INFLUENCE OF LIBRARY INFRASTRUCTURAL FACILITIES ON LIBRARY PATRONAGE OF ACADEMICS IN SOUTH-WEST, NIGERIA.

F. T. DAHUNSI,
Department of Information Resources Management
School of Management Sciences
Babcock University, Ilishan, Remo
Ogun State, Nigeria.
Email:dahunsiflorencetope@gmail.com

&

PROF. G. O. ALEGBELEYE
Department of Information Resources Management
School of Management Sciences
Babcock University, Ilishan, Remo
Ogun State, Nigeria.

&

M. E. MADUKOMA (PhD)
Department of Information Resources Management
School of Management Sciences
Babcock University, Ilishan, Remo
Ogun State, Nigeria

Abstract
Library is the resources center of any tertiary institution, a place to visit regularly to update gap in knowledge, however the issues of unavailability of influential infrastructural facilities have been a serious impediment to library patronage among academics in south-west, Nigeria. On this basis, this study investigated the influence of library infrastructural facilities on library patronage among the academic in South-West Universities in Nigeria. Three hundred and ninety structured and validated Likert-scale type copies of questionnaire were administered to respondents, out of which three hundred and fifty were retrieved for data analysis. The questionnaire was based on library patronage and availability of library infrastructure variables. Multi-stage sampling technique was used to select the respondents. Descriptive statistics of frequency counts and percentages, mean and standard deviation and regression analysis were used to analyse the data. The study found that there was low level of library patronage of academic staff in university libraries (mean=2.26), most resources in the library were sparingly used by academic staff in university libraries (mean=102.4). Also, more infrastructural facilities are available (mean=14.2), but less adequate (mean=42) and less stable (mean=6.5). Further analysis revealed a significant influence of availability of library infrastructure on library patronage of the academics of universities in South-West, Nigeria [t(348)=7.423, p=0.000; R^2=20.1%; F(1.325)=55.107, p=0.000]. It is concluded from this study that improving availability of library infrastructure would improve library patronage of the academics of universities in South-West, Nigeria. It is recommended amongst others, that academic libraries Administrators to make available modern infrastructural facilities that will attract patronage, Academic

staff in Nigerian universities should cultivate and sustain the habit of regular and effective use of library resources and services provided by their university libraries.

INTRODUCTION

Infrastructural facilities are considered essential and critical to a successful academic operation, indeed, its absence is a bad signal on patronage. Then, the issues of library infrastructure and library patronage among academics in south-west, Nigeria serious because a well-equipped library can influence frequency of library patronage, however this is yet to be substantiated in this study. On the other hand, a dilapidated library can prevent the level of patronage. Academic libraries are established in institutions of higher learning such as universities, polytechnic, colleges of educations and other tertiary institutions to support the educational objectives of their parent institutions which are anchored on teaching, researching and learning. Academic libraries are storehouses of knowledge where students and staff are expected to visit and effectively make use of their resources to satisfy their information needs. According to Mason, (2010), academic libraries have the mission to build and maintain a collection that is relevant and adequate to support users' academic pursuits because it is said that good quality education is impossible without a sound quality library. Academics need quality information resources to enhance their professional career, promote their research activities and keep up with the current development in their fields of study, as well as develop competence in their teaching skills, among others, Therefore they need to patronize the library.

Library patronage is the extent to which library users visit the library to use information resources or for any other relevant activities (Iyanda, 2018). User patronage effectiveness is determined by their frequency of library visit, purpose of visit, types of resources consulted during patronage and mode of patronage. These four dimensions of patronage were examined in this paper. It is assumed that library effectiveness and survival depend on the extent of its users' patronage and that any library that chooses to be effective must make its users' its top priority (Fabunmi, 2013 & Nwalo 2003). The level of library users' patronage is significant to any academic library, as the extent of library patronage serves as a primary tool in measuring its patronage effectiveness, which is determined by users' frequency of visit, types of resources they consult during visit and purpose of their visit. However, in recent times, the decline in users' patronage has become of great concern in academic libraries, study affirmed that the academic have shifted from patronizing physical library resources to internet resources (Solanke & Nwalo, 2016). Users' patronage behavior is a study on understanding how users think and make decisions on a particular library and its resources (Shetty, 1981). Shetty revealed that users 'don't just choose to become a regular patrons of a library, he said for a user to become a regular patrons, such user must have been influenced by a library attributes or its resources attributes. Among the attributes he mentioned as factors that can influenced user become a library regular patron are: collection quality, personnel and services quality, library infrastructure among others.

According to the Oxford English Dictionary (2017), infrastructure are the basic facilities, services, and installations needed for the smooth functioning of a community or organisation such as academic library. It is practically impossible for academic libraries to provide some essential services required by academics and other patrons without adequate infrastructural facilities. Inadequate library infrastructure could reflect any library as being of poor quality to its users, as it will render the library useless in the provision of relevant information services to the users (Omeluzor, 2017).

Shetty (1983) revealed that user comfortability and convenience are factors of academic library building that will influence user patronage. He also reported that library building windows, display, design, fixtures, flooring, smell, lighting, temperature and easy location determine user patronage conveniences. In addition

to this view, Singleton (2010) supported that academic library as a citadel of learning and researching, its building should be easily located, have attractive structural design, serene and esthetic environment to welcome both the staff and users. Singleton frowned that most university library buildings in Nigeria do not measure up to international standard in terms of comfortability. It is expected that university libraries building would be able to conveniently seat at least 75 percent of its user population at a time and easily located by it users to influence high level of patronage. This is due to the fact that, any user who felt that visiting a library to consult it resources will not be convenient at the time he or she needs some resource such user might choose a more convenient alternative. In order to avoid losing patrons, Kotler and Armstrong (2004) attests that library infrastructural facilities which start with its building location must be easily accessible to its potential user group. As it is confirmed that a far distant library building location hurts frequency of its users' patronage.

