Undergraduates Perception of Library Services in Lagos State Public University Libraries

Makinde Omawumi O., Ogungbo Wakilu Omolere, Dapo-Asaju Harriet Seun, Ekeh Esther Motunrayo

Abstract— This study examined undergraduates' perception of library services in Lagos State public university libraries. The main objective of this study was to examine undergraduate' perception of library services in two government-owned university libraries in Lagos State. Seven specific objective and research questions were formulated to assist in this research. These objectives are to identify the library services available; the types of library services accessed by the undergraduates; ascertain the frequency of usage of library services; investigate the purposes for which undergraduates use the library services; determine undergraduates' perception of library services; examine the level of quality of services provided; find out undergraduates' expectations of library services in the public university libraries in Lagos State. This study used Statistical Package for Social Sciences (SPSS) to analyse the data. Descriptive statistics such as frequency count, mean and standard deviation were used to analyse the research questions. The study revealed that library services were available and accessible to undergraduates in public universities in Lagos State. Reference services are frequently used because of the conducive environment for research and learning activities. Findings revealed that undergraduates' have high perception on quick access to timely and current information, access to electronic database within and outside the library and online services that enabled them to access and retrieve information resources. The library services most rated high in the study was reference services, circulation services and online services. The quality of library infrastructural facilities was rated high. The study revealed that undergraduate expectations of library services between university of Lagos and Lagos State University were not different from each other while the perception of LASU was higher than that of UNILAG. Based on the result of the finding, the following recommendations are hereby made: the university libraries should create awareness of services rendered in the library; library management should provide fund to acquire more materials and services that will support undergraduates' information needs. Library management should always evaluate library services by asking undergraduates to rating the quality of services. This will promotes better performance and improve services rendered and they should also organize training for the personnel on how to relate with undergraduates.

Index Terms— Undergraduates, Perception, library service, public libraries, University.

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I. INTRODUCTION

Background to the Study

Library plays important roles in all educational development aspects and as source of knowledge to undergraduates, disseminating and storing information resources for easy accessibility and retrieval. The library and information centre supplies accurate and timely information to undergraduates, thereby enhancing quality research, teaching, learning, and leisure reading. According to Tella and Ojo (2012), the objective of academic library is to assist the parent institutions in achieve its vision and mission. The library serves as the 'heart' of every academic environment based on the fact that a library is an avenue for undergraduates to have access to research materials and other relevant information. For this reason, academic libraries are established, not only in public universities, but in every academic institution, to cater for research, teaching and extension services.

A public university is owned by a state or federal government and public university library is funded by the institution that established it either federal or state government. Public university is a university that is preponderantly funded by state resources. Attama and Ezema (2014) opine that university libraries support educational development with resources such as books, periodicals, journals, encyclopedia, and government publications. Adam (2017) also revealed various services and functions of university libraries which include providing access to information resources that enhance lifelong learning, provision of relevant learning and teaching materials, individual support, research development, commerce, social and cultural information. A university library seeks to identify, meet and exceed undergraduates' needs, assist undergraduates' internal and external needs as well provide access to relevant information resources (Ouda, 2015).

One of fundamental roles of the university library is provision of information resources which will enhance research, teaching and learning in the institution. Providing excellent services entails making every effort to serve the undergraduates. According to Chakrabarti and Pramanik (2014), various services rendered by university libraries include reference service through phone calls, Selective Dissemination of Information (SDI), Online Public Access (OPAC), Current Awareness Service (CAS), inter-library loan, attending to reference queries, access to national and international databases through Internet or other network, fax, personal contact and attending to undergraduates in

Circulation unit, among others.

Also, Motiang, Wallis, and Karodia (2014) list various services rendered in academic library to the undergraduates to include eference services, reprographic services, orientation services, user-education services, and functional library website.

Rehman, Shafique, and Mahmood(2011) described perception as the recognition, organisation and interpretation of meaningful sensory stimuli. Perception serves as a tool that is used for understanding sensation that is continually experienced by user. Undergraduates' perception can also be described as a methodical study of undergraduates' information prerequisite so as to promote meaningful reciprocation between information system and undergraduates'. Undergraduates' perception of university library operations permits the library management to assess, identify the potencies and inadequacies of library services and make suggestions for improvement. Many professional librarians believe that undergraduates should not be involved in the assessment of library services to be rendered to them (Chinonye, Ogunniake, Akinbode, Agboola, Maxwell, and Aka, 2016). However, such opinion is believed to be faulty because adequate evaluation of library services should not be in the hand of library staff only; the undergraduates should also be involved. Calvert (2001) opined that undergraduates' perception of library service serves as a tool that enables university library operations basically to minimize differences between undergraduates' expectations and real services. Undergraduates' perception serves as an important tool in accessing effective and efficient services rendered in the library.

Undergraduates' perceptions of various services render in university libraries have been subject of discussion in literature. Adam (2017) noted that undergraduates' perception of university library should be considered in the administration of library tools, particularly in determining how undergraduates observe the library operations. This implies that satisfying library undergraduates' needs is the target of university libraries. Service perception in the context of library is undergraduates' assessment of services utilizes and comparison of undergraduates' information needs (Jiang and Wang, 2006).

It is important for the library to always carry out a review on undergraduates' perception of library services so as to adhere with policies of high standards of provision and information services delivery, as advocated by the International Federation of Library Associations and Institutions (IFLA, 2013). Testing undergraduates' perception of library services often focuses on assessing the potencies, efficacy of the services rendered as this leads to undergraduates' satisfaction. The library can assess undergraduates' perception by using effectiveness of services to undergraduates, and undergraduates' satisfaction of services provided by the library as levels of measurement and a tool to have insight of services undergraduates expect from the library.

Undergraduates' expectation of library services is to have easy access to relevant information, conducive environment,

personnel that are friendly and willing to assist the undergraduates. The library undergraduates' expectation of library services is to easily retrieve relevant printed collections that are current and timely in their area of interest. Chinonye, et al (2016) opined that library undergraduates are attracted to library services if they can easily access web sites, locate and retrieved information resources with ease from the comfort of their home. Undergraduates' expectations are based on the agility of access provided by online services. Undergraduates' expectation of university library is to have access to library that are well equipped with computer to facilitate online access for undergraduates (Kim, 2010).The library user expectation is to be educated on how to search and retrieve the library services and resources as this will enable the undergraduates quick access to information area of interest

II. STATEMENT OF THE PROBLEM

University library is perceived to be the key elements in the process of change and central in information acquisition, dissemination, accessibility, and to provide accurate information in the academic environment particularly for various undergraduates which include academic staff, students, researchers and other undergraduates. The university library provide various services that will motivate undergraduates to have value for visiting the library and simultaneously meet the information needs of undergraduates.

The university provides substantial funds for the library yearly, in order to render satisfactory services for its undergraduates. But it is observed that the population rate of library undergraduates is very low compare with the rate of students' population of the institution. Studies have indicated that undergraduates of academic libraries in developing countries have poor perception towards the use of library particularly in university environment (Popoola, 2008 and Adam, 2017).

