

CLIENT'S INFORMATION RESOURCES SATISFACTION: A CORRELATIONAL ANALYSIS AMONG UNIVERSITY LIBRARIES

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Abstract

The study investigated library information resources and as a correlates of users' satisfaction in libraries of universities in Nigeria. To guide the study the researcher posed three research objectives and formulated three research questions. The researcher employed inferential survey and correlational research designs. The area of the study is the South east geopolitical zone of Nigeria. The sample size of 400 was sampled from a population of 130,000 undergraduate students using multistage cluster cum stratified simple random sampling. University Library Information Resources and User Satisfaction-rating scale (ULIRSUSRS) was used for data collection. All instruments returned and were used for analysis. The research questions were answered using expected mean and Pearson Product Moment Correlation (PPMC). The major findings are: there is a low extent of availability of current information resources in the university libraries; there is a high level of satisfaction of library users in the university libraries; information resources and significantly correlates with users' satisfaction. The researcher therefore recommended among others that university library management should ensure the availability of library information resources and services to the highest extent possible; should ensure internet services are made available and accessible; provision of information services in the university libraries be improved on or sustained so as to encourage potential users to become habitual ones.

Keywords: Library, Information, Resources, Users Satisfaction, University.

Introduction

Library as a system remains one of the critical educational facilities any academic institution cannot over looked in its bid to maximally achieve its primary goals and objectives. The role of libraries in research, teaching and learning processes in the institutions of higher learning cannot be overemphasized. This is the case since the development of any meaningful educational program greatly depends on the library. Thus, the quality of the library in terms of the holdings to a great extent determines the quality and rate of any socio- economic and political development of a nation. A library could be special, national, public, school or even academic in nature considering the class of collections and users of these libraries. For the purpose of this study, the university library is the main focus.



University libraries are part of academic libraries with other institutions of higher learning as the name implies. The major aim of establishing a university library remains, to support the class activities and research activities of the parent institution. The university library remains one of the vital infrastructures in every institution, if not the most vital, in securing maximum returns from a well-designed academic curriculum. Library is assumed to be the heart of any university without which the university will not be able to survive on its programs. The university library is designed to provide all kinds of information resources and services within its means and beyond for teaching, research and learning. In this age of knowledge globalization and information explosion, university libraries play varied and vital roles in the community where they exist, that is beyond traditional library responsibilities. According to Neetha (2020), academic libraries are basically attached to a parent body or an educational institution and usually serves two complementary purposes:

1. To support the syllabus followed by the parent body
2. To support the research activities conducted by students and faculties.

Consequently, the library provides an alternative that can make available the information resources for the intellectual growth of both students and lecturers of the university community (Ofodile & Ifijeh, 2013).

Information have being seen as one of the vital agents in human society and is termed a connection of ideas, understanding and an instrument that propels decision making by individuals, organizations. Information is also an aggregation of data to provide knowledge or intelligence. We are in the age where information plays vital roles in a digital environment made possible because of the technological advancement and changing needs of users. Today, information globally is considered a basic resource, the intelligent use of which may bridge the gap separating developing countries from developed ones. It can be said to be a key resource for the progress and development of a society that is stored in different formats generally referred to as information resources. The value of information lies in its ability to help us make informed decisions, solve problems, and communicate effectively with others. It is a critical resource for individuals, organizations, and society as a whole and plays a vital role in driving progress and innovation in all areas of human endeavour (Ashikuzzaman, 2023).

Information resources are the entire library collections which can come in form of print and non-print (books, periodicals, audio-visual and electronic media) and are media or materials for providing needed information that makes for efficient and effective library satisfaction. They are the medium through which library users receive meaningful messages, enlightenment, ideas and directions which will help them accomplish tasks, solve problems and arrive at decisions.