Another thing apart from location that can set any scholar moving in this era is the Internet facilities. The Internet is fast changing the phase of education to which teaching, research and learning are taking new dimensions. Internet information resources are fast seeping into the common consciousness of Nigerian academia, lecturers now incorporate the Internet through modern techniques to post important information on courses, syllabus, social and academic events on the Web. Most academic now uses interactive course design packages such as WebCT and using communication tools such as chat software and Web bulletin boards among others. The eagerness with which many lectures approach integrating Web research tools and technology into their courses provides a significant opportunity for collaboration and interaction with teachers, students and researchers. In this paper, availability of library infrastructural facilities were limited to standard building, special study space/rooms, conference/seminar rooms, restaurant/ coffee stores, OPAC and internet facilities. This is based on extensive literature search on library infrastructure. Though, there are studies on library infrastructure and library patronage, there is a dearth of studies on the role of library infrastructure in influencing library patronage among academics in south-west. This creates a research gap which the study intends to fill. It is on this basis that this study aims to specifically investigate the level of library patronage of academic staff in university libraries in South-West, Nigeria; the types of library infrastructure available in the university libraries in South-West, Nigeria and the influence of library infrastructure on library patronage of the academics of universities in South-West, Nigeria.

STATEMENT OF THE PROBLEM

Academic libraries have been appropriately described as the heart of the university. In spite of the importance of academic libraries to information dissemination, study have established low level of library patronage among academic staff (Adetoro, 2008) and that academics have shifted from patronizing physical library resources to internet resources (Solanke & Nwalo, 2016). Numerous factors have been blamed for this unfortunate situation, some of which include inconvenient library location, unpleasant library ambiance, inadequate conveniences, poor product quality and unskilled personnel among others. The decline in the level of academic library patronage has been linked to numbers of factors which include lack of availability of infrastructural facilities that can influences user patronage decision and behavior. Study also shows that infrastructural facilities aids effective service delivery and ensure comfortability of both academic library staff and its users (Omeluzor, 2017). As such, infrastructural facilities may be inevitable, since it has been recognized as an essential facilities, it may as well help to promote patronage especially among the academic staff in South-West University. There is the tendency that the academic staff would not patronize the library that has infrastructural challenges such as poor building structure, lack of special study space/rooms, conference/seminar rooms, restaurant/coffee store and lounges, which can support them in discharging their academic activities. Therefore, it is important to know if library infrastructural facilities can influence library patronage among the academic in South-West Universities in Nigeria.

OBJECTIVE OF THE STUDY

The broad objective of this study is to examine the influence of library infrastructural facilities on library patronage among the academic in South-West Universities in Nigeria.

The specific objectives of this study were to:
1. examine library patronage of academic staff in university libraries in South-West, Nigeria.
2. determine the types of library infrastructure available in the university libraries in South-West, Nigeria.
3. investigate the influence of library infrastructure on library patronage of the academics of universities in South-West, Nigeria.

REVIEW OF LITERATURE

The review of literature is done under the following headings: library patronage in universities, types of library infrastructural facilities in universities, library infrastructure and library patronage of the academics of universities.

Library Patronage in Universities

The term library patronage has been conceptualized in various way by different scholars and researchers, depending on their view, perception and focuses. Most scholar conceptualized library patronage as library use, to some library patronage is consumption of library resources, while few described library patronage as visiting a library to consume its resources. However, the definition or presentation differs, then, the literatures all have common ground. The ground that is common to all is literatures all agreed that library resources are meant to be consumed by its users. Then it should be understood that users cannot use or consume without visiting a library either personally or electronically. Thus, academic staff library patronage refer to as the extent to which they visit the library to explore its resources to support teaching, learning, and researching.

Library patronage is the purposive visit to the library to utilize its resources and services to satisfy a need. It is a process whereby users willingly visit the library to consult information resources or services that will meet up with their information needs. Adeyomoye (2017) also described library patronage as a user purposeful visit to a library to use their resources or services for either studying, researching or for recreational purposes, which is not limited to physical visit but also involves the use of online resources. Saying the same thing differently, Iyanda (2018) described library patronage as the extent to which the resources and services of a library are utilized for teaching, learning, and research. She also stated that library use is an interaction between an individual, group of individual and a library or information service with a view of satisfying the need for information. It should be noted that patronage is user purposive visit to the library physically to consult its resources and services or electronically to use the internet to log into their website to use their digital resources at any point of need.

The purpose of academic library cannot be overemphasized. Bello (2014) stressed on the purpose of academic library to institution, she said according to NUC standard no any course of study can be accredited in an institution without its library stocking quality resources that are current and adequately relevant to the course curriculum (course outline) This is to buttresses the fact that, there is certainly a relationship between library use and educational productivity. In support of this view, Adeniran, (2011) confirmed that academic libraries are attached to educational institutions to support the university curriculum and research of the university. It is therefore essential that academic libraries ensure that relevant information resources (Print and None-print) that are balanced enough to meet the need of all users are adequately provided and made accessible to users, this goes a long way influencing users to visit

the library more often. It is also good to know that library stocked with quality collection enhance research output of lecturers.

Stressing on the importance of academic libraries resources to lecturer's research output, Okonedo (2015) noted the decline in lecturers' research productivity in South-West Nigeria due to low library patronage. The study revealed that a total of 726 articles were published by 124 lecturers and academic librarians between the periods of five years (2009 – 2014). That is a low output according to her study. Tsafe, Basaka, and Mohammed (2016) analyzed the research productivity of academics in sixteen (16) Universities in Northern Nigeria from 2000 – 2012. The study concluded that 165 academics produced 373 publications within the period under review. This is quite low. More importantly, it should be noted that frequency of library patronage has potential value on its users as well as its own growth and survival as attested by Onwubiko and Uzoigwe (2004) that library is an information center located in an organization, institute, agency, industry and government agencies for users to patronize to update their knowledge. Owoeye and Dahunsi, (2014) affirmed that academic libraries are the centre of information processing and dissemination in a University; they are essential component in an academic environment because that serve a unique purpose of inspiring a high level of academic excellence and creativity. In order to contribute to the rich literature appraised, it is vital to investigate the level of library patronage of academic staff in university libraries in South-West, Nigeria.

