

## REFERENCE SERVICE PROVISION BY LIBRARY PERSONNEL AT THE NASSARAWA STATE UNIVERSITY KEFFI LIBRARY

**Catherine Enatta Ikokoh**

Department of Information Resource Management, Babcock University, Ilishan-remo, Ogun State

&

**Dr Ezinwanyi Madukoma**

Department of Information Resource Management, Babcock University, Ilishan-remo, Ogun State

### Abstract

The study examined reference services provision by Nassarawa state University library staff. The study adopted a descriptive survey. The population of the study was fifty two (52) library personnel which comprise of professionals and paraprofessionals of Nassarawa State University Keffi. Out of the fifty two questionnaires distributed forty two were returned which formed the bases for this study. The study revealed that reference services were provided by Nassarawa State University library personnel using the conservative/ minimum, moderate/middling and liberal/ maximum models. However, due to some inconsistencies found within the library, the study recommends that there is a need to educate the staff of the library on the infrastructure and the resources available by the library.

**Keywords:** Reference services, Conservative, Moderate, Liberal, information services, Guidance Professional, Paraprofessional.

### Introduction

Reference service is a way or an avenue for a library user to get expert help with information, without an appointment, and without a service fee. This type of service is usually rare in today's world in which a fee is attached to any service rendered. Reference service is one of the most demanding of the entire library services and is close to the patrons (Quadri & Abiodun, 2017). Librarians help their users in the selection of materials to conduct research in their areas of interest. This, therefore, means rendering reference service to library users who are not knowledgeable in library search and this will in turn enhance their reading habits and make them see libraries as indispensable. Libraries offer reference services to bridge the gap

between users' information demands and the information resources available in the libraries. Reference services continue to exist in libraries since most users are unfamiliar with how to access and use information resources. Reference service refers to any form of assistance given to those seeking information, and this can either be direct or indirect, in-person or remotely, and librarians have always provided reference service in a variety of formats, ranging from the fixed desk, telephone, e-mail, to more recent synchronous virtual reference (Qobose & Mologanyi, 2015).

Traditionally, a reference librarian provides reference service at the reference desk within the library building during face-to-face meetings between the user and the librarian,

over the phone, by fax, and through the mail. To offer users the necessary information, the reference librarian uses print reference sources from a library. Many libraries began to establish a separate reference division, which included reference literature and is maintained by a reference librarian. According to Okorafor, ArioIe and Anyalebechi (2017), the fundamental role of the reference librarian is to ensure that users of the library are given the requisite assistance that will enable them to meet their needs. Hence, reference and information services are one of the cardinal services provided in libraries and information centres to achieve this role. The reference service rendered may range from conservative, moderate and liberal which entails the provision of ready reference services, readers advisory services, research consulting, research questions, and bibliographic verification, among others.

*Conservative:* This also refers to minimum reference service. This reference service provides occasional personal assistance to users who are inexperienced and dazed, which they believe is sufficient. For example, showing a user where to find a particular subject book. Jamogha and Jamogha (2022) in their study state that the studied library like most academic libraries, has a section dedicated to the provision of reference services and the aim is to assist users who may need support to get information that are relevant to solving a particular problem.

*Moderate:* This also refers to a middling reference service. It provides moderate help to library users. The librarian must use any approach to make sure they retrieve the information the library users need. The moderate reference service goes beyond providing mere instruction to actually helping the library reader in using the book or finding the document and facts, etc. A study carried out by Ekueme, Ilo, Ifiejeh, Fagbohun and

Dosa (2020) find out that reference services were provided in the National Open University of Nigeria. These services include current awareness service, face to face interaction, and the provision of electronic databases among others. A study carried out by Singh (2012) revealed that in some libraries in India, all four selected University libraries investigated provides online /digital services including Library Websites, Web-OPAC, Subject Portals, Web-Database, Collaboration with National International Network and Links to e-resources.

*Liberal:* This is also referred to as maximum reference service. It refers to the provision or providing complete and reliable information to the readers. The reference librarians take the user's question and conduct the search, find appropriate material and present it to the user. Okeke, Oghenetga and Nwabu (2013) carried out a study on academic libraries' reference and information services at Federal Polytechnic, Oko, Anambra State University, Nnamdi Azikiwe University and Madonna University, all in Anambra State, Nigeria. The findings of the study revealed that reference and information services provided by these libraries were not adequate; students indicated satisfaction with only photocopy of documents. In another study carried out by Otonekwu, Saliu and Oyedokun (2019) the verdict from the study pinpointed that reference services such as Selective Dissemination of Information (SDI), interlibrary loan, indexing and abstracting, users' education, library publicity are readily available; nevertheless, most library users are not familiar with translation service, internet service, and e-mail service along with library OPAC, which an indication of poor reference service especially in this time of technology age.

