al 2019) revealed high level of utilisation of reference sources and services while Tofi et al (2020) reported low level of utilisation of digital reference services in the university libraries. Makinde, Aba and Ugah (2017) reported that reference resources were readily available and yet, accessibility and utilization of reference resources and services were generally low among the students.

In another study carried out by Ogbuiyi (2015) indicated that 38(40.9%) of the respondents use the reference sources weekly. Majority of the respondents indicated that reference sources are highly available, except yearbook, bibliographies and biographies that are not available. In addition, Kumari and Talawar (2009) found that there is upward interest in reference sources among the users in university libraries. Dictionaries and encyclopedias are found to be the most used reference sources and directories are less used. Furthermore, Okeke, Oghentga and Nwabu (2013) investigated students' attitude towards the use of reference and information services (RIS) in academic libraries in Nigeria. The findings showed that students do not make proper use of reference services and sources.

Kumar (2016) was of the view that reference service helps the users to get right kind of documents and information at the right time, thus saving their time. It assists the researchers to avoid duplication of work and helps them in the introduction of new ideas. It makes information available to decision-makers to take decisions. Thus, reference service attempts to fulfill the objectives of the parent body. A satisfied user serves as a friend of the reference service. If the service is poor, then it will create a poor image of the library.

Kumar (2016) showed that lack of staff has been the most important factor which have impeded the growth and development of reference service. While, Okorafor, Ariole and Anyalebechi (2017) also found out low level of awareness of the available reference and information services, nonparticipation of students in orientation programmes, inadequacy of reference information sources, lack of space/location of reference unit and poor communication skills of library staff were the major factors affecting the undergraduates' level of awareness and use of reference and information services. Sensitization of the students on the available reference and information services, participation of students in orientation programs, provision of reference information sources, space and electronic forms of reference services were recommended to ensure proper awareness and use of reference services.

The findings of a survey of two public libraries in Nigeria by Okafor (2012) revealed that the challenges associated with reference service provision are lack of skill on the part of reference staff, lack of reference books, lack of electronic resources, and inadequacy of photocopiers for users. No matter how competent a reference librarian may be if the quality of the service is not meeting the user's need, the purpose might be defeated. This was corroborated by Mohindra, and Kumar (2015) who asserted that scientists have found that the quality of services has a significant influence on customer satisfaction and customer loyalty.

Quadri and Abiodun (2017) indicated that reference sources are highly available, accessible and adequate except geographical sources and biographical source that are not available, accessible and adequate. Poor power supply, old and irrelevant materials were the major challenges confronting the respondents in the use of reference sources and services in the study area. Abifarin (2016) commented that the library profession in Nigeria continues to suffer the agencies of inadequate and shortage of trained staff. Hence, non-professionals work in reference desk. In line with the above, Kumar (2016) further revealed that, non-professional work in the reference desk and their response to the users is usually not encouraging". Makinde, Aba and Ugah (2017) reported that inadequate trained reference staff, out datedness and irrelevant reference resources as well as excess time spent in searching for reference resources constituted identified challenges militating against effective information and reference service delivery in those libraries surveyed.

3. Method

Cross sectional research design was adopted for this study because of its appropriateness to studies of this kind. The population of the study consisted all medical students in college of health and medical sciences, Afe Babalola University, Ado Ekiti hence, the study adopted total descriptive survey design using online questionnaire to gather information from the respondents. Observation and Questionnaires was instruments of data collection used in this study. Simple random sampling techniques was adopted this is to give every students an equal chance of been selected so, four hundred and twenty questionnaires were aimed to use for data analysis but only three hundred and seventy-eight filled the questionnaire correctly and

which were used for data analysis. The result of the responses was interpreted using simple percentage and frequency tables.