Types of Library Infrastructural facilities in University Libraries
Academic library infrastructural facilities constitute the items or services in the library that help in achieving the success in the services rendered by the library. The New Oxford American Dictionary (2017) defines infrastructure as "the basic physical and organizational structures and facilities needed for the operation of a society or enterprise." A modern academic library infrastructural facility such as the spaces used for reading, studying and research must be "adequate in size, comfortable and well equipped with suitable machinery, tools, and equipment; be safe, well maintained and suitable laid out." Other infrastructural facilities in a modern library includes a dual temperature radiant ceiling which ensure natural and hybrid ventilation, and automated shading, and daylight harvesting (McLauchlan & Lavan, 2010). Academic library infrastructure, be it soft-core or otherwise, provides the necessary foundation on which the take-off into self-sustaining growth is not only possible but is also assured and cumulative. Oladele, A, Yakidi A. A, kinruwa,. T. E and Ajayi, O (2019) attest that service delivery organisation such as academic libraries, realizing the importance of infrastructural facilities now support themselves with modern infrastructural facilities in order to be relevant and remain competitive in modern world. Academic library like any other information services provider has functional compartment ranging from users services, human resources, finance, research and development and facilities which are the major focus of this study among other. The competition for having a strategic building with good location, conducive environment and other facilities that ensure ambiences such as: special study space, conference/seminar rooms, restaurant/coffee store, internet and OPAC are now the priority in the mind of the librarians.

In another study by Matusiak (2012) infrastructure assumed to include exclusive calm, quiet and well-furnished study area, display of periodicals, functional furniture, internet browsing facility, comfortable seating arrangement, computers, OPAC terminals, library software and special study place for reading. Matusiak also include other critical infrastructures to be temperature, adequate humidity light, proper ventilation, illumination, adequate lighting, and attentive atmosphere and noise-free reading space/rooms enhances library patronage effectiveness Then, academic library building planners need to specially design open study space for a general usage and private study space/ and rooms especially for the academic staff to promote private study that will help to enhances research activities. Okoro, (2014) emphasized that the building serenity and comfort of the library affect both the staff and users psychologically. Aina (2004)

revealed that with unavailability of infrastructural facilities lecturers would not be able to function properly and be productive in cashing up with the required volume of learned journals and conferences either at the local or international level. This simply indicates that infrastructural facilities in Nigerian universities are in state of disrepair and new capital projects are not put in place, libraries are almost empty of some basic facilities.

Academic library building and comfortable study environment can make users loyal. Thus, library buildings need to include spaces that will adequately accommodate staff, other infrastructure and users within the library (Omeluzor, 2017). Jackson and Hahn (2011) found that most library users prefer traditional library spaces and are more likely to visit and use materials in these spaces. It should be added, however, that the preference for common areas did not come at the expense of technology. Jenena (2011) observed that some academic libraries building in the last 20 years have been designed as iconic monuments to impress the community with their large atriums, huge circulation desks, multiple service points, grand entrances, and impressive staircases, as showpieces. Association of College and Reassert Libraries ACR (2015) affirmed that academic library physical space has been the subject of much debate within the library profession and, more broadly, higher education as a whole. New academic library spaces will be user-centered, hybrid areas that provide digital and print access to the scholarly record. They as well will also include communal spaces for learning which promote learning-related activities such as group and private studies, Academic libraries should create special study rooms/spaces, open sitting/private lounges, 24/7 study areas, and restaurant/coffee attached for comfortability and convince. Restaurant/ coffee store need to be given adequate spaces in academic libraries to ensure that user are closer to food. Study have indicated that there is a positive influence between a firm building that is closer to food and its consumer patronage intention (Namkung & Jang, 2007). Ifijeh, (2015), opined that the emergence of the Internet and the full availability of affordable computing equipment has created tremendous interest in the digital library and electronic publication concept. Therefore, this study aims to support the numerous literatures by investigating the available library infrastructures in the academic libraries in South-West, Nigeria.

Library Infrastructure and Library Patronage of the Academics of Universities

Academic library infrastructure could determine the extent to which students and scholars patronize to consume its collection and other resources. According to Omeuzzor (2017), library infrastructural facilities and equipment constitute the items or services in the library that help in achieving the success in the services rendered by the library. It is also very crucial for libraries in fulfilling its mission, to provide information services to the clientele. Researchers such as Oshikoya, Jerom, Hussein and Mambo (1999) and Ubi, Eke and Oduneka (2011) has stated that infrastructure is in both hard and soft forms. Tella, Owolabi, and Attama (2009) examined the use of the library by students at the Akanu Ibiam Federal Polytechnic in Nigeria. Their findings showed that students were satisfied with the library collections and services and that students' satisfaction would have been enhanced if the library had been networked with internet and other electronic infrastructure. In Malaysia, Kassim (2009) evaluated the library's performance by measuring the users' satisfaction with (a) library services, (b) infrastructure/place/space and (c) collection/information provided by an academic library. The results of the study revealed that on the average, the respondents were satisfied with the library services, infrastructure/place/space, and collection/information resources of the library as a whole. His results also revealed a significant difference in the satisfaction on services, infrastructure/place/space, and libraries' collection/information among the respondents of the three faculties.

In a related study, Kannappanavar and Swamy (2010) evaluated users' perception of the library and information services in agricultural university libraries in South India. The findings showed that users were

satisfied with the information and functions of the library; however, faculty members were more confident than other categories sampled. On this basis, this study considers factors that are likely to ensure maximum patronage in an academic library, according to Adiele, (2015) there might need to provide attractive building structure, quality products and services that will attract and best matches with users' choice of products and service. The need to enrich literatures in the field of information resource management makes it imperative to examine the influence of Library Infrastructure on Library Patronage of Academics of Universities in south west Nigeria.

Theoretical Framework

Two theories were adopted by the researcher namely Integrated theory of patronage behaviour by Shetty, (1983) and theory of infrastructure by Frishmann (2010) to shed light on the influence of library infrastructural facilities on library patronage among the academic in South-West Universities in Nigeria.

Theory of Patronage Behaviour (Shetty, 1983)

Patronage behavioral theory was postulated by Shetty in 1981; the theory has been frequently applied in business and social research. Nevertheless, it can also be used to a study of this kind since it is human-focused and deal with consumer patronage behavior. According to this theory, patronage behavior is based on some influential factor that is regarded as a determinant of the type of product/services users selected from a particular firm. Some of these factors are referred to as firm attributes (structure) which include firm business location, product/service quality, firm building ambiance, and conveniences among others. Thus, the extent at which the attributes of a library influence academic staff can make them develop frequent patronage habit. User patronage habit refers to the continuous visit of patrons to a library. User patronage Habit according to Shetty is measures by frequency of visit to a library. The relevance of theory to the study is that academic library patronage behavioral theory adopted critically examine what academic libraries should do to retain their users, increase users' level of patronage and retain academic libraries value in universities. It provides insight on several factors that can serve as factors on library patronage, some of these factors are: academic library building attribute, collection attributes and service attributes. Academic library building location, ambiance and conveniences.