In view of the above, it shows that the different levels of reference service are carried out in libraries all over the world. But the level to which these services are provided at the reference section of these libraries under study seems not to be established. Moreover, preliminary observation of this research shows that in the present study locale, there seems to be poor reference service delivery as evident in mundane services rendered in these libraries. Also, the researcher observed most students complaining of services not meeting their specific needs. It posed the question that this challenge could be a result of the non-availability and use of infrastructure.

### **Statement of problem**

Regrettably, the adoption of technological tools in Nigeria continues to lag, particularly in the provision of reference services. To answer users' questions, libraries still prefer face-to-face consultations. Some public academic libraries lack online platforms for interacting with their users, such as a social media page. Furthermore, the technological infrastructure required to connect the libraries is either unavailable or in poor condition due to a lack of funds. This, among other things, has limited the effectiveness of reference services in public academic institutions in meeting their users' academic and research needs. This study seeks to look into how reference services have been delivered by the library personnel at the Nassarawa State University library keffi.

### **Objective**

The broad objective of this study is to investigate the reference service provision by library personnel at Nassarawa State University Keffi. The specific objectives are to:

1. Establish the level of reference service provision (traditional and digital) in libraries Nassarawa State University Keffi

2. Find out the influence of availability on reference service provision of library personnel.

### **Research questions**

1. What is the level of reference service provision (traditional and digital) in libraries at Nassarawa State University Keffi?

2. What is the influence of availability on reference service provision of library personnel at Nassarawa State University Keffi?

### **Literature review**

The literature is been reviewed to find out what people have done with regards to reference service all over the world.

#### **Reference Service Provision in Libraries**

According to Aina (2016), the provision of reference service is an important function of a library. Readers are provided with these services on request. People have different reference queries that need to be solved by the librarian. Hence, it is generally a person to person service. Reference services have been constantly developing from the traditional, to automated, to hybrid, and now to digital. In the second half of the twentieth century, technological innovation played a critical role in reference librarianship (Sinhababu, 2018). The reference librarian can be referred to as one who is part of the overall professionals working to bring the required desire of the library into fulfilment and therefore has a lot to contribute to making the services of the library a success. The public relations officer of any library is a reference librarian (Odede, 2012). The purpose of reference based service is to allow information to flow efficiently from information sources to those who need them.

Libraries have been in existence for a long period of time. It started with the inception of writing since the ancient ages when information was documented in different recorded media such as tortoise shell, stone, and bark of the trees, clay tablets, papyrus and

parchment (Aina, nd). Traditional library housekeeping methods are now carried out with the assistance of newer technologies. Newer technologies have given better solutions to most of the problems encountered in the field of libraries related to the acquisition, organisation of information, reference services, circulation and bibliographical services (Perera & Chandra, 2010).

The motto of present day library service is based on Dr S.R. Ranganathan's philosophy of providing the "right book to the right user at the right time in the right (personal) way". In order to realize this philosophy, reference service plays a vital role. Therefore, reference service is even considered the heart of the library service (Ranasinghe, 2012). According to Sharma (2012) "reference Services" is defined to include the professional advice and assistance provided by the library staff, from material in the library's collections or elsewhere, to assist individuals using the library's reading rooms or making enquiries by mail, telephone or on-line to meet their information needs. Libraries have gone through several stages over the years. To suit people's contemporary information needs, libraries have transitioned from the traditional to the digital era. The goal of a library is to collect information resources, organize them, keep them, preserve them, and transmit them to users at the correct time and in the right amount. According to Weaver, Holland, and Toner (2009), academic library services are expanding to meet the needs of a new generation of learners who expect a "one-stop" approach to service delivery and excellent customer service. Particularly, this is accomplished through structural changes that result in a convergence of service elements, including library, information technology (IT), and associated services (often media, elements of learning support, and, latterly, learning technology). Members of each community

began to acquire reading abilities as the principles of public education and democracy spread around the world. As the number of community people who used the library expanded, the library began to offer services to assist them in using its resources. This is how reference services came into existence. Momanyi and Achimwayi (2017) indicate that Ranganathan presented a paper entitled, "Genesis and present position of reference service and reference material." In this paper, Ranganathan discusses the changing role of the library from the preservation stage to the stage of efficient communication. This shift occurred after the industrial revolution, when there was an imbalance between the population demand and supply of various commodities and services; this imbalance resulted in intense research in research centres. Reference and information services hold a central position in the practice of librarianship (Okorafor, Ariole & Anyalebechi, 2017). According to Quadri and Abiodun (2017), reference service is one of the most demanding and closest to the patrons of all library services. According to Akor and Alhassan (2017) who indicated that subsequently, reference services are accorded great importance in libraries worldwide. It entails assisting library users to find the required library resources. Reference service is referred to as one of the most professional aspects of the librarian's responsibilities.