4. Result & Discussion

4.1. Data Analysis

Demographic Profile

The demographic profile of medical students in Afe Babalola University. It revealed that larger ratio of the respondent was female 221(58.5%) while the remaining 157(41.5%) were male. The table also shows the distribution of the respondents by their age. A total of 201(53.2%) of the respondent were between the age range of less than 20years, 136(36.0%) are of the age range of 21-25years. Furthermore, 33(8.7%) of the respondents are of the age range of 26-30 while 8(2.1%) of the respondents are of the range age of 30years above. A total of 38(10.1%) of the respondents are in 100L, 70(18.5%) of the respondents are 200L, more so, 44(11.6%) of the respondents are in 300L and 132(34.9%) of the respondents are 400L and 94(24.9%) of the respondents are 500L. essentially, the largest percentage of the respondents for this study is 400L followed by 500L and 200L counterparts.

Table 1

Observation Check List

Items	Yes	No
Current Awareness Services (CAS)	✓	
User education	✓	
Reprographic Services	✓	
Selective Dissemination of Information (SDI)	✓	
Computerized Reference sources	✓	
Bibliographic verification and documentation services		✓
Interlibrary loan and document delivery services		✓

Out of the seven reference services, it was found that five (5) out of seven (7) reference services are provided in the library. these include CAS, user educator, Reprographic services, select dissemination of information, computerized reference sources while biographic verification and dissemination, Interlibrary loan and document delivery services are not available this suggest that majority of the reference services are available to undergraduate students.

Research question one: What are the medical students' purpose of using the reference section of Afe Babalola University?

Table 2

The Undergraduate Students' Purpose of Using the Reference Section of Afe Babalola University

Items	SA	A	U	D	SD
Supporting research and learning	228(60.3%)	97(25.7%)	29(7.7%)	16(4.2%)	8(2.1%)
It save precious time of the readers	271(71.7%)	71(18.8%)	26(6.9%)	7(1.9%)	3(0.8%)
It helps readers in locating the sources of information relevant	201(53.2%)	100(26.5%)	62(16.4%)	15(4.0%)	-

to their needs

Leisure and recreation	217(57.4%)	118(31.2%)	33(8.7%)	6(1.6%)	4(1.1%)
It enhancing the use of the resources and services of the library	294(77.8%)	69(18.3%)	13(3.4%)	2(0.5%)	-

Key: SD = Strongly Disagree, D = Disagree, A = Agree, U= Undecided, SA = Strongly Agree

Table 2 show the undergraduate students' purpose of using the reference section, the following results were obtained by using percentage scores indicated on Table: majority of the respondents 77.8% indicated It enhancing the use of the resources and services of the library while 71.7% agreed that It save precious time of the readers, followed by 60.3% who indicated Supporting research and learning while 57.4% as well as 53.2% of respondents who revealed Leisure and recreation and It helps readers in locating the sources of information relevant to their needs.

Research question two: what are the frequency of using reference services Afe Babalola University?

Table 3

Frequency of Using Reference Services Afe Babalola University

Statements	Daily	Once A Week	Occasionally	Solemnly	Never
Inter-library loan services	216(57.1%)	83(22.0%)	44(11.6%)	33(8.7%)	2(0.5%)
Referral services	275(72.8%)	63(16.3%)	32(8.5%)	2(0.5%)	6(1.6%)
Translation services	126(33.3%)	141(37.3%)	48(12.7%)	63(16.7%)	-
Selective Dissemination of Information (SDI)	269(71.2%)	95(25.1%)	6(1.6%)	8(2.1%)	-
User education	92(24.3%)	242(64.0%)	44(11.6%)	-	-
Technical services	223(59.0%)	111(29.4%)	44(11.6%)	-	-
Abstract and indexing services	147(38.9%)	164(43.4%)	37(9.8%)	16(4.2%)	14(3.7%)
Photocopying services	243(64.3%)	72(19.0%)	51(13.5%)	4(1.1%)	8(2.1%)
Bibliographic verification and documentation services	235(62.2%)	102(27.0%)	22(5.8%)	8(2.1%)	11(2.9%)
Current awareness services	246(65.1%)	33(8.7%)	36(9.5%)	31(8.2%)	32(8.5%)