Theory of Infrastructure (Frishmann, 2010)

Theory of infrastructure was propounded by Brett Frischmann in April 2010. The theory was developed as economic theory which focused on the social demand for open infrastructure accessibility. The method Frishmann took was quite different from the usual analyses because he focused holistically on infrastructural facilities demand-side, looking at the usage and benefits users derive from usage. He explored how infrastructure resources generate value for libraries, its consumers and society. Frischmann theory made it known that the degree of availability of the influential facilities in academic libraries will be a significant determinant to library patronage among the academic staff. The theory brings into focus the social value of common infrastructure, and strongly suggested that users require some basic infrastructural facilities that will always attract them to a library. The relevance of this theory to the study is that it considers academic libraries' as information service provider that need to review its infrastructural facilities, put in place and maintained the ones that will adequately meet the needs of its users and those that will continually attract them frequently to the library. This implies that infrastructural resources are essential to everyone, its can serve as influential factor to library patronage enhancement and factors that will keep users closer to a library.

RESEARCH PARADIGM

Paradigms are preferred ways of seeing reality, building knowledge, and gathering information about the world. People take different stances on these issues; therefore, it is important to understand the primary

arguments and points of view that make up the paradigms. The post-positivist paradigm becomes the bedrock for this research. A post-positivist paradigm is similar to a positivist one in terms of aiming toward knowing a single material reality and searching for causal explanations of phenomena. However, in contrast to positivists, post-positivists believe that humans' understanding of reality is inherently partial. Post-positivists believe with certainty that reality exists and that there is good reason to try to know it. Post-positivism believe that researcher biases and backgrounds are liabilities and, as such, they should be corrected or minimized. From this perspective it follows that, if there is a single truth to be known, the personal background and biases of the researcher should not affect that truth. Guided by the post-positivist paradigm, the researcher rarely discussed her own background, hopes, dreams, fears, or the ways she may be biased or have a stake in the study. Talk about the self was viewed as unnecessary, indulgent, and a mark of low credibility by the researcher. Therefore, the researcher ensured objectivity and guard against researcher influence. In the quest for an answers to the research questions, the post-positivist paradigm ensured that the researcher triangulated –used multiple types and sources of data, diverse methods of collection, various theoretical frames, and multiple researchers in order to settle upon what is "really" happening. Based on this reason, basis, this study tilted towards post-positivist paradigm at looking at social phenomena in order to obtain social reality.

RESEARCH METHODOLOGY

A survey research design was adopted in this study because it allows a great deal of information to be obtained from a large population as data collection may be spread over a large number of people, over a large geographic area which could permit the generalization of findings. There were 15,034 academic staff in all the universities approved by the National University Commission (NUC) in South-West Nigeria. Participants covered in this study are only academic staff in South-West universities in Nigeria and the studied library is limited to university libraries. The study's university context is predicted on the fact that relative to other studies from South-West geo-political in Nigeria, there is no study carried out in this domain with regard to examining the factors that influences library patronage of the academic staff using the combined variables as this study.

A sample of 380 was selected out of the total 15,034 academic staff selected in South-West Geopolitical Zone in Nigeria. Taro Yamane sampling formula was adopted to determine the total sample size for this study. The Multi-stage sampling technique was used for this study to have an unbiased representative sample. Certain considerations were made during sampling. In the first stage, a systematic sampling technique by alphabetic arrangement and selection of each 2nd term number on the list of the six States in South-West Nigeria. The 3 State selected were Lagos State, Ondo State, and Oyo State. At the second stage, the researcher applied the total enumeration sampling technique to sample all the twenty Universities in the three selected States to form the studied universities. The twenty selected universities are: Lagos State (Caleb, Lasu, Anchor, Eko, Unilag, and PanAtlantics). Ondo State (AAUA, OSUTECH, Elizade, Achivers, FUTA and Wesley). Oyo State (Atiba, Precious, Dominical, Oladoke, UI, Ajayi Crowther, KolaDaisi and Lead City). The third stage, the researcher applied Taro Yamane sampling formula to select sample from each of the twenty universities to form the study sample size so that each selected university were represented. Observation checklist and structured questionnaire were the research instruments used to gather data. The questionnaire was divided into three sections. Section "A" captures demographic data, Section "B" elicited data on library patronage and Section "C" contains items on the availability of library infrastructure. Reliability test of the instrument was carried out through Cronbach's alpha analysis. The Cronbach's alpha scores for each section of the questionnaire ranged from 0.73-0.83. Face and content validities of the instrument were jointly determined by the researcher and experts in the field of Information Resources Management in Babcock University. Out of the 380 copies of questionnaire administered, 350 were retrieved and used for the data analysis. This showed a response rate of 92.1%. The

research hypothesis was tested using inferential statistical tools of regression analysis at 0.05 level of significance. Descriptive tools of frequency, percentage distribution, mean and standard deviation were used to analyze participants' socio-demographic characteristics and the research questions.

FINDINGS Table 1: Respondents Socio demographic characteristics

Variables	Classification	Frequency	Percentage
University faculties	Education	35	10.7%
	Science	130	39.9%
	Social sciences	45	13.8%
	Medicine	06	1.8%
	Arts and Humanities	26	8.0%
	Environmental science	05	1.5%
	Business administration	25	7.7%
	Engineering	42	12.9%
	Law	12	3.7%
	Total	326	100.0%
Current position	Professor	02	0.6%
	Associate professor	03	0.9%
	Senior lecturer	64	19.3%
	Lecturer I	96	29.0%
	Lecturer II	116	35.0%
	Assistant lecturer	30	9.1%
	Graduate assistant	20	6.0%
	Total	331	100.0%
Age	26-35 years	113	32.9%
	36-45 years	128	37.3%
	46-55 years	92	26.8%
	56 years and above	10	2.9%
	Total	343	100.0%
Marital status	Single	62	17.9%
	Married	273	78.9%
	Separate	10	2.9%
	Widowed	01	0.3%
	Total	346	100.0%
Gender	Male	191	55.8%
	Female	151	44.2%
	Total	342	100.0%
Educational attainment	Bachelor's degree	37	10.7%
	Postgraduate degree	09	2.6%
	Master's Degree	121	35.0%
	Doctorate	179	51.7%

