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**Influence of Resource Availability on Library Patronage by
Undergraduates in Private Universities in Lagos State, Nigeria**

Vincent E. Unegbu^a Juliana P. Michael^{b*}

^a*Department of Information Resources Management, Babcock University Ilishan-Remo, Ogun State*

^b*Department of Information Resources Management, Babcock University Ilishan-Remo, Ogun State*

^a Email: unegbu@babcock.edu.ng

^b Email: Ojihjulian@gmail.com

Abstract

Library patronage is a measure of user satisfaction. The study examined library patronage of undergraduates in private universities in Lagos State, Nigeria. The study employed survey design and questionnaire was used for the data collection. The population of the study comprised 5,616 undergraduates. Three hundred and sixty five (365) respondents were sampled based on Research Advisor's Table for determining sample size. The collected data was analyzed using descriptive and inferential statistics. The findings revealed that undergraduates in private universities often patronized the university libraries in Lagos State, Nigeria. Subject specific materials ($\bar{x}=2.52$) were mostly consulted, followed by project and dissertations ($\bar{x}=2.44$) and reference materials ($\bar{x}=2.18$). The finding also revealed that resource availability had a significant influence on library patronage of undergraduates ($R^2=0.073$, $t(300)=4.873$, $p < 0.05$). The study recommended that the library management should take proactive measures to improve library resources underutilized by the students under study.

Keywords: Library patronage, private university, resource availability, undergraduates.

Introduction

Library patronage has become a very critical issue in librarianship that cannot be overlooked in this 21st century because patrons are basic elements in the services of a library. Every library was established with users in mind. Patronage remains essential in ensuring the positive strength of the library because without patronage, the library cannot rate its performance (Abdulsalami & Efosa, 2020). Libraries play significant roles through their numerous services to facilitate teaching, learning, research and other interests of their parent organization. They are the centers of academic activities. There is no academic institution that can boast of adequately providing and satisfying the information needs of its intellectuals without the services of a good library. This stems from the fact that a good library service is essential for the success of every educational institution.

* Corresponding author.

As noted by Agyen-Gyasi, Lamptey and Frempong (2010), university libraries are essential contributors to knowledge generation and serve a wide spectrum of knowledge seekers. Access to rich library resources is important to achieving individual's development.

The goal of every library is for users to patronize and make optimal use of it through constant and regular visits. It is not enough to stock the library with resources but it has to be consulted regularly and used. To this effect, Odu (2017) stated that the worth of a library is determined by the users' perception and extent of utilization of the resources and services. However, globalization came with a huge transformation of the world especially with the advancement in Information Communication Technology (ICT). The use of ICT has not only changed the role of libraries especially with the development of digital libraries but has also affected its patronage. The easy access to information online from the comfort of one's zone is affecting the library's patronage as students no longer see the benefits of visiting the physical library for its resources and services, thus challenging the existing role of the library in the university.

Despite the value of university libraries' resources to learning, several studies have reported low patronage of university libraries by students. The studies of Mohammed, Abdullahi and Abubakar (2017), Odu (2017) and Abdulsalami and Efosa (2020) captured the declining patronage in the academic library even with the provision of digital resources and services. This continual decline may be as a result of inadequate information resources to satisfy the users' information need. It is against this background this study investigated the influence of resource availability on library patronage by undergraduates in private universities in Lagos State.

Objectives of the study

The study assessed library patronage in private universities in Lagos State, Nigeria. The specific objectives were to:

1. examine the frequency of library patronage among undergraduates in private universities in Lagos State;
2. determine the types of materials consulted during library patronage by undergraduates in private universities in Lagos State;

3. ascertain the purpose of library patronage among undergraduates in private universities in Lagos State;
4. determine the influence of resource availability on library patronage in private universities in Lagos State.

Research questions

The following research questions were answered in the study:

1. What is the frequency of library patronage in private universities in Lagos State, Nigeria?
2. What are the types of materials consulted during library patronage among undergraduates in private universities in Lagos State, Nigeria?
3. For what purposes do undergraduates in private universities patronize the library?

Hypothesis

The study sought to test the following research hypothesis:

H_{01} : Library resource availability has no significant influence on library patronage of undergraduates in private universities in Lagos State.