Noun Module opined that there are two major types of resources; Print resources: Print information resources are information resources in physical and tangible formats. Examples of print information resources are books, journals, pamphlets, newsletters and reference sources. Non-print resources: These are materials that appeal to the senses of hearing and touch such as records and record

players, tapes and tape recorders, language laboratories, radio, and resources that appeal to the senses of sight, hearing and touch such as sound film, filmstrip projector, television, videotape recorder and tapes, VCD, DVD and so on.

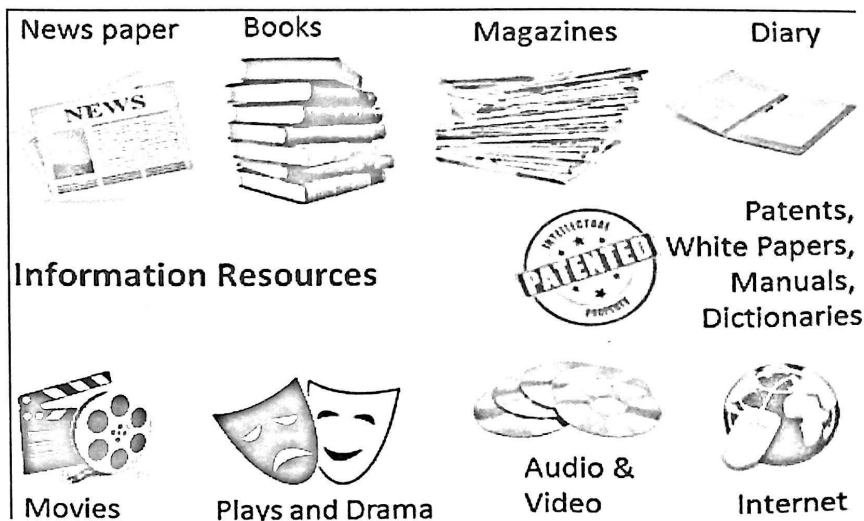


Fig. 1

While Fakomogbon, Bada, Omiola and Awoyemi (2012) on the other hand, categorized information resources into two types: Human resources and Non-human resources. Human resources refer to the professional librarians and library assistants, while Non-human resources refer to print materials such as reference books, dictionaries and non-print materials, such as video tape for instruction. User awareness of information resources in university libraries and ability to search and obtain information from the library adds substance to the teaching and learning process of students as well as to research.

The library as an integral part of the university education system according to Maina, Masese, George and Makwae (2017) provides information resources sufficient quality and diversity to support research and development. The provision of current and adequate library information resources is crucial and indispensable in a university library, the absence of which will pose a negative effect on our educational products.

University libraries based on user requirements provide different types of services and these facilities and services have greater impact on user's satisfaction. User satisfaction refers to how good or bad a user feels after making use of a library. It has to do with meeting the perceived expectations of a user. Thus, the satisfaction derived from encountering both resources and services of the university library greatly influences the continued patronage of the library. Users' satisfaction with the

information resources and services rendered by university libraries relate to effective use of the services and resources provided by the library. Iwhiwhu and Okorodudu (2012), expressed similar opinion when they noted that, the satisfaction of library users is a function of the quality of information product(s) received, the quality of information system and library services provided to access the information product. On a final note, user satisfaction with library resources could be considered as the complete fulfilment of the users' information needs by the library's resources with little or no reservations.

Thus, university library service is one of the most important educational services needed in an institution of higher learning. Such library is tasked with the responsibility of providing the vast information resources and services needed in the face of global information explosion. Around the globe, people consciously or unconsciously seek information for different needs and from varying sources. Information needs could range from educational, research, professional, recreational to pecuniary or for personal development. The media, internet and libraries seem to be the place of information seeking in contemporary societies (Okogwu & Nnam, 2013). User satisfaction in totality assesses the resources and services of any library as a whole. User satisfaction is therefore dependent on the quality of the information provided, the information system, and the services that make the information product available. For this, libraries should see it as their responsibilities to ensure that the use of information sources and resources are maximized to the benefit of the users. University libraries are faced with the challenge of providing library adequate resources worthy of satisfying most information needs of users as a result of unprecedented global information explosion, advent of information and communication technologies (ICTs) coupled with the teeming number of students admitted yearly into our tertiary institutions.