	Total	346	100.0%
Years of experience	1-5 years	58	17.3%
	6-10 years	113	33.6%
	11-15 years	91	27.1%
	16-20 years	59	17.6%
	21-25 years	12	3.6%
	26 years and above	03	0.9%
	Total	336	100.0%

From these analyses, one could deduce a unique structure in participants' demographic information in terms of university faculties, current position, age, marital status, gender, educational attainment and years of experience. The demographic analysis revealed that quite a larger number of the respondents who work in the academic sector, were predominantly male, married, lecturer II, young in age, possessed high level of education and experience on the job. Hence, the researcher is certain that the demographic structure of respondents looks reliable enough to help provide insight into the quality of responses generated towards achievement of the research objectives.

Findings on Library Patronage of Academic Staff in University Libraries in South-West, Nigeria.
The following constructs of library patronage of academic staff were captured and analyzed to achieve objective one:
- mode of library patronage;
- frequency of visits to the library;
- level of library patronage;
- resources/facilities used by participants during library patronage.

Table 2: Mode of library patronage (n=350)

	N	%	Remark
I do not patronize the library	144	42.4%	Less patronage
I patronize the library both physically and electronically	67	19.7%	Less patronage
I only patronize the library electronically	65	19.1%	Less patronage
I personally come to the library to consult its resources	64	18.8%	Less patronage
Total	340	100.0%	
Mean = 340/4=85			Less patronage

Decision Point: Cut-off >175 responses. This indicates more patronage and vice versa.

Question from this section of the questionnaire was in multiple response format. So, a multiple-dichotomy frequency analysis statistical tool was employed to analyze mode of library patronage of study participants in Table 2. In aggregate terms, the overall mean response (n=85) indicates less patronage. Fewer respondents indicated 'I do not patronize the library (n=144)', 'I patronize the library both physically and electronically (n=67)', 'I only patronize the library electronically (n=65)' and 'I personally come to the library to consult its resources (n=64)'. This finding suggests less mode of library patronage of academic staff in university libraries in South-West, Nigeria.

Table 3: Frequency of visits to the library (n=350)

Frequency of visits	N	%	Mean	Remark
Never	44	13.6%		
Rarely	107	33.1%		
Sometimes	80	24.8%	2.75	Sometimes
Often	70	21.7%		
Very often	22	6.8%		
	323	100.0%		

The decision rule states that: 1-1.49 = Never; 1.5-2.49 = Rarely; 2.5-3.49 = Sometimes; 3.5-4.49 = Often;
4.5-5.0= Very often. The criteria mean of 3.0 is calculated as follows: 5+4+3+2+1=15/5=3.0. This means
that the acceptance mean is 3.0, therefore any score below 3.0 is considered never or rarely.

Table 3 describes the frequency of visits of academic staff in university libraries in South-West, Nigeria.
The mean value (2.75) is below the cut-off mark of 3.0. This means that, most academic staff sometimes
visit the library. By implication, it is likely that academic staff are exploring other ways to obtain
information for their jobs.

Table 4: Level of library patronage of academic staff in university libraries (n=350)

Statement	VHL (%)	HL (%)	LL (%)	VLL (%)	Mean	SD
consult the library staff while searching for materials	66(20.2)	93(28.4)	106(32.4)	62 (19.0)	2.50	1.02
patronize the library on a daily basis	45(13.8)	110(33.8)	128(39.4)	42(12.9)	2.49	0.89
visit the library to borrow books	57(17.5)	90(27.6)	103(31.6)	76(23.3)	2.39	1.03
consult the project and dissertations deposited in the library	48(14.7)	100(30.7)	106(32.5)	72(22.1)	2.38	0.99
visit the library to study privately in the special study space	68(21.0)	63(19.4)	97(29.9)	96(29.6)	2.32	1.11
consult the materials in the reference section	46(14.2)	83(25.5)	108(33.2)	88(27.1)	2.27	1.01
visit the library to read newspaper and other entertaining materials	33(10.1)	83(25.5)	101(31.1)	109(33.4)	2.12	0.99
read mainly my notes in the library	30(9.2)	72(22.2)	120(36.9)	103(31.7)	2.09	0.95
make use of the library catalogue	32(9.9)	76(23.5)	103(31.8)	113(34.9)	2.08	0.99
visit the library to use its toilet facilities	34(10.5)	61(18.9)	109(33.7)	119(36.8)	2.03	0.99
go to the library to socialize with my friends	35(10.8)	56(17.3)	97(29.9)	136(42.0)	1.97	1.01
use the library lounge because it make me enjoy night study	35(10.8)	52(16.1)	98(30.3)	138(42.7)	1.95	1.01
visit the library to consult the restaurant for food	24(7.4)	58(17.8)	77(23.6)	167(51.2)	1.81	0.98
Grand Mean Score = 2.26						

Decision Rule: The decision rule states that: 1.0-1.49 = Very Low Level (VLL); 1.50-2.49 = Low Level
(LL); 2.50-3.49 = High Level (HL); 3.50-4.40 = Very High Level (VHL). Criteria mean of 2.5 is calculated
as follows: 4+3+2+1=10/4=2.5.

Finding obtained from Table 4 shows that the level of library patronage of academic staff in university
libraries is low (mean=2.26). All the statements on level of library patronage were rated low by the

respondents, except the first item which indicates that most respondents consulted the library staff while searching for materials (mean=2.50). On the other hand, respondents rated items on patronizing the library on a daily basis (mean=2.49), visiting the library to borrow books (mean=2.39), consulting project and dissertations deposited in the library (2.38), visiting the library to study privately in the special study space (mean=2.32), consulting the materials in the reference section (mean=2.27), reading mainly notes in the library (mean=207), making use of library catalogue (mean=2.03), visiting the library to use its toilet facilities (mean=2.03), going to the library to socialize with friends (mean=1.97), using the library lounge because it promotes feelings of enjoyment of night study (mean=1.95) and visiting the library to consult the restaurant for food (mean = 1.82) as low. This finding suggests that academic staff rated poorly, the level of patronage of academic staff in university libraries.

