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Students' Perception of Reference Services as Determinant of Library use in Colleges of Agriculture in Oyo State, Nigeria

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Abstract: Descriptive survey design was used to study the students' perception of reference services as determinant of library use in the Colleges of Agriculture in Oyo State (Federal College of Agriculture, Moor Plantation, Apata, Ibadan [FCAIB] and Oyo State College of Agriculture and Technology, Igboora [OYSCATECH]). The study has four objectives, three research questions and one research hypothesis was tested at 0.05 level of significance. Purposive stratified proportionate random sampling technique and a sampling fraction of fifteen percent (15%) were used to select a sample size of two hundred and eighty-seven (287) students out of the one thousand eight hundred and eighty-five (1885) students in the eight (8) departments that are common to the two Colleges (Population of the study). The response from a well-structured questionnaire administered on the sampled population was analyzed using Statistical Package for Social Science (SPSS). The result of the analyzed data showed positive perception of reference services in OYSCATECH (WX=2.71) and FCAIB (WX= 2.44). The result showed positive correlation between the perception of reference services and use of library in the two colleges of Agriculture in Oyo State –FCAIB (r = 0.311) and OYSCATECH (r = 0.214). The study also identified purposes and frequencies of using the library by the students in the two institutions. The study recommended the use of electronic reference services in order to enhance ease, visibility, relevance and efficiency of reference services in our libraries and more importantly to encourage use of library.
Keywords: Colleges of Agriculture, Library use, Perception, Reference services
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Introduction

In the libraries and information centers, "Reference Service" is an important personalized service. Traditionally, it is a one-to-one service involving user and reference librarian physically interacting in the library. Reference service is characterized by library users coming into the reference section of the library to either consult the reference materials or the reference librarian. The user is helped by the variety of sources available to meet his or her information needs. This usually follows a number of manual processes, relatively time consuming and might even end up being futile after all the time and effort invested in the laborious exercise. The advent of internet brought succor to the hectic nature of meeting information needs and the library and information profession is being seriously challenged and or threatened by this development. Advancement in information technology continues to bring about incredible alteration almost every aspect of information services. Ankrah and Atuase (2018) posited that apart from the growth of electronic information, the transition from print to electronic media has provided new tools and applications for users in information seeking and retrieval.

The Readers' Services Department is a major interface between the library and her users. The input of all the other departments of the library—collection development, processing, bindery, and even administration—provides the raw materials with which Readers' Services renders services to users. Reference section of any library is where personal relation takes place between libraries and readers. Over the following hundreds of years the concepts and practices of reference work have been expanded and have evolved significantly. Reference services may vary from library to library, but most libraries have an information or reference desk where assistance from a librarian is available. Current Awareness Services and Selective or Strategic Dissemination of Information as reference services ensures that the library community is acquainted with library resources that are useful to them. According to Ankrah and Atuase (2018), awareness of information resources in libraries by users is an issue of much concern, though availability may not be a guarantee to complete usage. Therefore, optimum utilization of information resources by users depends on the awareness of the resources. The implication if this is that every living library should have patronage at least through the reference section since a unit in the reference section, all things being equal, takes library services to the potential users.

Gone are the days when reference librarians were said to be polymath by the library users. Library users' behaviour is shifting from a passive learning pattern to an active one in which customers want simple, helpful self-service and personal help only at times of greatest need. Han and Goulding (2003) posited that the phenomenon of decreasing user enquiries does not mean that users do not need reference librarians any more thereby signaling the end of reference services. Onuoha, Omokoye and Bamidele (2013) opined that libraries, most especially university libraries have to ensure that the services provided are effective and satisfying to users as a means of maintaining

patronage especially in an electronic age when information can be acquired from various sources independent of the university library. Libraries of nowadays need to offer proactive services for effective use of all types of library materials. As the library evolves into the digital library, librarians have been considering how to adjust services to the new environment and new information needs.