Although the university libraries provide various services for its undergraduates, it is observed that these services are underutilized. This may be as a result of poor perception of undergraduates toward the library. It is essential for the library administration to evaluate the gap between the undergraduates and library services, which will enable the library to provide optimum services thereby achieving the goals of establishing the library in the institution.

It is observed that public university libraries in Lagos State provide various library services to their undergraduates, but failed to regularly carry out undergraduates' perception of these services. It was against this background that this study examined undergraduates' perception of library services in public university libraries in Lagos State.

A. Research Questions
The following research questions guided the study:
1) What library services are available for undergraduates in public university libraries in Lagos State?
2) What types of library services are accesses by the undergraduates in public university libraries in Lagos State?

3) How often do the undergraduates use the library services in public university libraries in Lagos State?

4) What are the purposes for undergraduates' using the library services in public university libraries in Lagos State?

5) What is undergraduates' perception of library services in public university libraries in Lagos State?

6) How can undergraduates' rate the level of quality of library services provided in public university libraries in Lagos State?

7) What are the undergraduates' expectations of library services in public university libraries in Lagos State?

B.   Objectives of the Study

The main objective of this study was to examine undergraduates' perception of library services in two government-owned university libraries in Lagos State. The specific objectives were to:

1. identify the library services available for undergraduates in public university libraries in Lagos State;

2. identify the types of library services accessed by the undergraduates in public university libraries in Lagos State;

3. ascertain the frequency of usage of library services in public university libraries in Lagos State;

4. investigate the purposes for which undergraduates use the library services in public university libraries in Lagos State;

5. determine undergraduates' perception of library services in public university libraries in Lagos State;

6. examine the level of quality of services provided in the public university libraries in Lagos State; and

7. find out undergraduates' expectations of library services in the public university libraries in Lagos State.

III.   LITERATURE REVIEW

Library Services Accessed by Undergraduates in University Libraries

There are various services that university libraries render to their undergraduates. Bhattacharjee (2014) listed these as Circulation services, Reference, Online databases, Selective dissemination of information, Current awareness services, Document delivery services, Bibliography services, Inter-library loan services, Indexing and abstracting services, Reprographic services. Library Orientation services, User education services, Knowledge management services, Information media literacy among others. These services can be rendered manually or through digital process.

Saikia and Gohain (2013) surveyed types of library services in the academic library at Colorado Academic Library College of Education, University of Denver. In the study, services examined were: computer access, electronic databases, articles indexes and printed information resources were outstanding while others needed to be improved. The

survey revealed that undergraduates' opinion on library facilities and services 42.77%, circulation services excellent, book reservation services 39.99%, online renewals of books 36.48%, OPAC/web OPAC 33.33%, content page alert services on journals 30.19%, reprographic services 32.07%, information services 27.67%, mobile alert service 18.24%, e-news services 25.78% and e-resources retrieval services 29.56%. This suggests that library has improved their services with technological trends.

Circulation Services

A library circulation service involves all the activities around charging and discharging library books and every other library material to undergraduates. Circulation department is regarded as the gateway to library services. It is center of all library operations. Every library either academic or private has a circulation desk which is also called counter. Adebowale,Okiki, and Yakubu (2013) opined that circulation unit is the where library resources are charge and discharge to undergraduates'. Adebowale, Okiki, and Yakubu further stated that the duties of staff in the unit is to answer user queries, since the essence of university library is to make information available to undergraduates. Circulation unit services have a routine procedure for undergraduates' registration, maintenance of statistics and, issuance and return of documents. Circulation services involve charging and discharging of information resources to library undergraduates, monitoring information resources, returning damage materials for mending or replacement, troubleshooting circulation software, scanning of documents, printing of notices among others are duties of circulation units.

Selective Dissemination of Information (SDI) and Current Awareness Services (CAS)

Selective dissemination of information (SDI) is a type of services that avails the user with latest development in their areas of interest. Kenya Methodist University Library (2010) described SDI services as a system that is selectively and automatically organized information about new documents, disseminate to researchers, scientists andothers who need the information or supplying undergraduates with a reference of documents or abstracts relating to their predefined areas of interest.

Anjaian (2013) posited that SDI can be used to provide linked database to library undergraduates in university library, using related pub med, there are more databases like the Elsevier, science direct, e-journals, e-books, Scopus, web OPAC, indexing and abstracting databases. Some of these databases allow for auto alerts. It allows the undergraduates to register and automatically receive e-mail or Really Simple Syndication(RSS) feed. The study further suggested that for library to provide quality SDI services to undergraduates, when registering new library undergraduates, phone numbers, and their research interests, email address should be registered as this will facilitate selective dissemination of information to the new undergraduates.

Current Awareness Services

Uzohue, (2016) stated that current awareness service (CAS) is a service rendered to promote undergraduates awareness on new resources available in the library. Traditionally, current

awareness services are rendered by displaying newly acquired materials for undergraduates view. CAS services also involve display table of content of newly acquired materials strategically pasted on the notice board, newspaper cuttings display, creating for undergraduates in the areas of interest, alerting heads of department when new materials are acquired based on the field of interest, compilation of bibliographies, reading list, indexing and abstracting of books (Adebayo, 2009). The purpose of CAS services is informing library undergraduates about newly acquired library information resources.

Online Library Service

The advent of technology has tremendously increased the growth and development in the services the library offers its undergraduates in order to meet the test of time (Eve, 2009). Kroski(2008) posited that library services have move to virtual world of internet therefore undergraduates can access resources within and outside the library if they are connected. In an effort to reach undergraduates accessing library services through undergraduates' mobile phones and computer, libraries and information consortia are extending their services to include online services. With the aid of technology, library undergraduates' can submit queries at any point and time. This implies that technology now enable the library to answers undergraduates queries 24/7 with the aid of internet. Baskaran, (2011) opined that words such as: web based services, digital library services, internet services, and electronic library services are similar terms referring to technology. The survey also noted that academic libraries are moving towards rendering services in digital environment, improving undergraduates' access to remote library collections with the aid of electronic information resources.

Tella and Ojo (2012) opined that online library services as an information services through which undergraduates enquire via electronic means such as email or web forms. Library service on the internet provides great opportunity for service accuracy, promptness, courtesy, and adequate access to information. They further listed various advantages of online library to include ability to save time and cost and new opportunity for libraries to answer undergraduates' queries with ease. Technology usage in the library has enabled the undergraduates' access to different information services and resources in the library. Popoola and Haliso, (2009) stated various kinds of online services to include OPAC, electronic journals, online databases, search engines and subject directories.

Reference Services

*Miles (2013) posited that*reference service is a public service rendered by a professional librarians, who offer undergraduates information materials, advice on collections and services and expertise in information multiple sources. Deng (2014) further described reference services as a personal assistance rendered to undergraduates in search of information. Reference services are characterized by high degree of interaction between undergraduates and professional library staff, and by which the librarian interacts with a user on personal basis. The services act as a medium between patrons, collection and services provided by the library. Deng further stated that reference services act as a

bridge to reach the right information in completing a research. The services enable the library to offer assistance to undergraduates by answering information queries through various ways by communicating with reference librarians through social networking such as Face-book, blog, among others.