Table 5: Resources/facilities used by participants during library visits (n=350)

Resources consulted	Frequency	Percent	Remark
Textbooks	224	14.6%	More consulted
Internet facilities	210	13.7%	More consulted
Journals	200	13.0%	More consulted
Dictionaries	189	12.3%	More consulted
Encyclopedias	149	9.7%	Less consulted
Indexes/abstracts	147	9.6%	Less consulted
Help desk	129	8.4%	Less consulted
Thesis/dissertations	95	6.2%	Less consulted
Toilet facilities	78	5.1%	Less consulted
CD-ROMs	35	2.3%	Less consulted
OPAC	34	2.2%	Less consulted
Special study space/rooms	31	2.0%	Less consulted
Restaurant/coffee store	10	0.7%	Less consulted
Lounges	05	0.3%	Less consulted
Total	1536	100.0%	Less consulted
Mean = 1536/15=102.4			Less consulted

Decision Point: Cut-off > 175 responses. This indicates more consultation of library resources and vice versa.

Table 5 was designed in a multiple response format to capture resources/facilities consulted by participants during library visits. The overall mean response of 102.4 indicates that, most resources in the library were sparingly used by academic staff in university libraries signifying that less resources were consulted by the participants. A breakdown of the analysis in the table reveals that resources consulted more were textbooks (n=224), internet facilities (n=210), journals (n=200) and dictionaries (n=189). However, resources less consulted include encyclopedias (n=149), indexes/abstracts (n=147), help desk (n=129), thesis/dissertations (n=95), CD-ROMS (n=35), OPAC (n=34), special study/rooms (n=31), restaurant/coffee store (n=10) and lounges (n=05). This finding suggests that efforts needs to be made by library administrators to encourage academic staff to consult library resources.

Findings on Types of Library Infrastructure Available in the University Libraries in South-West, Nigeria

Data was gathered using questionnaire and observation checklists to achieve objective two above. The use of multiple methods of data gathering, or the multi-method approach helps the researcher to explain more fully, the richness and complexity of human behaviour by studying it from more than one standpoint.
Analysis of Questionnaire Data
Data generated from the questionnaire was analysed were analyzed in Table 4.6.

Table 6: Types of library infrastructure available in the library (n=350)

Available Infrastructure/facilities	Frequency	Percent	Remark
Internet facilities	292	10.8%	Highly availability
Toilet facilities	276	10.2%	Highly availability
Computers	275	10.1%	Highly availability
Standard furniture	262	9.7%	Highly availability
Standard building	272	10.0%	Highly availability
Stable electricity power supply	256	9.4%	Highly availability
OPAC	251	9.3%	Highly availability
Parking space	249	9.2%	Highly availability
Printer	248	9.1%	Highly availability
Special study space/rooms	211	7.8%	Highly availability
Well-equipped relaxation rooms/facilities	63	2.3%	Low availability
Standard conference/seminar rooms	27	1.0%	Low availability
Restaurant/coffee store	18	0.7%	Low availability
Lounges	11	0.4%	Low availability
Total	2711	100.0%	
Mean = 1536/14=193.6			Highly availability

Decision Point: Cut-off > 175 responses. This indicates high availability of library infrastructure and vice versa.

The aggregate mean response of 193.6 shows high availability of resources in university libraries. Table 6 shows that more resources are available in the library, in line with the expectation of the researcher. Arranged in order of precedence, resources highly available in the library were internet facilities (n=292), toilet facilities (n=276), computers (n=275), standard furniture (n=262), standard building (n=272), stable electricity power supply (n=256), OPAC (n=251), parking space (n=249), printer (n=248) and special study space/rooms (n=211). However, resources found less available in the library were well-equipped relaxation rooms/facilities (n=63), standard conference/seminar rooms (n=27), restaurant/coffee store (n=18) and lounges (n=11), arranged in descending order. By implication, library resources that are less available needs to be given attention to enhance by library management to improve quality of customer service delivery.

Analysis of Observation Checklists Data
Observation checklist was designed to enable the researcher obtain a robust source of information on availability, adequacy and stability of infrastructural facilities in the university libraries. Analysis of the observation checklist was presented in Table 4.7.

Table 7 Infrastructural facilities in university libraries (N=20)

Statement	Availability		Adequacy		Stability	
	Available	Not Available	Enough	Not Enough	Stable	Not Stable
Internet facility	20(100.0%)		4(20.0%)	16(80.0%)	12(60.0%)	8(40.0%)
Conference rooms		20(100.0%)		20(100.0%)		20(100.0%)
Lounges	2(10.0%)	18(90.0%)		20(100.0%)		20(100.0%)
Restaurant/coffee stores						
Computers	19(95.0%)	1(5.0%)	7(35.0%)	13(65.0%)		20(100.0%)
Special study rooms	1(5.0%)	19(95.0%)	1(5.0%)	19(95.0%)		20(100.0%)
Toilet facility	19(95.0%)	1(5.0%)	6(30.0%)	14(70.0%)		20(100.0%)
OPAC	10(50.0%)	10(50.0%)		20(100.0%)	1(10.0%)	18(90.0%)
	Total availability (n) = 71		Total adequacy (n) = 18		Total stability (n) = 13	
	Mean =14.2		Mean =4.2		Mean =6.5	
Overall Mean= 8.4; Remark: Low level of infrastructural facilities						

Decision Point: Cut-off > 10 responses. This indicates high availability, adequacy, stability and quality of library infrastructure and vice versa.

Table 7 measures infrastructural facilities in terms of the availability, adequacy and stability of infrastructural facilities. The aggregate mean response of 8.4 indicates low level of infrastructural facilities in academic libraries. A breakdown of the result shows that, more infrastructural facilities are available (mean=14.2), but less adequate (mean=42) and less stable (mean=6.5). Finding on availability on the observation checklist corresponds well with that obtained in the questionnaire result of Table 4.6, suggesting dependability of result obtained on availability of library resources. Since, the outcome of a questionnaire survey on availability corresponds with that of the observational checklist, the researcher is more confident about the findings.