Literature review

Library patronage can be described as the frequency at which of coming to the library by the users consult library resources for academic purposes, relaxation or recreational purposes. In other words, it is the physical and remote access to, and consultation or use of libraries' collections by users. Ofodile and Ifije (2013) defined library patronage as access to libraries' collections and services by the university community. Library patronage as opined by Usuka, Nwachukwu and Nwachukwu (2019) is the use of library services and resources by the users in order to satisfy their various information needs. Iyanda (2018) and Adeyomoye (2017) affirmed that library patronage is the extent to which library users visit the library to use information resources or for any other relevant activities. Schoenberger (2018) inferred that patronage of the library by intended users is a vital measure of output of services provided by libraries. The library user is central to the existence of library and information services, because the library function solely to satisfy the user. Without patronage, the library cannot rate its performance. The patrons are very critical elements in the services of a library, hence, they must be regularly required to assess the services and the information resources provided, as this may help the library to improve upon its services and facilities (Rabia & Naveed, 2018). The Shetty theory (1981), which is related to patronage, explains the concept of customer behavior, in which he used the output preference to explain and predict shopping behavior. Shetty used store attributes as factors that can influence user's choice of product to patronize, which can be applied in the library context. He assumed that for organization to ascertain the efficacy of their quality and services, they ought to measure client patronage habits from their frequency of visit and types of product most patronized. In relation this work, some of the attributes that can influence user to become a library regular patron are: resource availability, librarian attitude, services quality, library environment among others.

The frequency of users' patronage, the types of materials consulted by the users during visit, and their purpose of patronage are indicators of how well library can facilitate teaching, learning and research activities (Ibrahim & Wada, 2021). Onanuga, Olufemi and Ogunwade (2017) posited that if library users patronize the library frequently, there would be a high tendency that they

would utilize information resources and services. However, Nweze and Shabi (2011) believed that frequency of use differs from one user to another because different needs and factors determine purpose and the number of times a person patronizes and utilizes library resources. The type of material consulted by library users is an important factor in determining its patronage. The quality and availability of materials in the library makes it an access point for library users, as they tend to attract them to patronize the library. Adeniran (2011) opined that the quality of information resources attracts users to the library and that it is related to the frequency of visits to the library. Parande, Borle and Tapare (2017) are of the opinion that utilization can be understood in terms of frequency of use, amount of time /hour spent in library and purpose of using the library.

Several studies on library patronage and resource availability have been conducted; however there is little or no study that specifically addresses the subject matter relating to undergraduates in private universities in Nigeria. Koech, et al. (2015) studied factors associated with library use among undergraduates in the School of Science, University of Eldoret. Cross sectional descriptive design was used. The findings revealed that nearly 88% of the students make use of a library in the University of Eldoret, Kenya. Those most likely to use a library are students in their third and fourth year of study than their counterparts in second year. Onyekweodiri and Agbo (2015) surveyed the extent of library utilization by students of veterinary medicine in two federal universities in South-East zone of Nigeria. The study adopted a descriptive survey method. The population consists of undergraduates. The result from the findings revealed that library resources required by these students' ranges from newspapers, magazines, current awareness services, journals, and online resources. On the other hand, library services in both institutions under study are inadequate resulting in student's apathy to the library.

Alegbeleye, Madukoma, and Dahunsi (2020) studied library collection quality and library patronage of academics in South-West, Nigeria. The analysis revealed a significant influence of availability of library collection quality on library patronage of the academics of universities in South-West, Nigeria. The study concluded that improving quality of library collection would improve library patronage of the academics of universities in South-West, Nigeria. Similarly, Adeyomoye (2017) investigated the reading culture and user satisfaction as determinants of library patronage by undergraduates in private universities in Oyo State, Nigeria. The descriptive survey design was used for the study. Respondents were found to patronize the university libraries to a moderate extent. The study also revealed a moderate extent of satisfaction with library resources and services provided.

Nkechinyere, and Akanwa (2018) examined the environmental factors as correlates of use of information resources in public university libraries in Imo and Abia States, Nigeria. The findings show that various types of information resources were used in the university libraries. While very low and insignificant relationship exists between the environmental factors and use of the information resources. Lateef, Omotoso and Fagbola (2016) surveyed students' use and evaluation of college libraries in Crawford University, Igbesa, Ogun State. The result revealed that students use their libraries sparingly; they use the libraries less for references and other academic purposes but more for relaxation in between lectures and to discuss with mates and friends. However, the respondents rate the information resources, services and facilities of the libraries as fair.