Observations and research have shown that there is a declining trend in library usage all over the globe and hence an increase of library non-users (Kiilu and Otike, 2016). This development is not surprising as almost everyone wants the simplest, easiest, fastest and most effective ways of meeting needs. The relative ease, convenience and speed offered by the internet is too attractive to be ignored by any reasonable person. The emergence of sophisticated mobile devices is most likely the best development that has happened to the world of information, knowledge and education. These devices make learning and library portable and movable. Hence, library as a resource center is gradually fading out and librarians as custodians of information resources is fizzling out. Search engines can provide almost instant answer to any question, anytime and anywhere. There is hardly any physical library in the world that can boast of this. If the library cannot boast of being the information resource centre, then the doom of librarianship is imminent. Digital library technologies are solving more and more information needs and changing the mode of information service delivery dramatically. The advent of digital librarianship is really

raising hope the hope of the future of the profession and having access to the information outside the library premises may in itself be responsible for the observed low patronage of the library.

In spite of the avalanche of information resources brought about by the advent of Information and Communication Technologies, the fact that publishers around the world are still publishing printed books is a pointer to the fact that there are consumers for the product. Majority of these consumers may have come from the developing countries where technology is just being fully integrated into the system. It is one of the primary duties of librarians to ensure that published documents are used at least in the library. According to Ankrah and Atuase (2018), printed materials in academic libraries have their own merits; they cannot be replaced completely by e-resources. Hence, in order to meet the varied needs of their users, it would be appropriate that academic library operates in hybrid. Most libraries in Nigeria are still running the traditional library style, many are just making effort to digitize and few are struggling to maintain their partially digitized library.

In spite of the focal position of Readers' Services Department, users have found services less than satisfactory. But it is very important that reference librarians do not presume that the advent of the internet is responsible for the low or non-use of the library. Karim (2018) posited that libraries should often conduct surveys of their users to determine their satisfaction with library services, either overall system or with specific

types of interactions (interlibrary loan, reference service etc). This is important because if a library user was frustrated the last time he or she used the library, such user may not want to use the library again. More so, that there is another option that offers the same service with relative ease and efficiency. Non satisfaction of library services might be responsible for the nature of library patronage observed in this part of the world.

Perception is the end product of the interaction between stimulus and internal hypotheses, expectations and knowledge of the observer, while motivation and emotions play an important role in this process. Demuth (2013) opined that one of the most popular constructivist theories perception is Gregory's theory. He claimed that sensory data found on receptors are just some sort of energy samples, but they are of no great importance themselves. Their importance is based on our previous experience. Data have the past and the future; they change themselves and they influence each other. They have some hidden aspects that emerge only if influenced by various conditions. The implication of Gregory's Theory of Perception is that the experience the students had the other time(s) they used the library (reference services) will form their perception of the quality of the services, hence, determine their library use.

The library users perceive the services provided by their institution's library, compare it with their own set standard or other standards and may use that as the determinants of whether or not to continue patronizing the library. It is well known that user service is the primary mission of a library and the

profession is service-oriented. The development of the library is driven by users' needs which are affected by the changing environment (Han and Goulding, 2003). Karim (2018) opined that effective library service will be ensured by knowing users' demand and their satisfaction to library performance and serving them as their demand. It is the duty of the library professional to conduct periodic study of library users to know the users' needs, satisfaction with library available resources and services. This study is an example of periodic study of users' satisfaction. The researcher assessed the reference services in the colleges of agriculture in Oyo State, Nigeria through the perception of the students in the two colleges. The study also found out if the perception determines whether the students would use the library or not.