Information Resources

Information resources are virtually sources of information in the library which were conventionally books, journals, newspapers, magazines, encyclopedias etc but with the advent of information communication technology, we now have digital sources of information. The medium, through which information is received according to Akanwa and Udo-Anyanwu (2017), is referred to as 'resource'. The term may mean information carrier, a stock of supply of money, materials, staff and other assets that can be drawn on by a person or organization in order to function effectively...resource is seen as a carrier or medium in which information is stored and offered as it relates to information and the library. Ahmed, (ND) described resources as indispensable assets required for a library or any establishment to achieve its objective and goals and they include both human, information and physical resources needed in libraries. He further described information resources as carriers of information and communication technology gadgets that are needed to be obtainable and manageable for the benefit of users.

Library resources as affirmed by Alaribe (2016) are basically sources of information. Traditionally, they were mostly books, journals, newspapers and other editorials, and encyclopedias. But with the advent of the internet, digital sources of

information have become noticeable. These digital sources of information include, but not limited to, online libraries and journals, online encyclopedias like the wikipedia, blogs, video logs like the YouTube, etc. Even movie clippings especially from history have played a large role in modern research, and hence are classifiable under library resources.

University libraries are expected to acquire and process into retrievable form, and make available the much needed information to users and this function depends on the available store of information resources in the university libraries which include textbooks, monographs, theses, journals, government publications etc. The university library in its bid to fulfil its role in meeting the multi- dimensional demand for information and knowledge of students, teachers, and research scholars according to Vijeyaluxmy (2015), invest huge amount of money every year on the purchase, processing and storage of information resources to serve its user. Thus, making sure that, relevant information resources get to users, which encourage them to visit the library more often in future. He equally asserted that the availability of resources in both print and non-print are critical to and can also influence user satisfaction that is to say that university libraries are expected to provide a wide range of information resources in order to fulfil most of their objectives and functions.

Fayose as cited by Akanwa and Udo-Anyanwu (2017) posited that resources are materials that enable libraries to carry out their functions effectively. They can also be described as those materials, strategies, manipulations, apparatuses, consultations, etc. that are made available to a user community for its social, economic and intellectual growth. But in recent times, non-book materials have been added to library collections due to ever changing nature of information, both in its generation, storage and dissemination.

User Satisfaction

User satisfaction is the aim of any library as this gauges the effectiveness of the services it renders. University libraries presently face challenges due to the introduction of information technology and so must improve on service quality to satisfy the 21st century university undergraduate user. The university library is a service oriented organization and the user is the most critical voice in assessing service quality, it is expected that university libraries provided the necessary services to satisfy the ever changing needs of the user community of which the undergraduate users form the bulk.

Zeithalm and Bitner as cited by Motiang, Wallis and Karodia (2014), outlined satisfaction as the customers evaluation of a product or service in terms of if that product or service has met their needs and expectations. In a nutshell, users' satisfaction could be considered as the satisfaction users derive from the library by using the various types of information resources and services to fulfil their information needs for their various daily activities (Tiemo & Ateboh, 2016). Users are the significant component of any library, the fulfillment of their needs and to meet their satisfactions is the objectives of any library (Aslam & Seher, 2018). While on the hand, Montiang, Wallis and Karodia (2014), posited that for satisfaction to result, there has to be a need from the user and that need has to be attained. If it is fulfilled,

the user becomes satisfied and the library as a provider accomplishes its mission if it succeeds in doing this regularly for most users.