Frequency of Use of Library Services

The interest in use of library has increased particularly because of the increase in student numbers which libraries need to meet their client demands in the best possible way (Gunasekeraf, 2010). A survey conducted by Paul and Mohan (2005), on frequency of use of library services by undergraduates examined 105 respondents. The study revealed that 35.32% students visit the library daily, 21.90% visit occasionally and 12.38% visit once in a week. Saini, Bhakar and Singh (2014) conducted a research and used 200 respondents; amongst which were engineering students of Engineering Colleges of Jaipur, Rajasthan and India. The findings revealed that 30% of students frequently visited the library daily and 53% visited the library once in a week. The result of the findings further revealed that 95% of the respondents visited the library for books, while 25% used to consult newspapers. Idiegbevan-Ose and Ugwunwa (2013) analysed 473 questionnaires and observed that 68.1% of the respondents frequently visited the library followed by 31.9% respondents who visited sometimes.

Tella, Owolabi and Attama (2009) examined the frequency of use of library by students at the AkanuIbiam Federal Polytechnic in Nigeria. The study revealed that majority of respondents frequently visited the library to use computer with internet access while others claimed that they visit the library only if there are recent collections in their areas of interest. In another study conducted by Ijiekhuamhen, Blessing and Omosekejimi (2015), it was revealed that majority (92%) of the respondent's frequently visited the library due to internet availability; 74% visited in search of specific information, 63% visited to access reference materials, 60% of the respondents visited to study and 56% visited for charging and discharging library materials.

Reasons for using the Library Services

Sriram, and Rajev, (2014) observed that the major purpose for which clients used the library services is to have access to information and satisfy their information needs. The study further stated that the purpose for establishing the library is to render various library services that will meet the information needs of the undergraduates. Tella and Ojo (2012) stated that the purpose for use of library services varies. Some patrons used the services because of the convenience of the environment, others undergraduates preferred to connect to the internet services in the library, while some use the library to access database and some others for personal information needs. Aina (2011) stated that undergraduates used library services especially online database, internet and online reference services because it offers them quick access to information.

Undergraduates' Perception of Quality of Library Services

Saleem and Raja (2014) stated that the quality of library service serves as factor used in evaluating undergraduates'

satisfaction. These studies suggested that, service quality provides a superior indicator of user satisfaction and indicated that it can influence satisfaction. Adeniran (2011) argued that key determinant for qualities of service in the library are electronic resources, collection of printed publications, library environment and human relation. Oyewusi and Oyeboade (2009) conducted an empirical study on perception of the undergraduates on library resources in Ladoke Akintola University of Technology (LAUTECH) Library, Ogbomomso, Nigeria. In this study, respondents revealed that, they frequently access the available resources and this has improved their study ability. The study further revealed that library services rendered in LAUTECH satisfy undergraduates research needs and has enhance their academic performance

Undergraduates Expectation of Services from the University Libraries

Devendra and Kumar (2010) examined undergraduates' expectations of faculty members and research scholars towards library resources and services at Sardar Vallabhhai Patel University of Agriculture and Technology, Meerut, Uttar Pradesh, India. The study revealed various aspects in which library undergraduates' expectations are based which include library collection usage, frequency, purposes of library visits, and user satisfaction of library services.

Adam, (2017) studied assessment of library services quality user satisfaction among undergraduate students using SERVQUAL tool. The study revealed that undergraduates' expectations of library opening hours and other library services were the prominent services positively highlighted by the respondents. Kaur and Mahajan (2012) surveyed libraries of seven institutes of North India. The study reported that the expectations of respondents were met on preferred online journals and databases which show that undergraduates have affirmatively accepted the change from print information resources to electronic. The study further revealed that the expectation of undergraduates in collection of textbooks and library staff were adequately satisfied.

Challenges Faced by Undergraduates When Utilizing the University Library Services in University Libraries

The library undergraduates are faced with many challenges in accessing library services. A large population of undergraduates is unaware of the benefit that can be derived from the library. A research conducted by Namugera (2015) on undergraduates' awareness, perceptions and usage of Makerere library services in the main and selected library branches, Uganda. The findings revealed that a significant number of participants (73.7%) were unaware of library user training services, yet it is included in the orientation programme for new students every academic year. The study, however, observed that the cause of these may be due to limited time schedule for library user orientation training. Therefore, the study suggested that, the problem needs to be addressed, not only by the library but the University administration at large. The library mangers also need to regularly carry out end-user training programmes for the undergraduate undergraduates, in addition to the annual library fresher's orientation programme.

Lasode, Yusuf and Koiki (2015), investigated the challenges facing undergraduates on the use of library service in a case study of the Federal University of Agriculture, Abeokuta, Nigeria. The study revealed that, common challenges faced by library undergraduates are inadequate infrastructural facilities, current up-to-date books, journals, insufficient space to accommodate undergraduates, problems of insufficient staff, and problem of internet network connection in the reading rooms of the library.

Udo-Anyanwu, Jeff-Okafor and Mbagwu (2012), in a study revealed the use of library resources among students of Imo State University and Alvan-Ikoku Federal College of Education. The study indicated that, insufficient space in the library is a similar problem faced by the two libraries. The findings also showed that undergraduates face challenges of poor environmental condition of the library. The findings also revealed that undergraduates find it difficult to use the library as a result of irrelevant information resources in the library and lack of internet services.

Ikenwe and Adegbilero-Iwari (2014) investigated factors affecting undergraduates' satisfaction and the findings revealed that lack of internet services, inadequate facilities and inadequate/outdated collections are factors affecting undergraduates' satisfaction. This agrees with the findings of Musoke and Mwesigwa (2012), who noted that due to lack of funds, many libraries in sub-Saharan Africa find it difficult to carry out information technology projects, and this resulted in poor online services. The findings further stated that poor economic situation and lack of finance from government have made collection to retrogress not develop, and that modern facilities are lacking in public libraries.

IV. RESEARCH METHODOLOGY

Research Design

The research design for this study was non-experimental design which involves the use of qualitative and quantitative methods. The major benefit of non-experimental research is that, it describes phenomena, explores and explains the correlation between variables. The justification for using non-experimental design is based on the assertion of Brinket al. (2014), who revealed that non-experimental design does not allow for intervention or controlling of research setting.

Population of the Study

The population and sample frame for this study was undergraduates in the public (government owned) universities in Lagos State. The sample size was randomly selected from 200 -500 level students in all the Faculties of both universities. There are twelve (12) faculties in University of Lagos (UNILAG) and ten (10) in Lagos State University (LASU).

Table 1 below represents the list of all faculties in the selected universities and the population. The faculties as shown in the table are for UNILAG Art, Education, Engineering, Environmental Science, Law, Science, Business Administration, Medicine, Social Science, Pharmacy, Clinical Science and Dental Science. While for LASU are Art, Education, Engineering, Management Science, Law, Science, College of Communication, College of Medicine, Social Science and College of Transportation.