Further breakdown of result obtained in Table 7 revealed that, more resources were available namely internet facility (n=20), lounges (n=2), computers (n=19), special study rooms (n=1), toilet facility (n=19), and OPAC (n=10) than anticipated. Hence, while internet facility was highly available inadequate and unstable; Conference room was not available, inadequate and unstable; Lounges was sparingly available, inadequate and unstable; restaurant/coffee store was unavailable, inadequate and unstable; computers were highly available, inadequate and unstable; special study rooms were available, inadequate and unstable; toilet facility was available, inadequate and unstable and OPAC was available, inadequate and stable. This result infers shortcomings in the areas of availability, adequacy and stability of library facilities from management of academic libraries in South-West, Nigeria.

Findings on Influence of library infrastructure on library patronage of the academics of universities in South-West, Nigeria.
Table 8: Ordinary Least Square (OLS) regression analysis of the influence of library infrastructure on of library patronage of the academics of universities in South-West, Nigeria (350)

Model Summary R=0.381 Multiple R^2 = 0.145 Multiple R^2 (Adjusted) = 0.142 Standard Error Estimate = 0.73146 F (1, 325) = 55.107 , p = 0.000					
	Unstandardized Coefficients		Standardized Coefficients		
	B	Std. Error	Beta	T	p
(Constant)	1.400	.123		11.351	.000
Library infrastructure	.104	.014	.381	7.423	.000
Dependent Variable: Library Patronage					

Sig. at p < 0.05

The analysis in Table 8 revealed a significant influence of availability of library infrastructure on library patronage of the academics of universities in South-West, Nigeria [t(348) = 7.423, p = 0.000]. This implies that the hypothesis was disconfirmed while the alternate hypothesis was confirmed. The R^2 value (0.201) indicates that availability of library infrastructure accounted for 20.1% of the variability in library patronage of the academics leaving 79.9% to other variables not considered in the model. The estimated OLS regression model is considered to fit the data well as indicated by the F value of = 55.107 (p = 0.000; df=1,325). So, the researcher is 95% confident that the regression model used in estimating the influence of availability of library infrastructure on library patronage of the academics of universities in South-West, Nigeria is highly reliable. This result implies that availability of library infrastructure contributes to library patronage of the academics of universities in South-West, Nigeria. Hence, improving availability of library infrastructure would improve library patronage of the academics of universities in South-West, Nigeria.

Table 9: Analysis of the relative influences of sub-variables of availability of library infrastructure on level, and frequency of library patronage consulted during patronage (350)

	Model 1		Model 2	
Infrastructural facilities	**Level of patronage**		**Frequency of patronage**	
	T	*P*	LR χ^2	*P*
Internet facilities	.655	.513	6.835	.233
Standard furniture	1.379	.169	3.786	.581
Computers	1.679	.094	6.289	.279
Printer	.205	.837	12.834	.025*
Lounges	-.322	.747	8.418	.135
Restaurant/coffee store	.932	.352	6.824	.234
Standard building	-1.085	.279	3.031	.695
OPAC	.280	.779	3.254	.661
Toilet facilities	.186	.853	1.827	.873
Parking space	-.758	.449	4.307	.506
Standard conference/seminar rooms	-1.358	.175	17.364	.004*
Well-equipped relaxation rooms/facilities	1.926	.055*	23.285	.000*
Special study space/rooms	2.694	.007*	9.521	.090
Stable electricity power supply	1.499	.135	9.544	.089
Goodness of Fit	*5.577*		*169.992*	
Degree of Freedom (DF)	*325*		*70*	
P value	*0.000*		*0.000*	

The p values of the regression results were reported in the table. * indicates significant contribution form the independent variable. OLS, Poisson, and multinomial regression analyses were the inferential tools used. Check Appendices for full regression results.

The relative influences of availability of library infrastructure on level of patronage was analyzed using OLS regression in Table 9. The result showed that availabilies of well-equipped relaxation rooms/facilities [$t(348)=1.926$, $p=0.055$] and special study space/rooms [$t(348)=2.694$, $p=0.007$] influenced library patronage of the academics of universities in South-West, Nigeria. On the other hand, availabilities of well-equipped internet facilities [$t(348)=0.655$, $p=0.513$], standard furniture [$t(348)=1.379$, $p=0.169$], computers [$t(348)=1.679$, $p=0.094$], printers [$t(348)=-0.205$, $p=0.807$], lounges [$t(348)=-0.322$, $p=0.747$], restaurant/coffee store [$t(348)=0.932$, $p=0.352$], standard building [$t(348)=-1.085$, $p=0.279$], OPAC [$t(348)=0.280$, $p=0.779$], toilet facilities [$t(348)=1.186$, $p=0.853$], parking spaces [$t(348)=-0.758$, $p=0.449$], standard conference/seminar rooms [$t(348)=-1.358$, $p=0.175$], and stable electricity power supply [$t(348)=1.499$, $p=0.135$] did not contribute significantly to library patronage of the academics of universities in South-West, Nigeria. The estimated OLS regression model fitted the data rightly [F value of = 55.107 ($p = 0.000$; df=1,325)]. Hence, the model was considered highly reliable in establishing the influence of library infrastructural availabilities and level of library patronage. This finding implies that low level of library patronage of academic staff in university libraries was predicted by availabilities of well-equipped relaxation rooms/facilities and special study space/rooms. Hence, it is important that academic library administrators to give priorities to well-equipped relaxation rooms/facilities and special study space/rooms to encourage library patronage.

The relative contributions of availability of library infrastructure on frequency of patronage was analyzed using multinomial logistic regression analysis in Table 4.13. Factors that predicted the frequency of library patronage were availabilities of printers [LR $\chi^2 =12.834$, $p=0.025$], standard conference/seminar rooms [LR $\chi^2 =17.364$, $p=0.004$] and well-equipped internet facilities [LR $\chi^2 =23.285$, $p=0.000$]. On the other hand, availabilities of internet facilities [LR $\chi^2 =6.835$, $p=0.233$], standard furniture [LR $\chi^2 =3.786$, $p=0.581$], computers [LR $\chi^2 =6.289$, $p=0.279$], lounges [LR $\chi^2 =8.418$, $p=0.135$], restaurant/coffee store [LR $\chi^2 =6.824$, $p=0.234$],   standard building [LR $\chi^2 =3.031$, $p=0.695$], OPAC [LR $\chi^2 =3.254$, $p=0.661$], toilet facilities [LR $\chi^2 =1.827$, $p=0.873$], parking space [LR $\chi^2 =4.307$, $p=0.506$] and stable electricity power supply [LR $\chi^2 =9.544$, $p=0.089$] did not significantly influence library patronage of the academics of universities in South-West, Nigeria. The goodness of fit value of 169.992 ($p = 0.000$; df=70) indicates that the estimated logistic regression model fits the data appropriately. By implication, availabilities of printers, standard conference/seminar rooms and well-equipped internet facilities predicted library patronage of academic staff in university libraries.