User satisfaction according to Singh and Kuri (2007) has been the mission of libraries and library professionals. In an academic library, there are different types of users with different types of expectations and needs; in addition, new technologies, databases and more advanced systems for accessing information have made the library more complex and challenging for library professional and users alike. The many information resources available and the complexity in being able to evaluate them also create problems for users, consequently, pressure is mounting everyday on university library professionals especially in the South East area of Nigeria on how to harness these resources on one hand and at the same time satisfy user needs. This is because the quality of information resources and services rendered should be of standard to meet the users' expectations. It is through the users that librarians can determine if the library information resources and services rendered to users are satisfactory or not (Tiemo & Ateboh, 2016).

Statement of Problem

The university libraries no doubt serve important purposes to the parent institution. However, despite all the importance of the university libraries discussed in the background, some doubts and abnormalities do exist especially in the satisfaction of users. The researcher through personal experiences and observations has noticed that students are not patronizing the university libraries as expected. Going by the usefulness of the libraries to the students, one expected the students to regularly visit and use the libraries for research and other purposes. Unfortunately, the case is totally different and some studies have even found out that students are not satisfied with the university libraries (Oyewusi & Oyeboade 2009; Tiemo & Ateboh, 2016). The study is targeted at answering the pertinent question; are information resources available in the university libraries to the extent expected? Does significant relationship exist between information resources and library users' satisfaction? This study on investigated library information resource as correlates of users' satisfaction in libraries of universities in Nigeria. will provide answers to the above questions.

Purpose of the Study

The purpose of the study was to determine the relationship between the extent of information resources and users' satisfaction in university libraries in Nigeria.

The study ascertained the:

1. Extent of information resources available in libraries of federal universities in South-east geopolitical zone of Nigeria.
2. Level of satisfaction of users' with federal university libraries in South-east geopolitical zone of Nigeria.
3. Extent of relationship between information resources and level of users' satisfaction in libraries of federal universities in South-east geopolitical zone of Nigeria.

Research Questions

The following research questions guided this study:

- What is the extent of information resources available in libraries of federal universities in the South-east of Nigeria?
- What is the level of satisfaction of library users of federal universities in South-east of Nigeria?
- What is the coefficient of relationship between information resources and level of users' satisfaction in libraries of federal universities in South-east of Nigeria?

Methodology

The researcher employed inferential survey and correlation research designs. The population of study was all the 130,000 undergraduate students in the five federal universities in South-East of Nigeria; Federal University of Technology, Owerri, Alex Ekwueme University, Ndufu-Alike, Michael Okpara University of Agriculture, Umudike, Nnamdi Azikiwe University, Awka, and University of Nigeria Nsukka. The sample size for the study is the 400 undergraduate students (who use the libraries in these universities). The data were analyzed using mean, standard Deviation and Correlational Coefficient.

Presentation of results:

Research Question One: What is the extent of information resources available in libraries of federal universities in South-east of Nigeria?

Table 1: Item-by-Item Means and Standard Deviations on the Extent of Information Resources Available in the Libraries

S/N	ITEMS	$\bar{X}$	Std	Remark
	To what extent are the following information resources available in your library:			
1	Textbooks	3.17	0.80	HE
2	Reference materials (dictionaries materials, encyclopedias) etc	3.12	0.77	HE
3	Serials (Newspapers and Magazines) etc	2.93	0.89	HE
4	Project /Thesis/Dissertation	2.90	0.83	HE
5	Bulletins/News letters	2.80	2.19	HE
6	Fictions	2.64	0.89	HE
7	Government documents	2.54	0.90	HE
8	Pictures	2.39	0.91	LE
9	Graphics	2.44	0.91	LE
10	Charts	2.51	1.67	HE
11	Display boards	2.40	0.99	LE
12	Projectors	2.15	0.99	LE
13	CD discs	2.06	0.91	LE
14	Radio	1.91	0.91	LE
15	Television	2.04	1.19	LE
16	Telephone	2.11	1.07	LE