Undergraduates Perception of Library Services in Lagos State Public University Libraries

Table 1: Population of the Study and Faculties in Public Universities in Lagos State

S/N	Discipline	Number of Undergraduates University of Lagos (UNILAG)	Number of Undergraduates Lagos State University (LASU)
1	Art	3107	1192
2	Education	5260	1657
3	Engineering	3215	1483
4	Environmental science	1521	-
5	Law	1698	1212
6	Social Science	3525	3474
7	Science	2820	2280
8	Business Administration	4295	-
9	Medical Science	536	1468
10	Pharmacy	1225	-
11	College of Transportation	-	1383
12	College of Communication	-	2711
13	Faculty of Management Science	-	1605
14	Clinical Science	409	-
15	Dental Science	273	-
	Total	**27,784**	**18465**

Sampling Technique and Size

This study used probability sampling techniques. Stratified random sampling was used in the study. The university was stratified into faculties, and then respondents from 200-500 level were randomly selected in each faculty.

Sample Size

The Reader Service Librarian for each university was purposively selected for interview in order to have a clarification on various services and undergraduate attitude toward using the library services. The questionnaire was used to collect data from undergraduates. The number of respondents in UNILAG was 394, and 390 in LASU along with the two (2) Readers Services Librarians from both universities. The Total respondents for this study were 786 as shown in Table 2 below:

Table 2: Sample Size of Respondents

	UNILAG	LASU	Total Sample Size of respondents
Total population for undergraduates	27784	18465	43659
Total sample size for the study	394 + 1	390+1	786

Formula for sample Size Distribution of the Research Instrument among the Faculties Using Proportional Allocation

$$n_h = \frac{N_h}{N} \times n$$ (Cochran 1977)

N is the population size

n Is the predetermined sample size

N_h Is the total number of units in each stratum

n_h Is the total number of units in the sample for each stratum

Table 3: Distribution of the Research Instrument among the Faculty

S/N	Faculty	Selected sample size in UNILAG	Selected sample size in LASU
1	Art	44	25
2	Education	75	36

3	Engineering	46	31
4	Environmental Science	22	
5	Management Sciences	-	34
6	Law	25	26
7	Science	39	48
8	Business Administration	61	-
9	School of Communication	-	57
10	Medicine	6	31
11	Social Science	49	73
12	Pharmacy	17	-
13	School of Transportation	-	29
14	Clinical Science	6	-
15	Dental Science	4	-
16	Readers Service Librarian	1	1
Total		**395**	**391**

Table 3 represents the sample size selected in all faculties in the two public universities and the Readers Services Librarian for each university. Proportional allocation was used to select the sample in each stratum (faculty).

Method of Data Analysis

This study used Statistical Package for Social Sciences (SPSS) to analyse the data. Descriptive statistics such as frequency count, mean and standard deviation were used to analyse the research questions. The result of the analysis was presented on frequency tables and charts appropriately.

## V.   RESULTS AND DISCUSSION OF FINDINGS

Demographic Characteristics of the Respondents

The demographic characteristics of the respondents are presented in Figures 1 to 4. A total of seven hundred and eighty four (784) copies of questionnaires were administered among the respondents. Five hundred and sixty (560) copies which are (71.4%) were duly completed and returned.

Institutional Distribution of Respondents

The distribution of respondents by institution as presented in figure 1 indicates that Lagos State University (LASU) has the highest number of respondents of 51% and University of Lagos (UNILAG) has (49%). The respondents were mainly undergraduates from the two government-owned universities in Lagos State, University of Lagos (UNILAG) and Lagos State University (LASU).
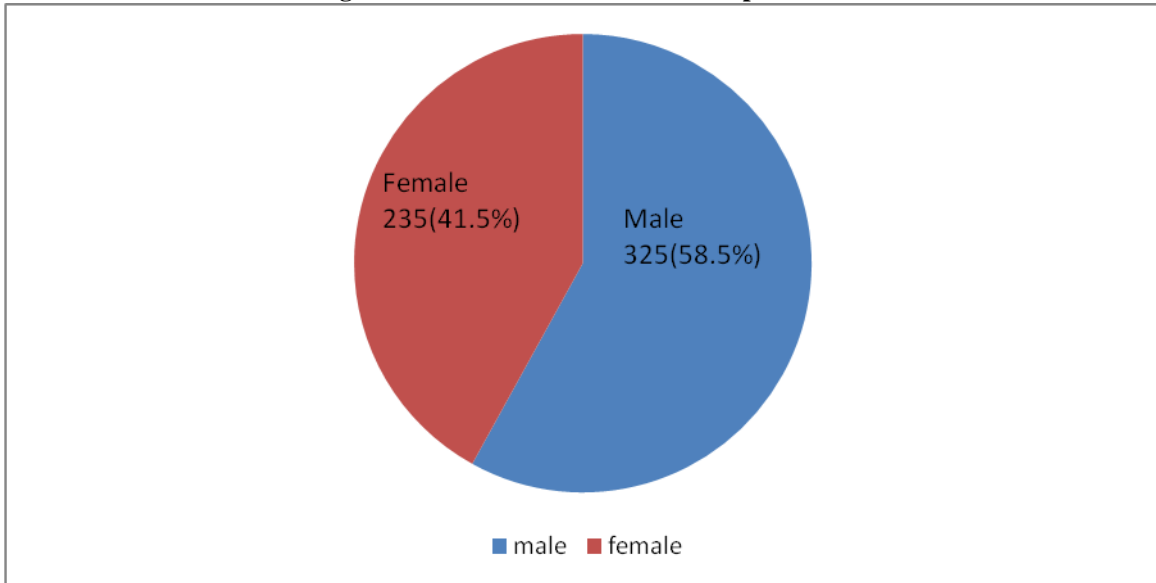
Figure 1:   Institutional Distribution of Respondents
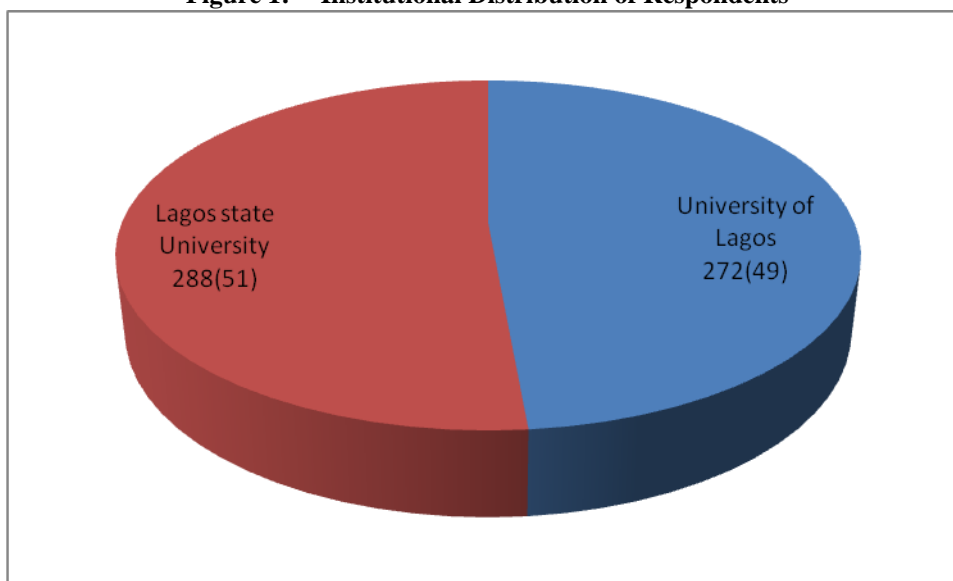
Source: Field Survey 2019
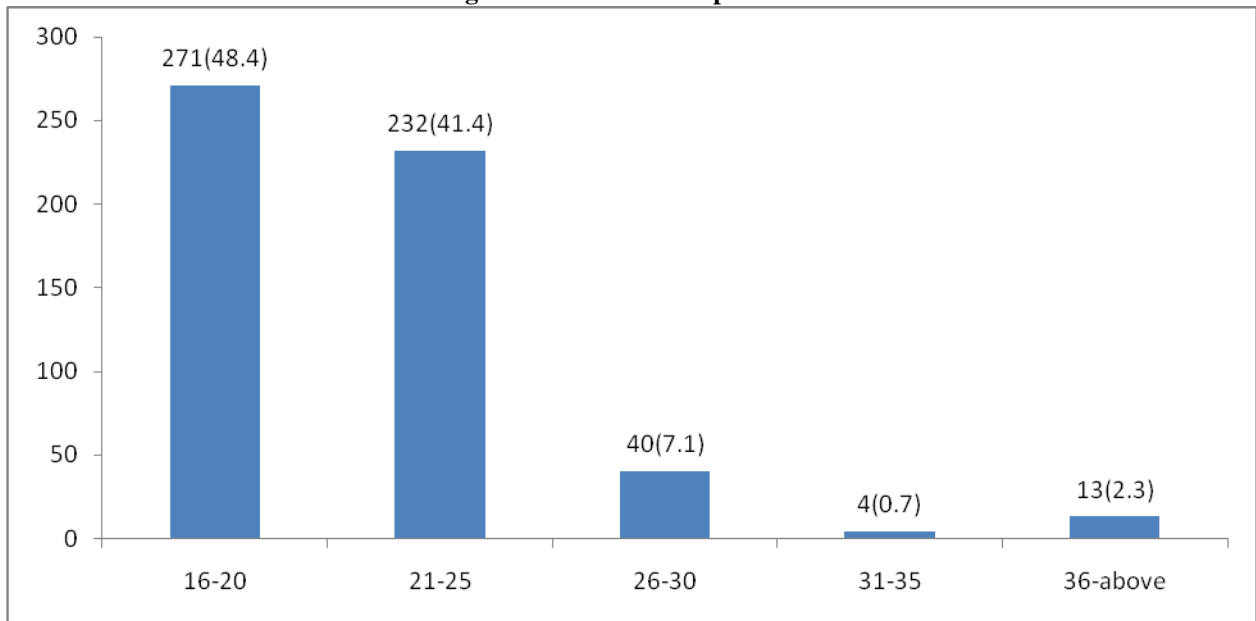
Gender Distribution of Respondents

