Evaluation of library services delivery in Olabisi Onabanjo University, Ago-Iwoye, Nigeria

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Abstract

Purpose
The purpose of this paper is to present an evaluation of library services delivery in Olabisi Onabanjo University, Ago-Iwoye, Nigeria.

Design/methodology/approach
A total of 400 questionnaires were administered to respondents, of which 387 (96.75 percent) were returned and used for this study.

Findings
The results of the study indicated that the users' demands of library service represent a wide range of aspects, including the availability of conventional books and periodicals, a good reference function, and access to internet facilities, which are considered an important library function by many of the respondents.

Originality/value
The paper presents recommendations aimed at improving services delivery.

Keywords
Information services, Library users, Service delivery, Customer satisfaction, User studies, Nigeria

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