Statement of problem

The non/low use of the library and the library resources is worrisome and demands that all hands be on the deck to address this ugly trend. Low use of library resources is observed generally these days even in academic libraries. The rate at which people use the library is becoming the shadow of itself. This development must have evolved with time and a number of factors could have led to the present status. Reference services, with the associated complexities, can also make or mar the patronage of the library this is because the library users ordinarily expect individual contact with the reference librarian and/or the staff of the reference section of the library in meeting their information needs. Terhile and Yawe (2014) noted that at regular intervals, it could be read on the users' faces that they are not all that satisfied with the library services

either because of inadequate resources and services or due to the attitude of library personnel toward them. Where there is failure along this path, the library users often resort into meeting information needs through other means other than the library.

Goodall and Pattern (2011) posited that low use, during the academic year, is defined as less than five visits to the Library or borrowing less than five books, or logging in to the University's electronic resources collection less than five times. When use of print and electronic library resources is presented graphically, the charts show consistently large amounts of no/low use across all Schools: there are substantial numbers of students that have never taken out a book, logged on to electronic resources or even crossed the threshold at all. Analysis of the same types of data at course level confirms these findings when one considers what is required to write a single essay and raise concerns. Well-stocked and efficient libraries act as eyes or pathfinders for researchers and provide them the inspiration to venture into new areas of research. An ineffective library, on the other hand, may lead to low quality or duplication of research thus resulting in waste of financial, material and human resources.

Findings have revealed the various challenges confronting library patronage. Some of these challenges are as a result of the digital trend, negligence of duty on the part of the information stakeholders and laziness on the part of the students among others. Not many works have been done reference services in Colleges of Agriculture libraries most especially in Nigeria. The few papers reference

services in the library (Barrett, 2010 and Han & Goulding 2003) do not look at the reference services from the users' point of view. This paper therefore seeks to fill the gap by finding out if the students of the two Colleges of Agriculture in Oyo State, Nigeria see the reference section of the library as being capable of determining their library use.

Objectives of the study

i. examine the perception of the reference services in the library by students of the two Colleges of Agriculture in Oyo State;

ii. examine the frequency of use of the library by students of the two Colleges of Agriculture in Oyo State;

iii. examine the purposes of use of the library by students of the two Colleges of Agriculture in Oyo State;

iv. examine the influence of students' perception of reference services in the library on their use of the library by students of the two Colleges of Agriculture in Oyo State;

Research questions

1. What is the perception of the reference services in the library by students of the two Colleges of Agriculture in Oyo State?

2. What are the purposes of using the library by students of the two Colleges of Agriculture in Oyo State?

3. What is the frequency of use of the library by students of the two Colleges of Agriculture in Oyo State?

Research hypothesis

Ho1: There is no significant relationship between students' perception of reference services

(traditional/electronic reference services, satisfaction, referral and serial) in the library and the students' use of the library at the two Colleges of Agriculture in Oyo State.

Methodology

The research design adopted in this study was the descriptive survey design. Two colleges of Agriculture were randomly selected for the study viz; Oyo State College of Agriculture and Technology, Igboora, Oyo State and Federal College of Agriculture, Moor Plantation, Apata, Ibadan, Oyo State. In getting the sample, the purposive sampling technique was used in selecting the departments that are common to the two selected colleges of Agriculture viz; Animal Health and Production, Agric-Bio Environmental Engineering, Home and Rural Economy, Agriculture Extension and Management, Farm Power Machinery, Crop Production Technology and Post-Harvest Technology. The total population of students in these departments were one thousand, eight hundred and eighty-five. The simple random method was used to select 20% of the target population to constitute the sample size for this study. Therefore, a total of 377 students participated in the study.

The questionnaire designed for the study was used as the major instrument of data collection for the study. Three hundred and seventy (377) copies of questionnaire were administered on the students that participated in the study out of which 287 were returned with useful and usable responses. This made a response rate of 74.2% which is considered adequate for this study. The instrument was subjected to Cronbach Alpha's Reliability Statistics Test using thirty (30) respondents from Federal College of Forestry Jericho, Ibadan and the value obtained was 0.856. Simple descriptive statistics technique was used to analyse the collected data to answer the research question. Pearson Correlation was used to test if there is significant relationship between library use (dependent) and charging system (independent).

