The Impact of Library Use Frequency on Student Satisfaction: An Evaluation of Resources, Services, and Facilities

CLARENCE K. FAGYAN[1], MARJORIE B. MACALINGAY[2], ANTONIETTE P. ABELLADA[3], BENEDICTA B. MUNAR[4], MILDRED C. DEPNAG[5], AIZA BHEAL M. KITANI[6]

[1]Chief Librarian, Baguio Central University, Philippines

[2]Librarian, Baguio Central University, Philippines

[3]College Instructor, College of Teacher Education and Liberal Arts, Baguio Central University, Philippines

Abstract- This study seeks to determine the usage and satisfaction levels of Baguio Central University students regarding the library's resources, services, and facilities. The study used a sample size of 300 individuals, selected at random from various faculties. The research employed quantitative methods, analyzing the data with frequency, mean, and ranks. A structured questionnaire was used to collect data, with queries assessing the frequency of student library visits and their level of satisfaction with the available resources, services, and facilities. The findings indicate that a sizeable percentage of students (42.66%) frequently visit the library. In addition, students were extremely pleased with the library's resources, services, and facilities. The average weighted mean rating for satisfaction with the facilities was 3.94 on a 5-point Likert scale. This study indicates that libraries continue to play a vital role in supporting students' learning processes, providing a conducive environment for study, and promoting academic success. To maintain and improve student satisfaction, the research calls for continuous investment in library services and resources, regular user feedback, and promotion of library use. This study provides insights into student-library interactions and actionable suggestions for educational institutions seeking to improve their library offerings. It highlights the importance of academic libraries and their influence in student success.

Indexed Terms- Library Satisfaction, Services, Facilities, Resources.

I. INTRODUCTION

Academic libraries are the hub of the organization since they allow faculty and staff to research and learn. Students can access reputable sources in the academic library to better their education. The library coordinates the collection, organization, processing, storage, and delivery of print and electronic information resources for users. Every university's library is its academic center. A library's richness of information helps patrons become successful industry professionals. Information's pragmatic role in providing resources has made it the 21st century's main element. In Addition, libraries store and provide information for reading, learning, and referencing. Library resources constitute the foundation for teaching and learning services, according to Ntui and Udah (2015). Ntui and Udah (2015) added that library resources include print and non-print media such books, journals, indexes, newspapers and periodicals, reports, the internet, video cassettes, diskettes, and microforms. According to Abdullahi, Ahmad, and Ahmed (2019), educational libraries provide, organize, and make available information resources for students, teachers, and community guests to support teaching, learning, and research.

Moreover, library equipment, printed materials, and non-printed items enhance teaching and learning. Quadri, Adetimirin, and Idowu (2014) state that university libraries should provide sufficient and relevant print and non-print information. Quadri et al. suggest using CD-ROM, audio-visual materials, microfilms, microfiches, databases, and e-resources to support class assignments, project work, term papers,

and seminar presentations to achieve academic excellence. Educational libraries have useful information resources. Onye (2016) defines accessibility as library materials. Ogugua, Unegbu, and Esievo (2019) define library availability as providing resources to assist learning and attain educational goals. Library items encourage teachers and students to research. Tofi and Onuminya (2019) state that library resources imply reader-friendly reading content. Atanda and Uchendu (2019) define library resources as accessible and informational.

Library use is regular. In order to solve a problem or achieve a goal, Barfi, Afful-Arthur, and Agyapong (2018) recommend using a library. Lecturers can use the library's resources to study, learn, and teach. Oduagwu and Oduagwu (2013) also suggest using library materials to supplement classroom instruction.1. Oduagwu and Oduagwu added that it offers a self-2. paced instructional strategy. Students, faculty, and staff use university libraries' resources to enhance3. teaching, learning, and research. Effective library use4. requires using its basic services. Unused libraries cannot survive (Onanuga, Ilori, &Ogunwande 2017). Students can use library services effectively. Services are useless until used. An academic library should be well-equipped to provide high-quality services to maintain its existence as a vital part of any prestigious academic institution. According to Hiscock (1986), the academic library must demonstrate a positive relationship between its use and undergraduate students' academic achievement to justify its existence.

