

EXTENT OF USER'S PATRONAGE IN SOME SELECTED UNIVERSITY LIBRARIES IN SOUTH- SOUTH NIGERIA

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Abstract

Purpose- The study aimed to investigate the extent of users' patronage in some selected university libraries in South-South, Nigeria

*Design methodology/approach-*The study adopted a descriptive survey method. Four research questions were formulated to guide the study. The population of the study consists of 113 librarians in all the federal universities libraries in South- South Nigeria. A total of 113 copies of the questionnaire were distributed and 91 copies of the questionnaire were retrieved. The data were analyzed using descriptive statistics: mean scores and percentages. The mean score of 2.5 and above, and percentage score of 50% were considered as acceptable. *Findings-*The study shows that user's patronage in the libraries under study is low; the effects of nonpatronage by library users are failure, demotion, and poor academic performance. The problems associated with users' non patronage of the university libraries are social media, unfriendly librarians, obsolete materials and lack of infrastructure facilities.

Practical implications- The important finding in this study is that academic libraries are the most relevant institution to support the school curriculum, to support the research of the university faculty and students. Therefore, the provision of current materials, infrastructures and state of the art facilities is critical to library users' patronage of the university libraries under review.

Originality value- This seems to be the first study of its kind to explore the extent of user's patronage in some selected university libraries in South-South, Nigeria.

Keynote: University libraries, Library users, Library patronage