

## A STUDY OF USERS' SATISFACTION WITH LIBRARY USE INSTRUCTION AND REPROGRAPHIC SERVICES IN UNIVERSITY LIBRARIES IN SOUTH-SOUTH, NIGERIA

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### **ABSTRACT**

*The purpose of this study was to determine the extent of users' satisfaction with library use instruction and reprographic services in university libraries in south-south, Nigeria. Survey research design was used for the study. The instrument used for data collection was questionnaire method. The population of the study was 21,162 registered library users with a sample size of 1,058 representing 5% of the entire registered library users. The instrument was duly validated and the reliability estimates of its sub-variables using Cronbach Alpha method ranged from .82 & .70. The hypotheses were tested using population t-test at .05 alpha level. The results of the analysis showed that: user's satisfaction with library use instruction and reprographic services in university libraries in south-south, Nigeria is significantly high. The study concluded that library users have a high satisfaction with library use instruction and reprographic services in university libraries in south-south, Nigeria. The study recommended amongst others that, to ensure users literacy in accessing library materials, library use instruction service should continue to be a priority in advocacy for use among users in university libraries.*

**KEYWORDS:** *Users' Satisfaction, Library Use Instruction, Reprographic Service, University Libraries, South-South, Nigeria*