The ultimate aim of any university library is to transmit knowledge to library users. It is said that information is an indispensable tool for survival. This goal will only be realized if the library's resources are maximized, effectively, and efficiently used. It is also true that the library's objectives can be met only when the library and its resources are used effectively, maximally, and efficiently. Reference services fulfil the functions of dissemination of information (Shuaibu, Mathias & Umar, 2019). According to Amusa, Iyoro and Olabisi

(2013), library personnel, as human resources in university libraries, are the activators of functions and services therein, as they possess skills in collection development, technical processing of information sources as well as education and services. The performance of library personnel is hinged upon such factors as administrative effectiveness the librarians are saddled with the responsibility of managing day to day activities of libraries. Katz (2002) as cited by Younus (2014, p.9) notes that “The invention of printing in the mid-15th century, the wide distribution of books by the 16th century, the growth of literacy among the middle classes in the 17th and 18th century, and the 19th century’s mass education movement increased both the amount and the demand for information. As early as the mid-18th century, people were complaining there simply was too much to read, too much to know”. In view of the forgoing Janes (2003) argues that reference service emerged in libraries in the late nineteenth and early twentieth centuries in order to respond to several forces and trends such as:

a. a rise in the number of people and variety of information resources available in libraries and outside; b. the complexity of information resources; c. the difficulty faced by people in finding the required resource and in locating the particular information within that resource; d. a rise in the number and variety of library users which led to a broader range of information requirements, queries and sophistication for searching information.

Green (1876) as cited by Ranasinghe (2012, p.3) identified four components of reference service which are considered the basic functions of reference service even today:

i. “instruct the reader how to use the library; ii. Answer the reader’s queries; iii. Aid the reader in the selection of good reading material; and iv. Promote the library within the community.”

Onyeisi, Ajisafe and Toyose (2019) observed that although the general nature of reference services in any kind of library is much the same, the spectrum of information services in academic libraries are broad and elaborate. This is due to the fact that, in addition to ready reference queries, students and faculty members have a plethora of inquiries, information needs, and research questions. In relation to the number of courses offered by the parent institutions, queries, inquiries, and research questions come from a variety of disciplines. The development of reference service as an area of specialization was evident from the establishment of the Reference Services Division by the American Library Association (ALA) in 1957. Reference service consists of three major elements: (1) information services that involve either finding the required information on behalf of the users, or assisting users in finding information; (2) instruction in the use of the library, consisting of helping users learn the skills required to use library resources and services; (3) user guidance, in which users are assisted in selecting the most appropriate information sources to meet their information needs (Bunge, 1999).

### **Types of Reference Based Services**

Reference Service is a personalized service by the library reference staff to individual user in making maximum utilization of library resources. It is the bridge between library resources and users (Singh, 2012). Jamogha and Jamogha (2022) opine that reference services are the direct or indirect assistance given to users in their search for information and it is a combination of both the actions and reference information resources for providing this assistance. According to Yatin, Kanan, Kamarudin and Zainuddin (2018) library reference services are typically provided at a reference desk or information desk as a public service counter where professional librarians direct library users to appropriate resources



materials, advice on library collections and services, and expertise on multiple kinds of information from multiple sources. LISBDNETWORKS (2022) argues that, reference service may be categorized into two different types, (i) Ready reference service; (ii) Long-range reference service. There are various types of reference based services, these include the ready reference service, reader's advising service, research counselling, instruction, bibliographic verification, and interlibrary loan. Younus (2014) stated that the proponents of reference service had different views regarding the nature and extent of reference service provided to users. Academic librarians were of the opinion that the users should only be instructed to become independent users of library resources. This differs from other types of library. The views of special librarians differ from public librarians and other libraries (Wusu 2015, Akor & Alhassan, 2017).