Data Analysis and Findings

This is based on the demographic information of respondents, research questions and the hypothesis tested in the study.

Demographic information of respondents

The demographic information of the respondents with respect to institution and department, gender and age are presented in Tables 1, 2, and 3 respectively.

Table 1 Distribution of respondents by Institution and Department

S/N	Department	Federal College of Agriculture, Moor Plantation, Apata, Ibadan		Oyo State College of Agriculture and Technology, Igboora	
		No. of Respondents	Percentage (%)	No. of Respondents	Percentage (%)
1.	Animal Health and Production	7	2.4	60	20.9
2.	Agric. Bio-Environmental Engineering	28	9.8	17	5.9
3.	Home and Rural Economy	16	5.6	37	12.9

4.	Agric. Technology	59	20.6	30	10.5
5.	Agric. Extension and Management	6	2.1	2	0.7
6.	Farm Power Machinery	10	3.5	1	0.4
7.	Crop Production Technology	8	2.8	1	0.4
8.	Post-Harvest Technology	4	1.4	1	0.4
	Total	138	48.2	149	52.1

Table 1 shows that Oyo State College of Agriculture and Technology, Igboora has 149 (51.9%) which is higher than Federal College of Agriculture, Moor Plantation with respondents 138 (48.1%). The department of Agric. Technology and Animal Health and Production in Federal College of Agriculture, Moor Plantation and Oyo State College of Agriculture and Technology with 20.6% and 20.91 response rate respectively.

Table 2 Distribution of Respondents by Age

S/N	Age Bracket (years)	Federal College of Agriculture, Moor Plantation, Apata, Ibadan		Oyo State College of Agriculture and Technology, Igboora	
		Frequency	Percentage	Frequency	Percentage
1.	16-20	77	26.8	92	32.1
2.	21-25	40	13.9	39	13.6
3.	26-30	15	5.2	14	4.9
4.	31-35	6	2.1	4	1.4
	TOTAL	138	48.0	149	52.0

Table 2 reveals that the highest age brackets of the respondents from the two institutions to be 16 to 20 years with 26.8% and 32.1% for Federal College of Agriculture, Moor Plantation, Apata and Oyo State College of Agriculture and Technology, Igboora respectively. This implies that majority of the respondents are relatively young.

Table 3 Distribution of Respondents by Gender

S/N	Gender	Federal College of Agriculture, Moor Plantation, Apata, Ibadan		Oyo State College of Agriculture and Technology, Igboora	
		Frequency	Percentage	Frequency	Percentage
1.	Male	81	28.2	77	26.8
2.	Female	57	19.9	72	25.1
	Total	138	48.1	149	51.9

Table 3 shows that the male respondents were more than the female participants in the two institutions. The 28.2% and 26.8% response rate for Federal College of Agriculture, Moor Plantation and Oyo State College and Technology, Igboora respectively. This means that majority of the

respondents are males, may be due to the nature of the field of study (Agriculture) which is masculine oriented.

Research question 1: *What is the perception of reference services in the library by students of the two Colleges of Agriculture in Oyo State?*