Figure 2 Gender Distributions of Respondents

Source: Field Survey 2019

In figure 2, the finding of this study revealed that majority of the respondents 58.5% were male while 41.5% were female. The result of this study is in line with a similar study by Ani and Ottong (2010) reported that most respondents in their survey were male 82.61% while 17.39% were female, in Nigeria.
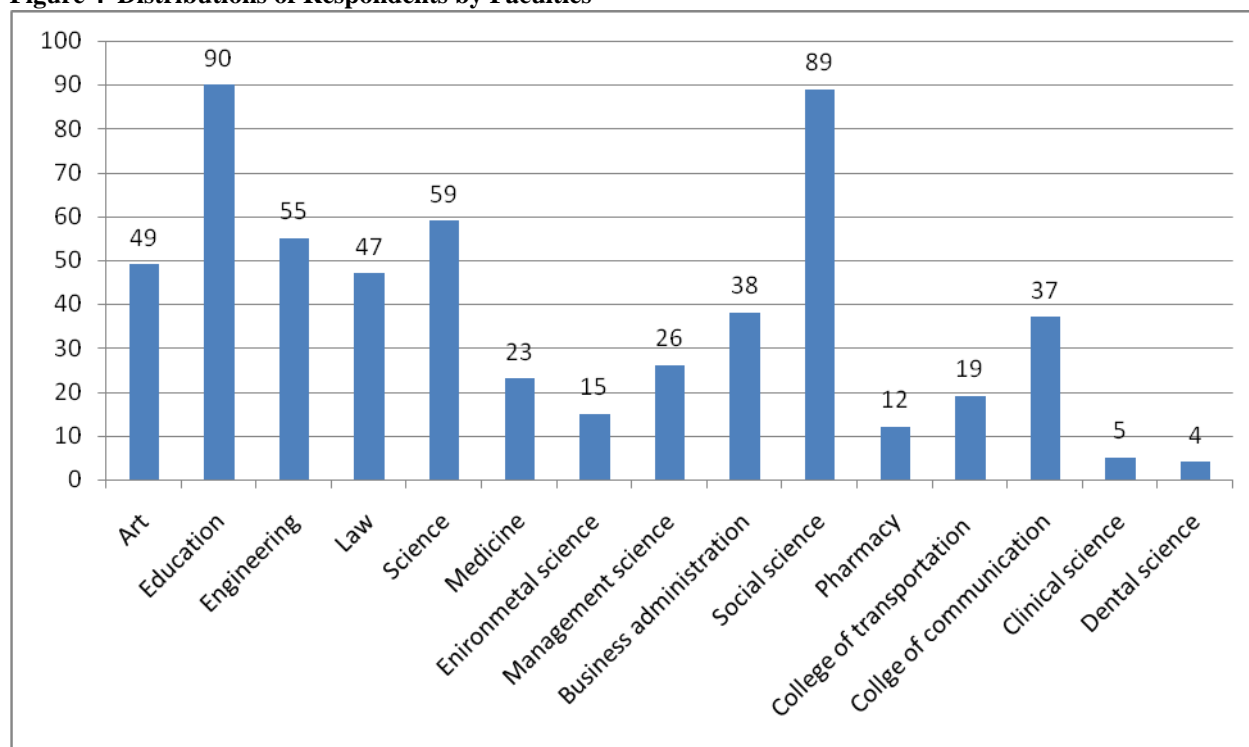
Age Distribution of Respondents

Source: Field Survey 2019

The age brackets of the respondents as presented in figure 3 revealed that majority of the respondents 48.4% were within the range 16-20 years of age, 41.5% were 21-25 years, while 26-30 years were 7.1%.

Distribution Respondents by Faculty
Figure 4 Distributions of Respondents by Faculties

Source: Field Survey 2019

The distribution of respondents by faculties as presented in figure 4 revealed that Faculty of Education has the highest respondents of 16.1%, followed by Faculty of Social Sciences 16%, Faculty of Science 10.5%, and Faculty of Engineering of 10% while Clinical science 0.9% and Dental science 0.7% as the lowest respondents.

The result of this finding contradicts the finding of Egwu (2015) that students have negative attitude toward teaching profession in a study conducted to ascertain attitude of students toward teaching profession in Faculty of Education, Ebonyi State University.