S/N	ITEMS	$\bar{X}$	Std	Remark
17	Computers	2.74	1.00	HE
18	E-books	2.51	1.00	HE
19	E-dictionaries	2.48	0.99	LE
20	E-encyclopedia	2.36	0.99	LE
21	Electronic Thesis/Dissertation			
22	Online Newspapers	2.38	0.97	LE
23	Online Magazines	2.28	0.97	LE
24	Internet	2.56	1.05	HE
25	Email	2.46	0.97	LE
26	Online Databases	2.40	1.02	LE
27	Website	2.57	1.05	HE
Overall Mean		67.11	16.2	
			8	

Presented in Table 1 are the item-by-item means and standard deviations on the extent of availability of information resources in the university libraries under study. From the table, items 1, 2, 3, 4, 5, 6, 7, 10, 17, 18, 24 and 27 (textbooks, reference materials, serials, projects, theses and dissertations, bulletins/newsletters, fictions, charts, computers, e-books, internet and website) are to a high extent (HE) available in the libraries. This is because the item means are approximately equal to 3 for high extent of availability. The small standard deviations indicated that majority of the respondents indicated high extent of availability of the listed information resources. On the other hand, items 8, 9, 11, 12, 13, 14, 15, 16, 19, 20, 21, 22, 23, 25 and 26 (pictures, graphics, display boards, projectors, CD discs, radio, television, telephone, e-dictionaries, e-encyclopedia, electronics thesis/dissertation, online newspapers, online magazines, email, and online databases) have mean scores approximately equal to 2 indicating low extent of availability of the information resources. The results showed that the observed and expected means are 67.11 and 67.50 respectively. The mean rating score (observed mean) of the extent availability of information resources is lower than the expected mean by 0.39. This shows that there is low extent of availability of information resources in the University libraries.

Research Question Two: What is the level of satisfaction of library users of federal universities in South-east geopolitical zone of Nigeria?

Table 2: Item-by-Item Means and Standard Deviations on the Extent of Library Users' Satisfaction

S/N	ITEMS	$\bar{X}$	Std	Remark
<u>To what extent are the following statements true in your University library:</u>				
1	The library is opened and closed at the stipulated and proper hours.	3.41	0.73	HE
2	One can easily make enquiries in the library	3.25	0.71	HE
3	I feel comfortable reading and doing my assignments in the library.	3.31	0.83	HE

S/N	ITEMS	$\bar{X}$	Std	Remark
4	I get any book I need in the library.	2.65	0.90	HE
5	The library staffs are friendly, respectful and attend to my needs in the library.	2.74	0.87	HE
6	The books in the library are always sound, complete and not mutilated.	2.88	0.86	HE
7	The library shelves are well arranged and labelled for easy accessibility of materials.	3.35	0.77	HE
8	There are enough computers in online section of the library.	2.59	0.98	HE
9	I can easily borrow books from the library.	2.82	0.93	HE
10	There is always a staff or more at the entrance of the library that monitors library users going in or out the library.	3.40	0.79	HE
11	The library is always calm, noiseless and conducive for reading.	3.35	0.73	HE
12	Internet services are always available and accessible which makes it easy for me to browse.	2.45	1.55	LE
13	Library users are not allowed to eat in the library, which makes the library always clean.	3.42	0.79	HE
14	There are enough seats and tables in the library that are comfortable for longer hours of reading.	3.09	0.83	HE
15	The books and other research materials in the library are always up to date.	2.62	0.90	HE
Overall Mean		45.34	6.75	

Table 2. Presented the item-by-item means and standard deviations on the level of library users' satisfaction in university libraries. From the table, all the items except item 12 have mean scores approximately equal to 3 indicating high extent of agreement with the item statements. Item 1 states that the library is opened and closed at the stipulated and proper hours. This shows that the library users are satisfied with the opening and closing hours of their university libraries. Item 12 which states "internet services are always available and accessible which makes it easy for me to browse" has mean score approximately 2, indicating low extent of satisfaction of the library users with internet services. Also, from the table the observed mean is 45.34; the expected mean is 37.50, while the observed standard deviation is 6.75. This observed or means rating score of the level library users' satisfaction is greater than the expected/criterion mean by a whopping 7.84. This shows a high level of satisfaction of the library users.