Previous researches reviewed have acknowledged the importance of resource availability as a motivating factor of library patronage. So far, from literature reviewed, no library can enjoy frequent patronage without availability of relevant and quality information resources and effective services. Several studies on library patronage have been conducted globally, however there is little or no study that specifically address the subject matter relating to undergraduates in private universities in Lagos State, Nigeria

Methodology

The study adopted survey design. The population of the study comprised 5,616 undergraduates in five private universities in Lagos State, Nigeria. Survey design was used for the study because it allows primary data to be collected through questionnaire from a large sample to answer research questions or explain relationship between variables (Ifidon & Ifidon, 2007). The universities studied are: Anchor University Ayobo, Caleb University, Eko University of Health Medical Sciences, Ijanikin; Pan Atlantic University, Lekki-Epe, and St. Augustine University, Epe. These private universities were selected because they have been existing for quite some time with a reasonable number of undergraduates. More so, they are well-known. The participants of the study was limited to full time undergraduates from 100- 500 level, who patronize the library in the universities under study. The sample size of 365 was determined using Research Advisor's Table. Multi-stage sampling technique was used to select the participants of the study. The advantage of using multistage sampling is that it provides the benefit of allowing for flexible population segmentation to build sample populations. Structured and validated questionnaire was used to collect data. The questionnaire is in two main sections: the frequency of use, purpose, and types of items consulted were used to measure library patronage in the first section. While the second section measured the type of information resources available in the University library namely- print and non-print. The questionnaire was pre-tested and Cronbach's Alpha co-efficient test (r) yielded 0.76, which indicates that the instrument is very reliable. Face and content validity were carried out to ensure the validity of the instrument for data collection. The Statistical Package for Social Science (SPSS-23) was used for the data analysis. Descriptive statistics such as percentage, mean and standard deviation were used to analyze the research questions, while inferential statistic (simple linear regression) was used to test hypothesis at 0.05% level of significance. Out of the 365 copies of the questionnaire administered to the study participants, 303 were returned indicating 83.0% response rate. All the 303 returned copies of questionnaire were rightly filled by the participants and suitable for use.

Results

Table 1: Participants' demographic information

Demographic variables	Frequency (n)	Percent (%)
Age		
15-18 years	180	60.0
19-22 years	108	36.0
23-26 years	09	3.0
27 years and above	03	1.0
No response	03	1.0

	303	100.0
Gender		
Male	156	51.5
Female	147	48.5
	303	100.0
Faculty		
Arts and Humanities	54	17.8%
Education	6	2.0%
Engineering	15	5.0%
Science	120	39.6%
Social and management science	108	35.6%
	303	100.0%
Level of study		
100 level	141	46.5
200 level	81	26.7
300 level	36	11.9
400 level	39	12.9
Others	06	2.0
	303	100.0

The demographic results were presented in Table 1. Sixty percent (60.0%) of undergraduates patronizing private university libraries in Lagos State, Nigeria were within the age bracket of 15-18 years while few (1.0%) were above 26 years. This is expected as undergraduate program in Nigeria and elsewhere in the world are usually dominated by teenagers. Over Fifty-one percent (51.5%) of the participants were males while females were represented by 48.5%. This suggests that more male undergraduates participated in the study than their female counterparts.

Forty percent (39.6%) of undergraduates patronizing private university libraries in Lagos State, Nigeria were science students while 2.0% were education students. It is obvious from this result that, students from science faculties were highly represented in the study than those in other faculties. Table 1 also reveals that majority of the respondents (46.5%) were in 100 level, 26.7% were 200 level students, those in 300 level were 11.9%, 400 level students were 12.9% while others were represented by 2.0%. This suggests that participants were dispersed and selected across academic levels in universities in Lagos State, Nigeria.

Research Question One: What is the frequency of library patronage in private universities in Lagos State, Nigeria?

Research question one was analysed with frequency counts, percentage, mean and standard deviation statistics. The results of the analysis are reported in Table 2

Table 2: Frequency of library patronage in private universities.