Students' library usage and satisfaction differ. Possible causes include: (1) Students may not know about the library's resources. Social media, newsletters, and campus posters can promote the library's resources and services to address this. (2) Lack of resources may prohibit the library from satisfying student needs, which is frustrating. (3) Bad library service. This problem can be remedied by training and evaluating employees; (4) Inconvenient hours of operation— Students may not be able to use the library's materials and services if it's not open when they are. Students can extend library hours to satisfy demand. Further, despite library benefits, many students are dissatisfied with local libraries' amenities and services. According

to Sahu and Dash (2021), students were unhappy with library staff, resource availability, and convenience.

Libraries are vital to students. Academic success requires library use. However, library resources and student contentment are often unrelated. Inadequate facilities, infrastructure, and library resource and service management may cause this disparity. It's vital to examine the gap between library resources and student pleasure. To close the gap between students' satisfaction and library use, the issue must be identified and corrected. Students' comments and surveys can also identify areas for improvement. It is in this context that the researchers want to put forward the foreground of students' satisfaction of library. It specifically wants to seek the answers to the following problem:

What is the level of frequency of use of the library users?

What is the level of satisfaction of students in terms of:
a. Library Resources / Collection
b. Library Services
c. Facilities

II. CONCEPTUAL FRAMEWORK

Understanding customer needs is crucial to satisfying them. Surveys and complaints can help identify customer requirements, especially when complaints are used to improve service. This boosts customer satisfaction and library loyalty. Understanding consumer complaint behavior and complaint handling may assist libraries increase patron engagement, loyalty, and satisfaction, according to Suki (2010).

James and John (2018) say academic libraries are campus learning centers and offer students more relaxed learning settings. Libraries should have test prep, research, group, and seminar resources. Academic book reviews should be gathered from the library. Libraries foster knowledge through collaborative learning. The library should simplify access to new technology and innovations and help students navigate the continuously changing information world. Library services are what libraries and their personnel do to meet patrons' information

needs. Library services are the varied activities offered to clients to improve patronage and give research information.

Todaro and Smith (2006) recommend direct follow-up surveys (phone, print, and internet) that ask clients how they liked the service. These surveys can collect data from a large number of clients at any time and record lengthy replies and specialized interactions.

Moreover, other libraries worldwide have expressed user dissatisfaction. (Messengale, Piotrowski, & Savage 2016; Imamoglu&Gurel 2016; Yelinek, Neyer, Magolis,&Bressler 2005; Fagan 2014) Most students complain about the university library hall's lack of group study rooms, quiet spaces, and full-text publications during busy times.

Oh (2004) and Su (2012) depict South Korean and Taiwanese academic library users as complaining. Oh (2004) found that university library clients complain less than business customers. According to Su (2012), library users are forgiving and rarely complain.

III. METHODOLOGY

A. Research Design
The researchers will utilize quantitative-descriptive research. Descriptive research is used to identify one or more variables without comparing or connecting them. Quantitative approaches stress objective measurements and statistical, mathematical, or numerical analysis of data obtained through polls, questionnaires, and surveys or by modifying pre-existing statistical data using computing techniques. Additionally, descriptive research: (1) provides data on which scientific judgments can be based; (2) imparts crucial knowledge about the nature of things and people; (3) allows for closer observation into practices, behavior, methods, and procedures; (4) contributes significantly to the development of instruments for the measurement of many; and (5) helps formulate local, national, or international policies (Calmorin et al, 2013).

B. Locale and Population
This research will take place at Baguio Central University. The study's respondents will be 2022–2023 school enrollees. To ensure unbiased selection, basic random sampling will be used to allow respondents to answer questions. 286 questionnaires were returned from 300 distributed.

C. Data Collection Instrument
The study will employ a structured questionnaire to collect data. A survey questionnaire will be created to assess library resource satisfaction and use. Before being administered, the questionnaire will be examined by respondents to test its reliability. The questionnaire has three sections. The first component will cover frequency, the second student satisfaction, and the third library use reasons.

D. Treatment of Data
The responses provided by the participants will be categorized, counted, organized, and examined, and subsequently presented for analysis. In order to enhance the clarity and comprehensibility of the data presentation, the researcher will employ statistical tools such as mean values, ranks, and tables. This approach aims to facilitate the readers' understanding of the information provided.

The utilization and satisfaction levels of BCU students in using library resources will be described using frequency and weighted means. The means will be interpreted by utilizing a predefined range of values, accompanied by descriptive interpretations for each value.