Bunge and Bopp (2001) observe that reference service has three basic types: the provision of information; instruction in library use and its resources; and guidance in the selection of materials. These are different in theories but practically performed together. Wusu (2015) attested that although reference services differ from one library to the next, most libraries have an information or reference desk where a librarian can assist you sort and receive. Some libraries provide reference services via the use of information and communication technology (ICT). The library and information professional is facing the challenges of electronic age. Technological advancements paved the way for a new set of reference services. In this series of developments, online reference, also known as a digital reference, is the most recent trend in the library era (Sarker & Jana, 2018). Although the manual use or provision of reference source is still practiced in various libraries.

The types of reference services found in academic libraries are as follows according to Singh (2012), Younus (2015), Malanga (2015), Akor and Alhassan (2017):

A. Information Services: These include:

1. Ready Reference Services
2. Readers Advisory Services
3. Research Counseling/ Research Questions
4. Bibliographic verification

B. Instruction

C. Guidance

D. Reference interview

E. ICT Reference services / Digital Reference Services

1. Asynchronous Transactions.
2. Synchronous Transactions

**Information Services:** Information is power. Every human needs information in their day to day activities. According to Ibrahim and Aliyu (2016), the philosophy of reference and information service justifies the reason for the establishment of reference sections in libraries making effective use of library resources to satisfy users' needs, providing effective service, enhancing availability, accessibility and timeliness of information delivery. The provision of library and information services should be one of the fundamental human rights of every citizen. It is a store, which stocks a wide range of knowledge and information carriers intended to be consulted and used by readers at little or no cost (Aina, 2016). Information service is available in a variety of forms, including providing a telephone number, giving an address or providing materials for a specific topic. Information services include ready reference services, readers' advisory services, research counselling/ research questions and bibliographic verification.

**Ready Reference Services:** This is the basic form of information services. It is the request for factual information such as providing definition of a word or spelling, a place of an

event, a date or an address. The answers could be provided through reference sources such as dictionaries, encyclopedias, directories, yearbooks, biographies and geographical sources among others. This service is concerned with responding to users' fact-finding inquiries. Questions like, what is Nigeria's capital? Where can I learn more about the planet Mars? Who is Babcock University's Vice-Chancellor?

**Readers Advisory Services:** This service assists users with their reading by providing them with reading suggestions. The primary goal of this service is to encourage library users to use the library and to instill a good reading habits. The service assists readers in selecting the appropriate book for educational and recreational purposes. This type of service is typically provided in schools and public libraries.

**Research Counseling/ Research Questions:** Research questions are more complicated and time-consuming than ready reference questions and bibliographic verification. To provide an answer to these questions, a reference librarian should always consult a wide range of information sources. This type of service is typically provided in universities and research institutions libraries.

**Bibliographic verification:** This entails verifying or having to check the bibliographic details of documents, journals, books, etc which users consult. When a reader or user has obtained the necessary information but wishes to verify the sources, he or she may seek bibliographic verification. This could entail fact checking or searching electronic databases for complete citation information.

**Instruction:** In almost all types of libraries, instruction is regarded as an essential component of reference service. It is carried out with both individual library users and user groups. There are three types of instruction: (1) teaching how to use the library; (2) suggesting strategies for finding and

evaluating information; and (3) instructing in the use of specific information sources. Instruction has been regarded as an alternative to information services because it emphasizes the importance of teaching users to find information for themselves rather than having it found for them. In a broader sense, however, instruction is seen as complementary to information services. Users are finding it difficult to understand the extent of information available on a given topic because information sources are growing at such a rapid pace.

**Guidance:** Guidance or reading guidance is concerned with recommending appropriate reading materials to specific users.

**Reference interview:** In strategies to adapt to a user's query, the reference librarian must first clarify the question from the user so that the user receives the correct information. This aspect of reference service is known as the reference interview or question negotiation.

**ICT Reference services / Digital Reference Services:** ICT reference services or digital references service can be categorized into two such as real time services and later services such as synchronous and asynchronous.

**Asynchronous Transactions:** An asynchronous reference transaction occurs when a question is submitted in some form and the answer is provided later. It entails communicating with an information professional without expecting an immediate response to the question posed.

**Synchronous Transactions:** A synchronous reference transaction occurs at a single point in time, for example, chat, video conferencing etc.

## Method

The quantitative research method was used to achieve the study's objectives. Based on the review of the literature, a questionnaire was developed with the assistance of lecturers and experts in Babcock University, this questionnaire was created to collect

quantitative data from the Nassarawa State University Keffi libraries. It was pretested at NSUK and found to be reliable. Fifty two questionnaires were issued and forty two were returned. All the returned copies of the questionnaire were found useful for the study and constituted the data collated for the study. Simple frequency and percentage was used and descriptive such as frequency distribution was used to analyze the research questions.