Research Question three: What is the coefficient of relationship between information resources and level of user 'satisfaction in libraries of federal in universities in South-east geopolitical zone of Nigeria?

Table 3: The Coefficient of Correlation(r), Coefficient of Determinant(r^2), Calculated z-value(z_{cal}), Degree of Freedom (df) and Critical z-value (z_{crit})

n	r	r^2	z_{cal}	df	z_{crit}	Decision
381	0.309	0.095	6.325	379	1.962	H_0 is rejected

Table 3. Presented the sample size, coefficient of correlation, and coefficient of determinant, calculated and critical or tabulated z-values on coefficient of relationship between information resources and level of library users' satisfaction. The sample size is 381; the coefficient of correlation is 0.309, while the coefficient of determinant is 0.095. The coefficient correlation is within the range 0.21 – 0.40, indicating low extent of relationship between information resources and level of users' satisfaction. The coefficient of determinant of 0.095 indicates that 9.50% of the variations in library users' satisfaction are explained by the extent of availability of information resources.

The coefficient of relationship between information resources and level of satisfaction of library users in universities is not significant ($p < 0.05$).

The calculated z-value, the degree of freedom and the critical or tabulated z-value for testing hypothesis four is presented in Table 3. From the table, the calculated z-value is 6.325; the degree of freedom is 379, while the critical or tabulated z-value is 1.962. Since the calculated z-value is greater than the critical or tabulated z-value, the null hypothesis four which states that "the coefficient of relationship between information resources and level of satisfaction of library users in universities is not significant" is rejected. Therefore, there is a significant coefficient of relationship between information resources and level of satisfaction of library users in Universities.

Summary of Findings

Some of the major findings of the study are presented below.

1. The mean rating score on the extent of availability of information resources in the university libraries is not significantly greater than the expected mean. There is a low extent of availability of information resources in the university libraries.
2. The mean rating score on the extent of availability of library information resources in the university libraries is significantly greater than the expected mean. That is to say that the extent to which information services are available in the university libraries is significantly above or beyond expectation. There is a high extent of availability of information services in the university libraries.
3. There is a significant coefficient of relationship between information resources and level of satisfaction of library users in the universities.

Recommendations

The researcher made the following recommendations bearing in mind the findings of the study.

1. The university library management should ensure the availability and utilization of all library information resources to the highest extent possible, since these

correlates with library users' satisfaction. The user is the reason for the establishment of libraries and their maximum satisfaction must be guaranteed for them to keep coming back for more.

2. The university librarians should be encouraged and motivated to continue providing the best information services in the libraries by organizing seminars and conferences to upgrade staff efficiency as well as applying positive staff appraisal, since the findings showed that the extent to which information services are available in the university libraries is significantly above or beyond expectation. Librarians are the panacea to the smooth running of the university libraries especially in the area of reference services. The positive public relations of the librarians to users encourage user consistent patronage and invariably user satisfaction.
3. The university library administration should ensure internet services are made available and accessible to students so that they will be encouraged to make more constant use of the libraries. This is because, they are the most popular sources of information in this information explosion age as undergraduate users prefer information that are easily and quickly accessible for their research and course work.
4. More information resources should be provided in the libraries to convert potential users into habitual users. This could be done by making information resources priority in the university budget allocation to the libraries.

Conclusions

The researcher investigated into information resources and services as correlates of users' satisfaction in libraries of federal universities in South-east geopolitical zone, Nigeria. The fact that library users are not patronizing the university libraries as expected and the reports of dissatisfaction of users prompted the researcher to embark on this study. The specific purpose of the study focused on the extent of information resources and services available in the libraries, level of users' satisfaction, and extent of relationship between information resources and users' satisfaction, extent of relationship between information services and users' satisfaction. To guide the study the researcher posed five research questions and formulated five hypotheses.



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