Library Services Available in the Public University Libraries in Lagos State

Table 5   Library services available in public university library in Lagos State

University N=272		Available (%)	Not Available (%)	Mean	Std. Deviation
	Reference	261(46.6)	11(2)	1.02	.323
	Circulation	242(43.2)	30(5.4)	1.10	.307
	Online service	224(40)	48(8.6)	1.14	.351
	Selective dissemination of information services	179(32)	98(17.5)	1.25	.497
UNILAG	Inter library loan services	118(21)	158(27.7)	1.29	.508
	Current Awareness services	158(28.2)	114(20.3)	1.24	.463
	Orientation services	214(38.2)	58(10.3)	1.21	.414
	User education services	212(37.9)	60(10.7)	1.20	.438
	Reprographics services	150(26.8)	122(21.8)	1.35	.514
	Room Reservations.	135(24.1)	137(24.5)	1.40	.526
	LASU: N=288				
	Reference	269(48)	19(3.4)	1.06	.299
	Circulation	253(45.2)	35(6.2)	1.11	.375
	Online service	256(45.7)	32(5.7)	1.13	.369
	Selective dissemination of information services	201(35.9)	82(14.6)	1.26	.518
LASU	Inter library loan services	142(25.3)	146(26)	1.51	.566
	Current Awareness services	222(39.6)	66(11.9)	1.28	.540
	Orientation services	234(41.9)	54(9.6)	1.16	.444
	User education services	226(40.4)	62(11)	1.14	.433
	Reprographics services	167(29.8)	121(21.6)	1.39	.579
	Room Reservations.	154(27.5)	134(23.9)	1.45	.576

Source: Field Survey 2019

The study established that there are various services available to undergraduates in public university libraries in Lagos State, such as online services, reference services, reprographic services, circulation services current awareness service among others. However, the finding of this study in table 5 revealed in the two institutions that 93.2% respondents indicated reference service was the most available service in the university library. This was closely followed by circulation services 87.1% and online services with 85.7% respondents.

The result of this finding supported Ishola and Olurotimi (2014) in a similar study in South West Nigeria which revealed that references services, circulation services and online services were the services that were available in most universities in the South West, Nigeria. In addition, Motiang, Wallis and Karodia (2014) conducted a similar study in University of Limpopo, South Africa. The study indicated that reference services, circulation services and online services were rated as the most available services in the library. In the same vein, Bhattacharjee (2014) conducted a study on availability of library services among undergraduate students in Tripura University, India. The finding revealed that reference services, circulation and e-resources were very much available to the students of the university.

Library Services accessed by undergraduates

Table 6: Library Services Accessed by the Undergraduates in the Libraries

S/N	Library services	Accessed	Not Accessed	Mean	S.D
1	Reference	477(85.2)	83(14.8)	1.1214	.40068
2	Circulation	430(76.8)	130(23.2)	1.2196	.44357
3	Online service	428(76.4)	132(23.6)	1.2286	.43698
4	Selective dissemination of information services	320(57.1)	240(42.9)	1.3786	.53457
5	Inter library loan services	262(46.8)	298(53.3)	1.4750	.55414
6	Current Awareness services	336(60.0)	224(40)	1.3464	.52961
7	Orientation services	402(71.8)	158(28.2)	1.2643	.48017
8	User education services	407(72.7)	153(27.3)	1.2536	.47851
9.	Reprographics services	325(58.1)	235(42)	1.3429	.61608
10	Room Reservations	229(40.9)	331(59.1)	1.4446	.62775

Source: Field Survey 2019

In table 6 respondents were asked to indicate the library services accessed and those services they have not accessed. The library service that was mostly accessed was that of reference services as submitted by majority 85.2% of the respondents, following this was the circulation services which was accessed by 76.8% and online services 76.4% of the respondents claiming to have accessed it. However, the following services have the least accessed respondents inter library loan 53.3% and room reservation 59.1%.

Frequency of Use of Library Services by Undergraduates

Table 7: Frequency of Use of Library Services by Undergraduate Undergraduates

S/N	Library services	Daily	Weekly	Twice in a month	Monthly	Fortnightly	Mean	SD
1	Reference	277(49.5)	168(30)	31(5.5)	32(5.7)	52(9.3)	1.93	1.303
2	Circulation	209(37.3)	209(37.3)	48(8.6)	39(7)	46(8.2)	2.05	1.263
3	Online service	184(32.9)	130(23.2)	61(10.9)	60(10.7)	125(22.3)	2.52	1.745
4	Selective dissemination of information services	123(22)	145(25.9)	134(24)	58(10.4)	100(17.9)	2.40	1.637
5	Inter library loan services	135(24.1)	152(27.1)	54(9.6)	61(10.9)	158(28.2)	2.37	1.622
6	Current Awareness services	101(18)	137(24.5)	59(10.5)	143(26.2)	116(20.7)	2.45	1.733
7	Orientation services	199(35.6)	175(31.3)	60(10.7)	56(10)	70(12.5)	2.24	1.482
8	User education services	153(27.3)	176(31.4)	69(12.3)	105(18.8)	57(10.2)	2.19	1.425
9	Reprographics services	107(19.1)	115(20.5)	59(10.5)	143(15.6)	136(24.3)	2.48	1.810
10	Room Reservations	105(18.8)	101(18)	48(8.6)	132(23.5)	174(31.1)	2.62	1.813

Source: Field Survey 2019

In table 7, the finding examined frequency of use of library services amongst the undergraduate undergraduates in the public universities in Lagos State. A 5-point scale was classified into Daily, Weekly, Twice in a Month, Monthly and fortnightly. The respondents submitted that 49.5% used reference services on daily, closely followed 37.3% who admitted that, they used circulation services on daily while 32.9% respondents also claimed using online services daily.

Purpose for the Use of Library Services

Table 8   **Purpose for the Use of Library Services**

S/N	Purpose of using the library services	SA	A	D	SD	Mean	S.D
1	I use the library for my research because its convenience and conducive environment for learning	344(61.4)	180(32.1)	20(3.6)	16(2.9)	1.48	.74
2	I use the library because I can easily connect to the internet and database	146(26)	235(42)	90(16.1)	89(15.9)	2.21	1.03
3	I use the library so that I can access online reference materials	260(46.4)	231(41.3)	33(5.9)	36(6.4)	2.08	1.02
4	I use the library for the purpose of getting quick access to my information needs	174(31.1)	235(42)	90(16.1)	61(10.9)	2.09	1.06
5	I use the library to have access to computer which will enable me quick access to information.	159(28.4)	208(37.1)	102(18.2)	91(16.3)	1.69	.82
6	I use the library so that I can read daily newspapers	79(14.1)	181(32.3)	190(33.9)	110(19.6)	2.19	1.09
7	I use the library to have access to current journals in my field of study	205(36.6)	216(38.6)	81(14.5)	58(10.4)	2.66	1.12
8	I use the library because library collections are well organized and can easily be retrieved	221(39.5)	217(38.8)	64(11.4)	58(10.4)	1.96	1.02
9	I use the library because the staff are friendly and ready to assist me in my research and assignment	137(24.5)	245(43.8)	89(159)	89(15.9)	1.87	.97
10	I use the library for the purpose of making cheap photocopy	116(20.7)	192(34.3)	109(19.5)	143(25.6)	2.21	1.02
11	I use the library to study for my assignment and exams	318(56.8)	193(34.5)	25(4.5)	24(4.3)	2.38	1.08

Note: SA=Strongly Agree, A= Agree, D = Disagree, SD = Strongly Disagree,
Weighted mean =2.07
Source: Field Survey 2019

This finding identified purposes for undergraduates to use the library services. A 4-point scale was classified into Strongly Agreed, Agreed, Disagreed and Strongly Disagreed. The finding revealed that majority of the respondents 93.6% with the mean value of ($\bar{X}$ =1.48) claimed that they used library because of the conduciveness of the environment for learning. This was closely followed by 91.3% with mean value ($\bar{X}$ =2.38) respondents who submitted that they use the library to study for their assignments and exams, and 87.7% respondents with ($\bar{X}$ = 2.08) who claimed they used the library for the purpose of having access to online reference materials. However, I use the library for the purpose of making cheap photocopy has the least respondents of 45.1% with mean value ($\bar{X}$ = 2.21).