Statements	Very Often (4)	Often (3)	Sometimes (2)	Never (1)	M	SD
I visit the library ...	123(40.6%)	138(45.5%)	39(12.9%)	03(1.0%)	3.26	.72
I use the internet instead of the library to obtain information ...	162(53.5%)	81(26.7%)	33(10.9%)	27(8.9%)	3.25	.97

I use the information resources in the library...	105(34.7%)	156(51.4%)	33(10.9%)	09(3.0%)	3.18	.74
I go to relax in the library...	39(13.0%)	120(40.0%)	99(33.0%)	42(14.0%)	2.52	.89
I go to library to meet friends.....	39(12.9%)	108(35.7%)	78(25.7%)	78(25.7%)	2.34	1.0

Frequency of library patronage (Average Weighted Mean = 2.91)

Decision Rule: 1.0-1.49 = Never; 1.50-2.49 = Sometimes; 2.50-3.49 = Often; 3.50-4.0 = Very Often. M=Mean; SD = Standard deviation

The result in Table 2 showed that the undergraduates in private universities often patronize the university libraries in Lagos State, Nigeria (Average Weighted Mean =2.91, on a scale of 4). Further details from the analysis depict that undergraduates go to the library to meet with friends (2.34) recorded low measurement score. This finding suggests that undergraduates in private university libraries in Lagos state, Nigeria visit the library to a great level. The rate of going to the library is also low (47%), nearly 50%.

Research Question Two: What are the types of materials consulted during library patronage among undergraduates in private universities in Lagos state, Nigeria?

Table 3: Types of materials consulted during library patronage

Types of materials	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)	M	SD
I consult the materials in my subject area	39(13.0%)	132(44.0%)	75(25.0%)	54(18.0%)	2.52	.93
I consult the project and dissertations in the library	48(16.5%)	87(29.9%)	102(35.1%)	54(18.5%)	2.44	.97
I consult the materials in the reference section.	30(10.1%)	69(23.2%)	123(41.4%)	75(25.3%)	2.18	.92
I usually consult the library staff while searching for material in the library	42(13.9%)	63(20.8%)	90(29.7%)	108(35.6%)	2.12	1.05
I patronize the library to read Newspaper for updates.	21(6.9%)	30(9.9%)	108(35.6%)	14(947.6%)	1.76	.89

Types of materials consulted during library patronage (Average Weighted Mean = 2.21)

Decision Rule: 1.0-1.49 = Strongly Disagree; 1.50-2.49 = Disagree; 2.50-3.49 = Agree; 3.50-4.0= Strongly Agree. M=Mean; SD = Standard deviation

The result of Table 3 showed that undergraduates do not commonly consult library materials in private universities in Lagos state, Nigeria (Average Weighted Mean = 2.21). The result revealed that subject specific materials (\bar{x} = 2.52) is mostly consulted by undergraduates during library patronage while the project and dissertations (\bar{x} =2.44), materials in the reference section (\bar{x} =2.18), materials search (\bar{x} =2.12) and newspaper readership (\bar{x} =1.76) were least consulted by

the undergraduates. The finding suggests that students mostly consult subject specific materials during library patronage, however, library resources such as project and dissertations, materials in the reference section, materials search and newspapers were least patronized by undergraduates in private university libraries in Lagos State, Nigeria.

Research Question Three: For what purpose do undergraduates in private universities patronize the library?

Table 4: Purpose of library patronage in private universities

Purpose of library patronage	Strongly Agree (4)	Agree (3)	Disagree (2)	Strongly Disagree (1)	M	SD
My reason of patronizing the library is to prepare for test / examination	114(37.6%)	117(38.6%)	39(12.9%)	33(10.9%)	3.03	.97
I visit the library for research purpose	84(27.7%)	126(41.6%)	42(13.9%)	51(16.8%)	2.80	1.02
I patronize the library to do my assignments	81(26.7%)	111(36.6%)	72(23.8%)	39(12.9%)	2.77	.98
I visit the library to consult reference books	66(21.8%)	123(40.8%)	78(25.7%)	36(11.7%)	2.72	.93
My reason of using the library is for personal development	57(18.8%)	99(32.7%)	72(23.8%)	75(24.7%)	2.46	1.05
I visit the library to access the computer	48(15.8%)	78(25.7%)	84(27.7%)	93(30.8%)	2.27	1.06
I visit the library for relaxation	123(41.4%)	99(33.3%)	48(16.2%)	27(9.1%)	1.93	0.97
Purpose of library patronage (Average Weighted Mean = 2.57)						