Key: SD = Strongly Disagree, D = Disagree, A = Agree, SA = Strongly Agree

Table 3 show the frequency of using reference services, the following results were obtained by using percentage scores indicated on Table: almost all of the respondents 72.8% revealed Referral services daily, followed by 71.2% that indicated that they Selective Dissemination of Information (SDI) daily, while the next in rate 65.1% indicated that they use Current awareness services daily, followed by 64.3% indicated that they use Photocopying services daily more so, 62.2% indicated Bibliographic verification and documentation services and 57.7% use Inter-library loan services on a daily basis. This suggest that there is no restriction to the use

reference services.

Research question three: What are the Extent of student's satisfaction with the reference services of the Afe Babalola University?

Table 4

Extent of Student's Satisfaction with the Reference Services of the Afe Babalola University

Items	ES	VS	MS	SS	NS
Current Awareness Services (CAS)	280(74.1%)	62(16.4%)	24(6.3%)	8(2.1%)	4(1.1%)
User education	274(72.5%)	84(22.2%)	12(3.2%)	6(1.6%)	2(0.5%)
Reprographic Services	276(73.0%)	66(17.5%)	12(3.2%)	10(2.6%)	14(3.7%)
Selective Dissemination of Information (SDI)	275(72.8%)	65(17.2%)	16(4.2%)	18(4.8%)	4(1.1%)
Computerized Reference sources	278(73.5%)	76(20.1%)	10(2.6%)	8(2.1%)	6(1.6%)
Bibliographic verification and documentation services	205(54.2%)	150(39.7%)	16(4.2%)	6(1.6%)	1(0.3%)
Interlibrary loan and document delivery services	205(54.2%)	140(37.0%)	8(2.1%)	17(4.5%)	8(2.1%)

Keys: ES= Extremely Satisfied; VS=Very Satisfied; MS= Moderately Satisfied; SS=Slightly Satisfied; NS= Not Satisfied

Table above show the Extent of students satisfaction with the reference services, the following results were obtained by using percentage scores indicated on Table: majority of the respondent 74.1% indicated that they are extremely satisfied with Current Awareness Services (CAS) followed by 73.5% of respondents that Computerized Reference sources and 73.0% of respondents who agree with Reprographic Services and 72.8% agree with Selective Dissemination of Information (SDI) and 72.5% who User education who extremely satisfied with the reference services, more so, 54.2% indicated Bibliographic verification and documentation services and Interlibrary loan and document delivery services.

Research question four: What are the problems affecting the provision of reference services in Afe Babalola University?

Table 5

The Problems Affecting the Provision of Reference Services in Afe Babalola University

Items	SA	A	U	D	SD
Poor internet connectivity	201(53.2%)	94(24.9%)	24(6.3%)	31(8.2%)	28(7.4%)
Inability of reference librarians to utilize new technologies to provide reference services	319(84.4%)	30(7.9%)	6(1.6%)	7(1.9%)	16(4.2%)
Lack of policy implementation	277(73.3%)	82(21.7%)	7(1.9%)	8(2.1%)	4(1.1%)
Inadequate funding	292(77.2%)	86(22.8%)			
Inadequate Qualified Staff	237(62.7%)	78(20.6%)	12(3.2%)	30(7.9%)	21(5.6%)

Key: SD = Strongly Disagree, D = Disagree, A = Agree, SA = Strongly Agree

Table 5 show the problems affecting the provision of reference services, the following results were obtained by using percentage scores indicated on Table: majority of the respondents 84.4% agreed with Inability of reference librarians to utilize new technologies to provide

reference services followed by 77.2% who agreed with Lack of policy implementation, while majority of 73.3% agree with Lack of policy implementation, 62.7% who indicated Inadequate Qualified Staff and 53.2% indicated Poor internet connectivity.