Undergraduates' Perception of Library Services in public universities in Lagos State
Table 9: Perception of Services Rendered in the Library by Undergraduate Undergraduates

S/N	Library services rendered in the library	Very High	High	Low	Mean	S.D
1	The opening hours and the closing hours of the library are suitable to	405 (72.3)	112(20)	43(7.7)	1.72	.87

S/N	Statement			Mean	S.D
	me.				
2	Reading in the environment of the school library is convenient and conducive for learning	493(88.1)	51(9.1)	16(2.9)	1.62	.78
3	I am pleased with the quality of materials in the library.	469 (84.1)	55(9.8)	34(6.1)	2.00	.91
4	The books in the library are outdated	221(39.4)	177(31.6)	162(29)	2.66	1.09
5	The books in the library are not related to my field of study	247(44.1)	112(20)	201(35.9)	2.68	1.19
6	The internet services in the library are accessible any time.	337(60.2)	119(21.3)	104(18.6)	2.19	1.11
7	Reading in the school library makes me comfortable.	457(81.6)	78(13.9)	25(4.5)	1.71	.84
8	I am satisfied with the quality of reference materials available in the library	395(70.5)	121(21.6)	44(7.8)	2.01	.92
9	Database provided by the library are inaccessible outside the library	294(52.6)	150(26.8)	116(20.7)	2.42	1.09
10	Library staff are friendly and motivate me in using the library	472(84.1)	55(9.8)	34(6.1)	1.72	.87
11	The library has adequate infrastructural facilities	493(88.1)	51(9.1)	16(2.9)	1.62	.78

Note: Very High (VH), High (H) and Low (L)

Source: Field survey 2019

Table 9 revealed undergraduates perception of library services rendered in public university libraries in Lagos state. A three point scale was classified into Very High (VH), High (H) and Low (L). The study revealed that majority of the respondents submitted very high for the following services; 88.1% with the mean value ($\overline{\mathbf{X}}$ = 1.62) the reading environment which was conducive for learning. 88.1% with the mean ($\overline{\mathbf{X}}$ = 1.62) the infrastructural facilities in the library, 84.1% with mean value ($\overline{\mathbf{X}}$ = 2.00) the quality of materials in the library and 84.1% with mean value ($\overline{\mathbf{X}}$ = 2.00) library staff that were friendly and motivated them in using the library services. However the book in the library are not related to my field of study was rated low 35.9% with mean value of ($\overline{\mathbf{X}}$ = 2.68)

This study revealed that library undergraduates rated high the library services as a result of undergraduates' perception of the conduciveness of the environment in the library. This finding is in consonance with Adeniran (2011) in a similarly study that conducive environment was a factor that influenced perception of undergraduates in Redeemer University, Nigeria. This study is also in agreement with Majid, et al (2010) who examined possible factors that had influence on quality service of library performances in Malaysia. The results revealed that environment was one factor that influenced perception of library undergraduates.

User perception of access to library services

Table 10 Undergraduates perception of Access to Library Information Resources

S/N	Statement	SA	A	SD	D	Mean	S.D
1	I have easy access to information in the library	218(38.9)	214(38.2)	53(9.5)	75(13.4)	1.51	.69
2	I have easy access to electronic databases within and outside the library	259(46.3)	212(37.8)	52(9.3)	37(6.6)	2.12	1.04
3	The library enable me to have quick access to timely and current Information in my areas of interest	293(52.4)	239(42.7)	19(3.4)	9(1.6)	2.00	1.00
4	Online services enable me to have easy access and retrieval of information resources	257(45.9)	239(42.7)	55(9.8)	9(1.6)	1.81	.89
5	With the help of online service, I have quick access to the Reference Librarian who provides answers to my information request	177(31.6)	221(39.5)	84(15)	78(14)	1.82	.99
6	With the help of online services, I book	132(23.6)	162(28.9)	135(24.1)	131(23.4)	1.97	1.01

reservation in the library

Note: Strongly Agree (SA), Agree (A), Disagree (D) and Strongly Disagree (SD)

Source: Field Source 2019

In table 10 undergraduates perception of access to library services was examined. A four point scale was classified into Strongly Agreed, Agreed, Disagreed and Strongly Disagreed. The result of the finding revealed that majority of the respondents 52.4% strongly agreed that the library enabled them to have quick access to timely and current information in area of their studies. This was closely followed by 46.3% access to electronic database within and outside the library. Two hundred and fifty seven 45.9% respondents also indicated that online services enabled them to access and retrieve information resources.

Rating the Quality of Library Services

Table 11: Rating the Quality of Library Services by Undergraduate Undergraduates

S/N	Library Services	VH	H	L	VL	Mean	S.D
1	Reference	284(50.7)	222(39.6)	47(8.4)	7(1.3)	1.83	.99
2	Circulation	307(53.8)	158(28.2)	83(14.8)	12(2.1)	1.91	.91
3	Online service	283(50.5)	124(22.1)	117(20.9)	36(6.4)	1.92	.92
4	Selective dissemination of information services	167(29.8)	241(43)	110(19.6)	42(7.5)	2.13	1.07
5	Inter library loan services	108(19.3)	173(30.9)	142(25.4)	137(24.5)	2.04	1.03
6	Current Awareness services	139(24.8)	135(24.1)	136(24.3)	72(12.9)	2.01	1.04
7	Orientation services	175(31.3)	216(38.6)	136(24.3)	33(5.9)	1.91	.94
8	User education services	175(31.3)	232(41.4)	119(21.3)	34(6.1)	1.89	.91
9	Reprographics services	115(20.5)	216(38.6)	135(24.1)	94(16.8)	1.96	1.02
10	Room Reservations.	114(20.4)	173(30.9)	136(24.3)	137(48.3)	1.94	.97
11	Personnel relationship	165(29.5)	246(43.9)	72(12.9)	77(13.8)	1.80	.92
12	Infrastructures in the library	211(37.7)	236(42.1)	53(9.5)	60(10.7)	1.66	.89

Note: Very High (VH) =1, High (H) = 2, Very Low (VL) = 3, Low (L) =4

Weighted mean 1.89

In table 11 undergraduates were asked to rate the quality of library service in order to identify undergraduates' perception of the quality of services rendered in the library. A four point rating scale was classified into Very High, High, Low and Very Low. The result of the finding revealed that majority of the respondents 85% with mean value ($\overline{X}$ = 1.83) indicated high rate of quality of reference service, 80% with ($\overline{X}$ =1.91) respondents rated circulation services and online services 72.6% with mean value of ($\overline{X}$ = 1.93). Using the overall weighted mean of 1.89 as bench mark for rating the quality of library services in public universities in Lagos State, it could be inferred that reference services, circulation services and online services were the most rated qualities among the library services.