### Findings

The findings from the data collected are discussed as followings covering sections A and section B. Section A covers the biodata description of the respondents while section B covers the reference service provided by the respondents.

Section A: Biodata: This section looked at the biodata of the respondents which involves sex, age, and qualification among others.

Biodata			
S/N	Sex	Frequency	Percentage
1	Male	20	47.6%
2	Female	14	33.3%
3	No indication	8	19.0%
4	<b>Total</b>	<b>42</b>	<b>100</b>

The table above shows that forty seven point six (47.6%) of the respondents are male while thirty three point three are female. The rest nineteen percent did not indicate their sex. From this indication, it shows that male are more than female in Nassarawa state University (NSUK) library.

### Age of NSUK library personnel

S/N	Age	Frequency	Percentage
1	20-25	7	16.7%
2	26-35	14	33.3%
3	36-45	15	35.7%
4	46 and above:	2	4.8%
5	No indication	4	9.5%
6	<b>Total</b>	<b>42</b>	<b>100</b>

The above table shows that the library has the highest range of workers from thirty six to forty five years, followed by twenty-sixty to thirty-five which is good for the work environment because they are the active age.



### Qualification of NSUK library personnel

S/N	Qualification	Frequency	Percentage
1	Dip	7	16.7%
2	NCE	4	9.5%
3	BSC	3	7.1%
4	BLS	20	47.6%
5	MSC		
6	MLS	1	2.4%
7	PhD	1	2.4%
8	Others		
9	No indication	6	14.3%
10	Total	42	100

The table above shows that the university library has the highest qualified staff with bachelor of library science with forty seven point six percent which shows that the library employ staff with librarianship background and this will result to effective productivity with regards to the provision of library services.

### Respondent of NSUK library

S/N	NSUK library	Frequency	Percentage
1	General:	38	90.5%
2	Engineering		
3	Health science		
4	Business/IT	2	4.8%
5	Art/ Design		
6	law lib :I :1	2	4.8%
7	Others		
8	Total	42	100

The table above shows that the general library has the highest respondent rate of ninety point five (90.5%), followed by two other departmental libraries with four point eight percent (4.8%) each.

### Categories of NSUK Library Personnel

S/N	NSUK Library Personnel	Frequency	Percentage
1	Professional	19	45.2
2	Paraprofessional:	23	54.8
3	Total	42	100

The above table shows that the para-professional library staff in NSUK library are more than the professional staff with fifty four point eight percent (54.8%) paraprofessional's and forty five point two percent (45.2%) professional.

### Who are the main user groups?

S/N	Users of NSUK library	Frequency	Percentage
1	Students	31	73.8
2	Research staff	6	14.3%
3	Academic staff	4	9.5%
4	Administrative staff	1	2.4%
5	Total	42	100

The table above shows that NSUK library's main user group are the students with seventy-three point eight percent (73.8%) indication, followed by research staff with fourteen point three percent (14.3%), academic staff with (9.5%) and administrative staff having the lest with (2.4%) respectively. The research shows that the NSUK library users cut across the groups at the university.

### Does your library have a web site?

S/N	Library have a website	Frequency	Percentage
1	Yes	28	66%
2	No	14	33.3%
3	Total	42	100%

The table above shows that sixty six percent (66%) of the respondent are aware that the library has a website, while thirty three point three percent (33.3%) of the respondents are not aware that the library has a website. This calls for concern and the need for the library to sensitize their workers about what they have and what they do.

**Section B: Reference Services Provision:** This section looked at the reference service provision of NSK library and the means by which this service is provided.

**Section B (a) with the available response format, tick all that apply the level of reference service provision in your library**