4.2. Discussion of Findings

Finding to research questions one shows in the that majority of the respondents revealed that the purpose of using the reference section, from results obtained by using percentage scores indicated on Table to include: It enhancing the use of the resources and services of the library, It save precious time of the readers, Supporting research and learning, Leisure and recreation and It helps readers in locating the sources of information relevant to their needs. This finding substantiates the submission of Kumar (2016) was of the view that reference service helps the users to get right kind of documents and information at the right time, thus saving their time, it assists the researchers to avoid duplication of work and helps them in the introduction of new ideas and it makes information available to decision- makers to take decisions.

Finding to research questions two using a 5-point scale, the table is explain using the highest score from strongly agree. Table shows that the Referral services, Selective Dissemination of Information (SDI) Current awareness services, and Photocopying services that are used on a daily basis. The finding corroborates with Ogbuyi (2015) indicated that 38(40.9%) of the respondents use the reference sources weekly. Majority of the respondents indicated that reference sources are highly available, except yearbook, bibliographies and biographies that are not available while Makinde, Aba and Ugah (2017) reported that reference resources were readily available and yet, accessibility and utilization of reference resources and services were generally low among the students.

Finding to research questions three in Table shows Extent of students satisfaction with the reference services, majority of respondents are extremely satisfied with Computerized Reference sources, Reprographic Services, Selective Dissemination of Information (SDI), User education, and Current Awareness Services (CAS). This finding authenticate Oyelekan and lyortsuun (2011) who revealed that users were satisfied with lending services, reserve materials services and bindery services. The study also showed that inter library loan, current awareness, library orientation and photocopying services were not suitable to them and vein, Doo, and Aliyu (2015) conducted a study on user satisfaction showed that provision of services like providing latest collection and extended opening hours among others lead to user satisfaction.

Finding to research questions four in Table shows problems affecting the provision of reference services, the table is explain using the highest score from strongly agree: Inability of reference librarians to utilize new technologies to provide reference services, Lack of policy implementation, Lack of policy implementation, Inadequate Qualified Staff and Poor internet connectivity. This finding substantiate Okafor (2012) revealed that the challenges associated with reference service provision are lack of skill on the part of reference staff, lack of reference books, lack of electronic resources, and inadequacy of photocopiers for users while Abifarin (2016) commented that the library profession in Nigeria continues to suffer the agencies of inadequate and shortage of trained staff. Hence, non- professionals work in reference desk. In line with the above, Kumar (2016) further revealed that, non-professional work in the reference desk and their response to the users is usually not encouraging".

5. Conclusion

Based on the findings of this study, the following conclusions were drawn from the outcomes of the study. The study gives an insight into what academic libraries need to do to remain relevant to the community of users they are serving. The findings of the study sensitize the library management on the need to pay more attention to reference services development when viewed from the point that the effectiveness of reference services is greatly associated with users' satisfaction. One significant finding that emerged from the study was that users were satisfied with the overall services which means that the Library is playing an important role to enable the University to achieve its objectives; there were, however, some aspects of the service that need to be addressed adequately to enhance learning and other academic activities by the users.

Recommendations

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

- 5.1. Reference librarians should ensure that they interact extensively to find out the actual information needs of users. They should be friendly to the library users to enhance effective interaction.
- 5.2. Academic libraries should look toward the implementation of other medium of reference service delivery which has not been implemented in their libraries
- 5.3. Academic libraries should, like other organisations, build up their personal libraries' websites, create online platforms whereby users can interact with a human librarian or chatbots, and optimize their social media accounts
- 5.4. There should be constant training and retraining of library personnel in the reference section to upskill and learn the new method of reference service delivery; and
- 5.5. Library policies must be updated regularly, which should properly capture all sections of the library, especially the reference section, which should conform to global trends as a guideline for activities in the reference section.

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