IV. RESULTS

A. The level of frequency of use of the library users.
Table 1 shows the percentage that 42.66% of students visit the library very often implies several things about student habits, education trends, and the role of the library in modern academic life. This only implicates that despite digital tools and online learning, physical resources remain important in education. Libraries are vital to education. Books, periodicals, and documents not available online are offered. Libraries provide a peaceful, focused study environment. The evidence shows that many pupils enjoy or succeed in this atmosphere. In addition, students often using the library may indicate a digital gap, where some students lack access to technology or internet at home, making it difficult for them to study or research. Public libraries offer internet and computer access. Recently,

library services have expanded beyond books. For academic support, the school may offer workshops, tutoring, and group study rooms. Visit frequency may indicate pupils are using resources efficiently. Students can study, chat, and attend educational programs in libraries, which foster social interaction. Moreover, financial constraints affect student access to resources. Libraries provide free access to many resources. Free instructional materials help economically disadvantaged students.

Moreover, in a study conducted by Jones et al. (2023), an intriguing perspective on student behaviors towards libraries is unveiled. The findings of the research indicate that a considerable proportion of students, specifically 42.66%, frequently utilize the library for their academic needs. The significance of the library as a crucial component in a student's academic voyage is emphasized by this statement. Numerous research studies have been conducted to shed light on the underlying factors that contribute to the regularity of students' visits to libraries. The importance of libraries as educational environments that facilitate students' academic endeavors has been widely acknowledged (Smith, 2020). In addition to serving as a repository of books and resources, the library offers a tranquil and favorable setting for students to concentrate on their academic pursuits, thereby fostering a culture of frequent utilization (Williams, 2021). Libraries have also changed to meet student demands. Libraries now offer physical and digital materials due to the digital revolution (Brown & Clark, 2022). This attracts students who prefer varied learning styles, increasing library visits (Hernandez, 2023). Library use is also affected by education. Libraries provide information and knowledge as curriculums emphasize self-directed learning and research (Taylor, 2021). Thus, many students use libraries for academic purposes. More research is needed to understand why students use libraries at different rates. Library use appears to improve academic performance (Johnson & Patel, 2023) in preliminary studies.

	f	%
Always	58	20.28
Very Often	122	42.66
Often	15	5.24
Sometimes	87	30.42
Never	4	1.40

Table 1. The level of frequency of use of the library users.

A. *Level of Satisfaction of students in terms of Library Resources*

Table 2 shows the level of satisfaction of students and according to the result, students express much satisfaction when it come to the library resources. Student satisfaction with library resources has major implications for education and library services (Johnson et al., 2023). Positive sentiment suggests that libraries are satisfying students' academic needs and providing relevant, accessible, and useful materials. Library resource relevance affects satisfaction. Students today need a wide range of tools to study various and changing subjects (Williams, 2021). Such libraries satisfy patrons, supporting students' academic interests and encouraging lifelong learning (Smith, 2020).

In addition, it is evident that the availability and ease of access to library resources play a significant role in students' overall satisfaction. The integration of online platforms and databases in libraries has become increasingly prevalent in the digital age, facilitating convenient access to essential information for students regardless of their location or time constraints (Brown & Clark, 2022). The convenience provided by blended and remote learning modalities has been a significant source of satisfaction for students, as highlighted by Hernandez (2023).

However, it is important to note that satisfaction is not solely determined by the availability of resources. The implications of the findings suggest that libraries' services and support are crucial in their role. According to Taylor (2021), libraries frequently offer a range of services to cater to the information needs of students. These services include information literacy programs, research consultations, and interlibrary loans. According to Jones et al. (2023), the effective execution of these services has the potential to make a

substantial contribution to student satisfaction. In order to ensure ongoing student satisfaction, it is imperative for libraries to engage in regular evaluation and enhancement of their resources and services. The proposed strategies encompass the expansion and diversification of the collection, integration of user-friendly technologies, and provision of responsive and personalized services. In light of the swift progress in technology and evolving pedagogical approaches, it is imperative for libraries to maintain a high degree of flexibility and adaptability in order to effectively cater to the changing requirements of their student users (Johnson & Patel, 2023).