S/N	Services Provided in Reference Section	Conservative/ Minimum	Moderate/M iddling	Liberal/ Maximum
1	Information Services	28 (66.7%)	14(33.3%)	
2	Instruction Service	23(54.8%)	17(40.5%)	2(4.8%)
3	Guidance	17(40.5%)	25(59.5%)	
4	Readers Advisory	9(21.4%)	20(47.6%)	13(31.0%)
5	Research Assistance and consultations	14(33.3%)	24(57.1%)	4(9.5%)
6	Orientation Tour	13(31.0%)	24(57.1%)	5(11.9%)
7	Induction Section	16(38.1%)	21(50.0%)	5(11.9%)
8	Information Literacy Service	16(38.1%)	22(52.4%)	4(9.5%)
9	Selective Dissemination of Information (SDI)	11(26.2)	28(66.7%)	3(7.1%)
10	Current Awareness Services (CAS)	13(31.0%)	26(61.9%)	3(7.1%)
11	Bibliographic Verification	9(21.4%)	26(61.9%)	7(16.7%)
12	Database Service	13(31.0%)	27(64.3%)	2(4.8%)
13	Query Answering	12(28.6%)	22(52.4%)	8(19.0%)
14	Web-based guide and handout	15(35.7%)	22(52.4%)	5(11.9%)
15	Course-integrated instruction	7(16.7%)	25(59.5%)	10(23.8%)
16	Any other, please specify			

The table above shows that the NSUK library offers the above reference services ranging from conservative, moderate and liberal. The library offers more conservative and moderate reference services as indicated above.

### Section B (b) Means library provide reference services

Means of Reference Service Provision	Strongly Agree	Agree	Disagree	Strongly Disagree	Undecided
Face-to-face consultation	27(64.3%)	15(35.7%)			
Telephone	5(11.9%)	22(52.4%)	4(9.5%)	4(9.5%)	7(16.7%)
Fax	2(4.8%)	13(31.0%)	13(31.0%)	9(21.4%)	5(11.9%)
Correspondence o	4(9.5%)	18(42.9%)	4(9.5%)	9(21.4%)	7(16.7%)
Digital reference services	7(16.7%)	19(45.2%)	10(23.8%)	2(4.8%)	4(9.5%)
E-mail reference	3(7.1%)	22(52.4%)	6(14.3%)	6(14.3%)	5(11.9%)
Web form	4(9.5%)	10(23.8%)	5(11.9%)	7(16.7%)	16(38.1%)
Instant messaging (IM)		9(21.4%)	9(21.4%)	6(14.3%)	18(42.9%)
Voice over Internet Protocol (VoIP)	5(11.9%)	5(11.9%)	6(14.3%)	10(23.8%)	16(38.1%)
Video-conferencing	4(9.5%)	13(31.0%)	6(14.3%)	10(23.8%)	9(21.4%)
Collaborative digital reference	4(9.5%)	16(38.1%)	6(14.3%)	8(19.0%)	8(19.0%)

The above table of the means by which the library provides reference service shows that the NSUK library provides more of the following: face-to-face consultation with sixty-four point three percent (64.3%) strongly agree, telephone conversation with fifty-two points four percent (52.4%) with agree, fax thirty-one percent (31%) with agree, correspondence forty two percent with agree, digital reference service forty-five point two percent with agree, email reference fifty two point four percent (52.4%) with agree, video conferencing thirty one percent (31%) with agree and collaborative digital reference having thirty eight point one percent (38.1%) with agree respectively. On the other hand, the NSUK library also has thirty eight point one percent (38.1 %) undecided respondents in web form and voice over internet protocol and forty two point nine percent (42.9%) in instant massaging as undecided respectively.

### Discussion

The discussion from the study shows that males are more than females. Nassarawa state university keffi (NSUK) library also has a more active age, which is supposed to improve productivity. The study discovered that the library has more qualified librarians because forty-seven point six percent (47.6%) which is the highest personnel qualification have a bachelor of library science (BLS). The study also shows that ninety point five percent (90.5%) of the respondents provide service to the general library and the highest users of NSUK library group are the students with seventy-three point eight percent (73.8%) and the library has workers in which a significant know about what is happening there.

The study shows that there are a good number of personnel in the general library and among this personnel, we have the highest who are paraprofessional with fifty-four point eight percent, this notwithstanding the NSUK

library also have a good number of professional librarians with forty five point two percent.

Section A of the study which is on the reference service provision shows that the library provides all the services based on the conservative or minimum, moderate or middling and liberal or maximum with the highest providing moderate or middling and conservative or minimum. On the other hand, the means by which they provide service, shows that most of the respondents agree to using all the means of providing reference service in the NSUK library.

### Conclusion

In conclusion, the study shows that the NSUK library provides reference services using the conservative or minimum, moderate or middling and liberal or maximum. The study also agrees with the means of providing the reference services as stipulated in NSUK. However, in as much as the NSUK library provide reference service to the user, there is a need to educate the staff of the library with regards to what is on ground in the library in order not to leave others behind on the services the library provide to the users of the library and what they have on ground because some of the respondents are not aware that there was a library website.

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