DISCUSSION
The study examined the library infrastructural facilities and its effectiveness in predicting library patronage among the academics in South-West Universities in Nigeria. Three research objectives were tested in the study. The discussion of findings was based on the results of the objectives of the study. Towards achieving the objectives, the study reviewed literatures on library patronage in universities, types of library infrastructural facilities in university libraries, library infrastructure and library patronage of the academics of universities, Shetty integrated theory of patronage preference and behaviour, and Frishmann theory of infrastructure.

Objective one was formulated to examine library patronage of academic staff in university libraries in South-West, Nigeria. Four aspects of patronage namely frequency of library visit, purpose of visit, types of resources consulted during patronage and mode of patronage were examined. Findings revealed that the mode of library patronage in their order of precedence were physically and electronically and 'personally

coming to the library to consult its resources. Most academic staff sometimes visit the library, while the level of library patronage of academic staff in university libraries was low. Textbooks, internet facilities and journals were library resources more consulted showing that efforts needs to be made by library administrators to motivate academic staff to consult library resources. This finding corroborates the findings of several authors who buttressed that importance of library patronage (Bello, 2014; Fabunmi, 2013 & Nwalo 2003; Onwubiko & Uzoigwe; 2004). Similarly, Okonedo (2015) corroborated the finding on the decline in lecturers' research productivity in South-West Nigeria due to low library patronage. Low patronage was also supported by the finding of Tsafe, Basaka, & Mohammed (2016) who analyzed the research productivity of academics in sixteen (16) Universities in Northern Nigeria from 2000 – 2012 and concluded that 165 academics produced 373 publications within the period under review. This is quite low. From these studies, it is evident that more effort is needed to drive patronage of academics in university libraries in South-West, Nigeria.

Objective two was formulated to examine the types of library infrastructure available in the university libraries in South-West, Nigeria. Perceptions on types of library infrastructure available shows high availability of internet facilities, toilet facilities, computers while resources found less available in the library were relaxation rooms/facilities, standard conference/seminar rooms, restaurant/coffee store and lounges. This result suggests that library resources that are less available needs to be given provided by library management to improve quality of customer service delivery. This finding agrees with that Manir Abdullahi (2007) who affirmed that the Internet is fast changing the phase of education to which teaching, research and learning are taking new dimensions. Matusiak (2012) also corroborated that infrastructure assumed to include exclusive calm, quiet and well-furnished study area, display of periodicals, functional furniture, internet browsing facility, comfortable seating arrangement, computers, OPAC terminals, library software and special study place for reading. In agreement with Matusiak (2012) Olajide, et al (2018) opined that library facilities are essential and critical to library success, conversely, its absence is a bad signal to patronage. Findings from the study and reviewed literatures have established providing conducive and adequate library infrastructure for academic staff in universities.

This study in its bid to established connection or otherwise between the independent and dependent variables, objective three was formulated. Objective three was formulated to probe into the influence of library infrastructure on library patronage of the academics of universities in South-West, Nigeria. Findings from the analysis of this objective revealed a substantial influence of availability of library infrastructure on library patronage of the academics of universities in South-West, Nigeria. The relative influences of availability of library infrastructure on level and frequency of patronage were analyzed. This result revealed that low level of library patronage of academic staff in university libraries was predicted by availabilities of well-equipped relaxation rooms/facilities and special study space/rooms. The relative influences of availability of library infrastructure on level of patronage was revealed that availabilities of printers, standard conference/seminar rooms and well-equipped internet facilities predicted library patronage of academic staff in university libraries. This findings support previous studies, Tella, et al (2009) revealed that students' satisfaction would have been enhanced if the library had been networked with internet and other electronic infrastructure. Similarly, Kassim (2009) confirmed that on the average, respondents were satisfied with library services, infrastructure/place/space, and collection/information of the library as a whole. In the same vein, Adiele, (2015) posited that there might need to provide attractive building structure, quality products and services that will attract and best matches with users' choice of products and service. From the findings of this study and that of literatures reviewed, a positive relationship between library infrastructure and library patronage of the academics of universities in South-West, has been substantiated.

CONCLUSION AND RECOMMENDATIONS

Academic libraries are storehouses of knowledge where students and staff are expected to visit and effectively make use of their resources to satisfy their information needs. It was on this basis that this study examined the study examined the influence of library infrastructural facilities on library patronage among the academics in South-West Universities in Nigeria. It is concluded from this study that improving availability of library infrastructure would improve library patronage of the academics of universities in South-West, Nigeria. Nonetheless, some lapses were discovered in the wheel of library patronage and availability of library resources and these shortcomings deserve urgent attention. The contribution of availability of infrastructural facilities to library patronage was evident in this study. The findings of this study also made immense contribution to existing literature on library facilities and patronage of academics. The results of this study also provided insights to administrators and the university management in helping them to create policies, structures and put in place essential facilities needed to enrich their curriculum. This study has highlighted the dimensions of library patronage in four aspects namely frequency of library visit, purpose of visit, types of resources consulted during patronage and mode of patronage. Therefore, it is imperative that adequate and relevant facilities should be made available in the library to facilitate patronage by academic staff and more information users.

Based on the findings of this study, the following recommendations are suggested for policy intervention. The study recommends that library Administrators should made more facilities available in the library to facilitate patronage by academic staff and other information users In addition, the quality of library collection and personnel are to be reviewed regularly to ensure they possess attributes that will enable them attract patronage. Furthermore, academic staff in Nigeria universities should cultivate and sustain the habit of regular and effective use of library resources and services provided by their university libraries. Lastly, administrators of Nigerian universities and managers of their institutions' libraries should ensure that facilities and infrastructure required to drive library services are maintained.

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