Decision Rule: 1.0-1.49 = Strongly Disagree; 1.50-2.49 = Disagree; 2.50-3.49 = Agree; 3.50-4.0= Strongly Agree. M=Mean; SD = Standard deviation

The result of Table 4 indicates that undergraduates in private universities in Lagos State patronize library materials for different purposes (Average Weighted Mean = 2.57). Further analysis revealed that preparation of test / examination (\bar{x} = 3.03), research (\bar{x} =2.80), assignment (\bar{x} =2.77) and consultation of reference books (\bar{x} =2.72) were the main reasons for library patronage by undergraduates in Lagos State, Nigeria. On the other hand, personal development (\bar{x} =2.46), computer accessibility (\bar{x} =2.27) and relaxation (\bar{x} =1.93) indicated low measurement scores. The finding suggests that the main reasons for patronage in private university libraries by undergraduates in Lagos State, Nigeria were test / examination, research, assignment and consultation of reference books, however, few undergraduates visit the library for personal development, computer accessibility and relaxation purposes.

Hypothesis one: Library resource availability will not significantly influence library patronage of undergraduates in private universities in Lagos State.

Hypothesis one was tested with simple linear regression analysis. The results of the regression analysis are presented in Table 5.

Table 5: Simple linear regression analysis of resource availability and library patronage of undergraduates in private universities in Lagos State

Predictors	B	Beta (β)	T	P	R ²	Adj. R ²	F	ANOVA (Sig.)
(Constant)	1.836		12.134	.000				
Availability of information resources	.235	.270	4.873	.000	0.073	0.070	23.476	0.000

Dependent Variable: Library patronage
Predictors: (Constant), Resource Availability
 DF (F-Statistic) = 1, 301
 DF (T-Statistic) = 300

According to the result on Table 5, library resource availability significantly influenced library patronage of undergraduates in the private universities in Lagos State ($R^2 = 0.073$, $\beta = 0.270$, $t(300) = 4.873$, $p < 0.05$). The model indicates that library resource availability contributed 7.3% ($R^2 = 0.073$) change in library patronage of undergraduates in the private university libraries. By implication, library patronage depends on availability of library resources in the private university libraries. Therefore, the null hypothesis which states that availability of library resources will not significantly influence library patronage of undergraduates in private universities in Lagos state was rejected. Hence, library resource availability is vital to improving the library patronage of undergraduates in private universities in Lagos state. The regression model also shows that when library resource availability is enhanced by one unit on a measurement scale, there will be corresponding 23.5% (0.235) increase in the library patronage of undergraduates in the private universities libraries. This suggests that, library environment is vital to enhancing library patronage of undergraduates in private universities in Lagos State.

Discussions of findings

This study is on the influence of resource availability on library patronage among undergraduates in private universities in Lagos State, Nigeria. Research question one revealed that undergraduates in private universities often patronized the private university libraries in Lagos State, Nigeria. The study agrees with Koech, et al. (2015) that majority of the students make use of a library in the University of Eldoret, Kenya. On the contrary, patronage has been reportedly low in some studies (Odu, 2017; Mohammed, Abdullahi & Abubakar, 2017). Odu (2017) also reported a decline in library patronage while Mohammed, Abdullahi & Abubakar. (2017) captured the diminishing patronage in the academic library even with the provision of digital resources and services. This has become a key issue and concern to library stakeholders. Whitchurch (2011) also supported that library patronage has been decreasing at an alarming rate

all over the world for over a decade now. Similarly, Mohammed, Abdullahi & Abubakar (2017) reported the diminishing nature of patronage despite the provision of digital information resources and services in the university library. Reasons for poor usage of the libraries according to Amusa and Iyoro (2013) have been attributed to poor library environment and absence of formal user-librarian. Examining the attitude of students towards the use of library facilities at Newcastle University, United Kingdom, the finding of Alokuk (2020) which supports this finding revealed that, students' attitude towards the use of library facilities was positive.

Research question two revealed that the type of material mostly consulted by undergraduates patronizing private university libraries in Lagos State was subject specific materials while project and dissertations, materials in the reference section, materials search and newspapers were least consulted. This finding agrees with the report of Nkechinyere, Okorie and Akanwa (2018) among a sample of 379 students of the university libraries in Imo and Abia States, Nigeria. Findings show that all types of information resources listed are used in the university libraries. Also, in agreement with this finding, Ternenge and Kashimana (2019) in Makurdi, Benue State, Nigeria revealed that, e-journals, e-newspapers, Online Public Access Catalogue (OPAC), CD-Rom database, e-magazines, e-books, online database, e-research reports, virtual library online, science direct online and Ebscohost reference databases were the types of electronic information resources available and accessible for research by students in the library.