The result of this finding indicated that reference services was rated the most high quality services in the libraries. This finding is in consonance with Lateef, Omotoso, and Fagbola (2016) who revealed that references services was the most rated services among undergraduate students in Crawford University, Nigeria. Likewise, Onuoha and Subair (2013) conducted a survey on Undergraduate Use of Libraries in Federal Universities in South Western Nigeria. It was revealed that reference services were rated most high among services rendered in the libraries.

Undergraduates Expectation of Library Services

Table 12: Undergraduates expectation of Library Services by Undergraduate Undergraduates

S/N	Statement	A	D	Mean	S.D
	My expectation from the library is to:				
1	provide adequate information materials that are relevant to my discipline	472 (84.3)	89(15.8)	1.83	.99
2	easily access and retrieve information materials within and outside the library	425(75.9)	135(24.1)	1.91	.91
3	always render access to electronic journals in my discipline	371(66.3)	189(33.8)	1.92	.92
4	always provide database that are relevant to my information needs	414(73.9)	146(26.1)	2.13	1.07
5	always provide up-to-date information resources to undergraduates in the library	411(73.4)	149(26.6)	2.04	1.03
6	provide conducive environment that will enhance	457(81.6)	103(18.4)	2.01	1.04

	learning				
7	relate with library personnel that friendly and ready to r assist me in search of information resources.	453(80.9)	107(19.1)	1.91	.94
8	provide enough space and learning facilities in the library	447(79.8)	113(20.7)	1.89	.91
9	Have quiet library environment	415(74.1)	145(25.9)	1.96	1.02
10	access well organized relevant collection	445(79.5)	115(20.5)	1.94	.97
11	have access to computers to access library database	430(76.8)	130(23.2)	1.80	.92
12	have 24/7 access to library services	300(53.6)	260(46.4)	1.66	.88
13	have affordable photocopying services	373(66.6)	168(30)	1.66	.89

Weighted mean =1.89

Table 12 examined undergraduates' expectation of library services. A two point scale was classified into Agreed and Disagreed. This study revealed that the respondent expectations of the library are to provide adequate and relevant information materials which will be relevant to their disciplines 84.3% with ($\overline{\mathbf{X}}$ = 1.83). This was closely followed by conducive environment that will enhance learning 81.6% with ($\overline{\mathbf{X}}$ = 2.01) and 80.9 with ($\overline{\mathbf{X}}$ = 1.09) respondents indicated that their expectation of the library was to have personnel who are friendly and ready to assist undergraduates in areas of information needs.

This was further confirmed through the interview where both Librarians affirmed that the library was established in the institution to provide relevant information materials to its undergraduates. Therefore, it is obligatory for the library to provide conducive learning environment, resources in various areas of disciplines offered in the institution, and as well, qualified personnel to carry out these services to the undergraduates. Using the overall weighted mean of 1.89 as bench mark for undergraduates expectation of library services, it could be inferred that my expectation from the library is to provide adequate information materials relevant to my discipline, the library is expected to provide conducive environment that will enhance learning and I expected the library personnel to be friendly and ready to render assist to me in search of information resources are the expectation of undergraduates in public university libraries in Lagos State.

This finding is in agreement with Lata and Sharma (2013) who stated that the expectation of most undergraduates' was to provide information materials that will support learning activities. Likewise, Devendra and Kumar (2010) in a survey conducted on expectations of faculty members and research scholars on library resources and Services at Sardar Vallabhbhai Patel University of Agriculture and Technology, Meerut, Uttar Pradesh, India. The result of the finding confirmed that undergraduates' expectation of library services was to satisfy their personal information needs by providing learning materials that will aid their research work and library personnel that are friendly to undergraduates.

VI. Summary of the Findings

The findings of this study revealed that library services were available in the public universities in Lagos State. These services were accessed by the undergraduates in both institutions. The service most frequently accessed was reference services. The undergraduates used the library services because of the conducive environment for research and learning activities.

The study further revealed that undergraduates' have high perception on quick access to timely and current information in area of their studies, access to electronic database within and outside the library and online services that enabled them to access and retrieve information resources. The library services most rated high in the study was reference services, circulation services and online services. The quality of library infrastructural facilities was rated high. The expectation of undergraduate undergraduates was for the library to provide more adequate and relevant information materials which will enhance learning. The significant relationship between library services usage and undergraduates' perception revealed that the library services usage influence positively on undergraduates' perception. The study revealed that undergraduate expectations of library services between university of Lagos and Lagos State University were not different from each other while the perception of LASU was higher than that of UNILAG.

The study has been able to establish relationship between undergraduates' perception and library services usage in public university libraries in Lagos state. The findings of this study have remarkable implication for the university libraries to always evaluate undergraduates' perception in order to determine if services rendered were satisfactorily meeting undergraduates' information needs. Furthermore, the implication of this to the parent institutions and library management is to always provide conducive environment, relevant information materials, train personnel on relating with undergraduates' and provide adequate infrastructures that will motivate undergraduates to use various services available in the library.

VII. Conclusion

Primarily, this study revealed that library undergraduates were satisfied in their perception of library services rendered in the universities. Library services were available in the university libraries. The services that were frequently accessed in the library by the undergraduates were reference services, circulation services and online services on daily basis. The major purpose undergraduates used the library service was because of the conducive environment for research and learning activities. The undergraduates' perception of the library is to have quick access to timely and current information in area of their studies. The undergraduates rated the following services high: reference

services, circulation services and online services. Furthermore, the study revealed that undergraduates' expectations were that the library should provide learning materials that will support their study. The study also revealed that there is significant relationship between library services usage and perception in the two public universities in Lagos. The undergraduate expectations of library services between UNILAG and LASU were not different from each other. However, the perception between the two universities was significantly different from each other.

VIII. RECOMMENDATIONS

Based on the result of the finding of this study, the following recommendations are hereby made:

- The university libraries should create awareness of services rendered in the library; this will enable undergraduates to have the knowledge of the available library services.
- The library management should provide fund to acquire more materials and services that will support undergraduates' information needs.
- The library management should provide more access to various services so that the undergraduates can frequently access the services at their convenience.
- The undergraduates has different purposes of utilizing the library services, such as learning purposes, relaxation purpose and others, therefore the library management should provide adequate information resources and infrastructural facilities that will enable undergraduates' to fulfill the purpose of utilising the library.
- The library management should always evaluate library services to determine undergraduates perception of the services, this will enable library management to identify the strength and weakness of services rendered in the library.
- Library management should always evaluate library services by asking undergraduates to rating the quality of services. This will promotes better performance and improve services rendered.
- The library management should also organize training for the personnel on how to relate with undergraduates.

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