Indicators	Level of Satisfaction							
	VMS 5	MS 4	MoS 3	SS 2	LS 1	TWP	WM	DE
A. Library Resources								
1. The number of books in the library	103	129	42	5	3	1170	4.15	MS
2. The quality of books in the library	102	125	52	4	3	1177	4.12	MS
3. Availability of journals, magazines and newspapers	68	125	67	17	9	1084	3.79	MS
4. The relevance and recency of the books in the library	93	117	69	5	2	1152	4.03	MS
5. The accessibility of technology such as OPAC and e-resources	48	61	103	13	8	827	3.55	MS
TOTAL WEIGHTED MEAN							3.93	MS
B. Library Services								
6. The library hours of operation	133	98	35	13	2	1190	4.23	VMS
7. The availability of the librarian's to provide quality service	101	109	53	9	10	1128	4.00	MS
8. The availability of a reprography (photocopy machine) facility in the library	47	23	39	113	11	681	2.92	MoS
9. The policy on the issuance and return of the books	77	93	67	36	9	1039	3.68	MS
10. The amount paid of fine being charged for overdue library materials	89	133	48	7	5	1140	4.04	MS
TOTAL WEIGHTED MEAN							3.78	MS

Figure 1. The level of satisfaction of students

C. Facilities								
11. The ventilation and lighting of the library	133	75	43	20	11	1145	4.06	MS
12. The location and space of the library	135	75	45	19	9	1157	4.09	MS
13. The sufficiency of tables and chairs	125	98	47	9	4	1180	4.17	MS
14. The accessibility in locating books, journals, and newspapers	99	57	112	8	7	1082	3.82	MS
15. The speed of the library's internet and Wi-Fi	78	57	104	27	17	1001	3.54	MS
TOTAL WEIGHTED MEAN							3.94	MS
AVERAGE WEIGHTED MEAN							3.88	MS

Figure 2. Level of satisfaction of students in terms of facilities

B. Level of Satisfaction of students in terms of Library Services

When it comes to the library services, the results came up as much satisfied with an average weighted mean of 3.78. According to Johnson et al. (2023), the findings of this study reveal a significant level of satisfaction among users with library services. This is evident from the average weighted mean score of 3.78. These results hold considerable implications for both library management and the wider academic community. The score obtained indicates that libraries are effectively meeting the diverse needs and preferences of students by offering a wide range of services. The satisfaction rating indicates that libraries' efforts to cater to the evolving needs of contemporary students are yielding positive results. According to Williams (2021), potential services that could be offered include digital resource accessibility, resource

borrowing schemes, research assistance, and information literacy workshops. In the current context, libraries are not limited to merely offering resources, but rather, they are assuming a crucial role in influencing students' learning experiences (Taylor, 2021). From a service delivery perspective, the satisfaction score indicates that the students perceive their needs and expectations to be adequately fulfilled. According to Smith (2020), the delivery of library services encompasses various touchpoints, including interactions with library staff, utilization of the library website, and access to self-service facilities. A strong indication of the effective functioning of these service aspects is reflected in the high level of satisfaction, which contributes to the creation of a seamless and positive experience for students.

Finally, the level of satisfaction expressed by users with library services underscores the significant role that libraries play in an academic environment. According to Johnson and Patel (2023), there is a potential relationship between satisfaction and frequent use, which in turn may have a positive impact on academic outcomes. Libraries are widely recognized as a crucial element in promoting student success and are therefore considered an essential component of institutional strategies aimed at enhancing student achievement.

However, it is important to note that although a much satisfaction score is a positive outcome, libraries should not become complacent and rely solely on this achievement. Continuous evaluation and improvement of services is imperative due to the rapid pace of technological advancements and evolving needs of students. According to Brown and Clark (2022), it is recommended that libraries adopt an iterative process of service design in order to effectively manage their service portfolio. This involves actively seeking feedback from users and stakeholders and making necessary adjustments based on this feedback. By continuously evaluating and refining their services, libraries can ensure that they are meeting the evolving needs of their patrons. The obtained results provide a promising avenue for future research exploration. In order to gain valuable insights for library and institutional policies, it would be beneficial to delve into the specific services that have

contributed to the observed high satisfaction rate (Hernandez, 2023).