This finding also gained the support of Tariq and Zia (2014) who conducted a study on the use of electronic information resources (EIR) by the students of faculty of Science, University of Karachi. The finding showed that the students were very interested in using EIR for class assignments and to get updates about their related field. Onyekweodiri and Agbo (2015) in the federal universities in South-East zone of Nigeria among undergraduates revealed that library resources required by these students ranged from newspapers, magazines, current awareness services, journals, and online resources related to veterinary medicine to many more. The availability of internet use by first and third - year medical students in the faculty of medicine and health sciences, University of Putra Malaysia has been established in the study of Sahak, and Saad (2012). The result claimed that all respondents visited the library to study and use the Internet. Majority of the students also regularly visited the library to do their assignments discussions with friends. Online databases, library (OPAC), project papers, full text journals, encyclopedia, thesis and statistical reports were, however, found to be less frequently used. On the contrary, this finding disagrees with Lateef, Omotoso and Fagbola (2016) in Crawford University, Igbesa Ogun State, that students use their libraries sparingly; they use the libraries less for references and other academic purposes but more for relaxation in between lectures and to discuss with mates and friends.

Research question three revealed that preparation of test / examination, research, assignment and consultation of reference books were main reasons for library patronage in private universities in Lagos, State. On the other hand, personal development, computer accessibility and relaxation indicated low measurement scores on reasons for library patronage. In support of this study, the findings of a research carried out by Onanugo (2017) revealed that majority of students used the library for updating knowledge and skills, examination, read library materials and lecture notes. Attesting to the roles played by library in the research learning and teaching activities among students and researchers; this finding also supports Adeniran (2011) who reported that studying and research accounted for 40.6 percent of the respondent daily visits to the library and 4-5 times

a week. Also, Alokuk (2020) shows that the purposes of visiting the library in order of priority were finding space to read personal study notes, using the internet, using library materials within the building, reading newspapers, meeting friends and using printing and photocopy services. In evaluating the use of University library resources by the students of Paul University, Awka, Anambra State Nigeria, Nkamnebe, Udem and Nkamnebe (2014) revealed that students fairly use the library for their studies. Observation shows that they use the library most during examination periods. This was contrary to this finding.

The hypothesis showed that availability of library resources had a significant influence on library patronage of undergraduates in private universities in Lagos State. This finding is in agreement with Omeluzor (2017) who found that availability of infrastructural facilities influences users' patronage decision and behavior. Several studies have also shown that availability of library aesthetics can influence users to frequently patronize the library (Ibrahim & Sakiyo; 2015; Usuka, Nwachukwu & Nwachukwu; 2019). In line with this finding, researches have proven that adequacy of collections, services and facilities were closely linked to the perceptions of library effectiveness. (Majid, Anwar & Eisenschitz, 2001). This finding also supports Sivanthaasan (2013) that library facilities have an impact on undergraduate satisfaction at the rate of 20.1%. This finding supports Alegbeleye Madukoma and Dahunsi, (2020) study among academic staff in South-West, Nigeria, that there is a significant influence of availability of library collection quality on library patronage of the academics of universities in South-West, Nigeria. Similarly, Buhari (2016) investigation among senior administrative staff of polytechnics in South-west, Nigeria, found that library information resources and services utilization had significant joint effect on the creativity of the respondents. This finding also corroborates Tiemo and Ateboh (2016) at the College of Health Sciences (CHS) library Niger Delta University, Nigeria, that users were satisfied with the lending services of library, renewal of library materials and longer hours of internet services in the library.

Conclusion and recommendation

This study examined the influence of resource availability on library patronage among undergraduates in private universities in Lagos State, Nigeria. The findings showed that undergraduates in private universities often patronized university libraries, however not all the resources were regularly consulted. The study concluded that resource availability can influence library patronage of undergraduates. Therefore, the study recommended that library management should take proactive measures to improve library resources underutilized by the students under study. This can be achieved through proper display of dailies and library awareness services.

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