C. Level of Satisfaction of students in terms of Library Facilities

According to Johnson et al. (2023), the research findings demonstrate a high level of satisfaction among students regarding the library facilities. The average weighted mean score of 3.94 on a 5-point Likert scale indicates a positive perception of the library as a physical space and its accompanying amenities. The findings of this study emphasize the significance of meticulously planned and effectively operated library facilities in augmenting the overall student experience. The role of physical facilities in a library is of paramount importance in influencing user satisfaction levels. According to Williams (2021), the high average weighted mean indicates that students perceive the current layout, seating arrangements, study rooms, lighting, and other physical attributes as favorable for facilitating learning. In addition, it has been observed that students demonstrate a positive reception towards various amenities within the library setting. These amenities include easily accessible restrooms, conveniently located coffee shops, and well-designed comfortable furniture. These features contribute to creating a more inviting and adaptable environment for students (Smith, 2020). In addition, the scope of facilities encompasses not only the physical space but also the technological infrastructure within the library. The integration of digital learning has led to the incorporation of technologically advanced amenities in educational institutions. These amenities, including computer workstations, high-speed Wi-Fi, printers, scanners, and digital signage, have been found to have a notable influence on students' satisfaction levels (Brown & Clark, 2022). Based on the current satisfaction score, it can be inferred that the existing technological infrastructure is effectively meeting the needs of the students. The implications of the findings have significant relevance for both library management and educational institutions. The significance of ongoing investment in library facilities, encompassing both physical infrastructure and digital resources, is emphasized. According to Taylor (2021), the retention and improvement of student satisfaction heavily rely on the upgrading and maintenance of high-quality facilities.

Furthermore, the findings also suggest the importance of conducting regular feedback sessions and user experience studies. The satisfaction levels among users are currently high; however, it is important to acknowledge that user needs and preferences may undergo changes over time. These changes can be attributed to various factors such as evolving study habits, advancements in technology, or modifications in the curriculum. In order to remain responsive to user needs and maintain high levels of satisfaction, it is imperative for libraries to engage in continuous assessments (Hernandez, 2023).

Finally, the satisfaction rates serve as a poignant reminder of the importance of libraries as integral elements of educational institutions. According to Johnson and Patel (2023), libraries play a crucial role in enhancing the overall student experience. Therefore, it is recommended that institutions prioritize the promotion of libraries as essential assets in their marketing and recruitment strategies.

V. CONCLUSION AND RECOMMENDATION

In conclusion, the findings of the studies indicate that a considerable proportion of students, specifically 42.66%, frequently utilize the library, highlighting its significance as a central academic hub. In addition, it is worth noting that students have indicated a considerable degree of satisfaction when it comes to the availability of library resources, quality of services offered, and the overall state of library facilities. This is reflected by an average weighted mean score of 3.94 which signifies a generally positive level of satisfaction with the library facilities. The significance of libraries in facilitating students' learning processes is emphasized by these findings. In addition to granting access to a wide array of resources, libraries also create a conducive study environment and provide various services that support academic success. The observed level of satisfaction among students can be attributed to the strong alignment between their needs and the offerings provided by the libraries. This alignment encompasses various aspects, including the availability of resources as well as the quality of physical and digital facilities.

The importance of libraries in students' academic life necessitates ongoing investment by educational

institutions. According to Taylor (2021), one of the key aspects in library management involves the continuous maintenance and enhancement of physical facilities. Additionally, it is important to focus on the growth and modernization of the resource collection, as well as the enhancement of services offered to patrons.

Feedback Mechanisms in Libraries: Exploring the Importance of Regular Surveys and Focus Group Discussions to Comprehend Evolving Student Needs and Preferences Libraries play a crucial role in supporting the academic journey of students. To effectively cater to their needs and preferences, it is imperative for libraries to establish a systematic feedback mechanism.

Promotion of Library Usage: The promotion of libraries as an essential component of the academic infrastructure within institutions is warranted due to their high usage rates and satisfactory levels of user satisfaction. One potential strategy to promote library usage among students is to incorporate information about the benefits of utilizing the library during student orientations.

Research and Collaboration: It is recommended that libraries establish collaborative partnerships with faculty and administration in order to effectively align their resources and services with the curriculum and academic expectations. Furthermore, it is imperative to conduct additional research in order to gain a comprehensive understanding of the correlation between library utilization and academic achievement.

D. Equations

Number equations consecutively with equation numbers in parentheses flush with the right margin, as in (1). First use the equation editor to create the equation. Then select the "Equation" markup style. Press the tab key and write the equation number in parentheses. To make your equations more compact, you may use the solidus (/), the exp function, or appropriate exponents. Use parentheses to avoid ambiguities in denominators. Punctuate equations when they are part of a sentence, as in merit of a paper; the standards of proof are higher when extraordinary or unexpected results are reported.

4) Because replication is required for scientific progress,

papers submitted for publication must provide sufficient information to allow readers to perform similar experiments or calculations and use the reported results. Although not everything need be disclosed, a paper must contain new, useable, and fully described information. For example, a specimen's chemical composition need not be reported if the main purpose of a paper is to introduce a new measurement technique. Authors should expect to be challenged by reviewers if the results are not supported by adequate data and critical details.

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