Table 4: Students' perception of reference services

5	Federal College of Agriculture, Moor Plantation, Apata, Ibadan						Oyo State College of Agriculture and Technology, Igboora, Oyo State					
	SA (%)	A (%)	D (%)	SD (%)	X	St. D	SA (%)	A (%)	D (%)	SD (%)	X	St. D
I know about the reference materials in my institution's library	39 (28.3)	58 (42.0)	31 (22.5)	10 (7.2)	2.91	0.892	54 (36.2)	72 (48.3)	17 (11.4)	4 (2.7)	3.15	0.828
I know who the reference librarian in my institution's library is	31 (22.5)	54 (39.1)	40 (29.0)	13 (9.4)	2.75	0.913	42 (28.2)	69 (46.3)	31 (20.8)	5 (3.4)	2.97	0.865
I know the duties of the reference librarian	30 (21.7)	48 (34.8)	56 (40.6)	4 (2.9)	2.75	0.827	48 (32.2)	66 (44.3)	28 (18.8)	4 (2.7)	3.02	0.896
I'm a regular user of the reference section of the library	29 (21.0)	36 (26.1)	60 (43.5)	13 (9.4)	2.59	0.926	41 (27.5)	52 (34.9)	35 (23.5)	19 (12.8)	2.74	1.041
I am satisfied with reference services and the reference materials in my library	31 (22.5)	60 (43.5)	38 (27.5)	7 (5.1)	2.80	0.895	39 (26.2)	76 (51.0)	22 (14.8)	7 (4.7)	2.92	0.948
Without the reference section of the library, I may not use the library	15 (10.9)	48 (34.8)	61 (44.2)	14 (10.1)	2	0.956	31 (20.8)	67 (45.0)	37 (24.8)	11 (7.4)	2.75	0.937
I prefer electronic referencing to the traditional reference services	40 (29.0)	63 (45.7)	25 (18.1)	4 (2.9)	2.80	1.010	41 (27.5)	69 (46.3)	26 (17.4)	11 (7.4)	2.91	0.929
I do get the needed help from reference librarian	36 (26.1)	53 (38.4)	39 (28.3)	7 (5.1)	2.65	0.941	30 (20.1)	71 (47.7)	32 (21.5)	14 (9.4)	2.76	0.927
I seldom interact with reference librarian because I want to be self-reliant in my information gathering skills	32 (23.2)	68 (49.3)	23 (16.7)	9 (6.5)	2.31	1.031	39 (26.2)	58 (38.9)	39 (26.2)	9 (6.0)	2.80	0.986
I do not want to bother the reference librarian for assistance because I see them as busy people	26 (18.8)	57 (41.3)	36 (26.1)	19 (13.8)	2.65	0.941	42 (28.2)	54 (36.2)	35 (23.5)	16 (10.7)	2.79	1.015
The reference librarian(s) is/are approachable and friendly	22 (15.9)	32 (23.2)	54 (39.1)	27 (19.6)	2.31	1.031	34 (22.8)	36 (24.2)	51 (34.2)	25 (16.8)	2.49	1.082
I am happy with the quality of service at the reference desk	28 (20.3)	49 (35.5)	49 (35.5)	12 (8.7)	2.67	0.897	26 (17.4)	52 (34.9)	49 (32.9)	20 (13.4)	2.54	0.976
My expectation of courteous and knowledgeable service is often met.	37 (26.8)	63 (45.7)	30 (21.7)	7 (5.1)	2.93	0.868	35 (23.5)	61 (40.9)	40 (26.8)	9 (6.0)	2.77	0.968
There is need of going to the reference section of the library despite the fact that I can get most needed information from the internet.	21 (15.2)	58 (42.0)	49 (35.5)	10 (7.2)	2.65	0.825	35 (23.5)	44 (29.5)	48 (32.2)	20 (13.4)	2.60	1.032
				WEIGHTED MEAN	**2.63**					WEIGHTED MEAN	**2.80**	

From Table 4, the weighted means (WX=2.63) for Federal College of Agriculture, Moor Plantation, Apata and WX=2,80 for Oyo State College of Agriculture and Technology, Igboora) revealed positive perception of reference services rendered in the two institutions but the students of Oyo State College of Agriculture have the higher positive perception of reference services based on the weighted mean.

Research question 2: *What are the purposes of using the library by students of the two Colleges of Agriculture in Oyo State?*

Table 5: Purpose of library use

Item	Federal College of Agriculture, Moor Plantation, Apata, Ibadan						Oyo State College of Agriculture and Technology, Igboora, Oyo State					
	SA (%)	A (%)	D (%)	SD (%)	X	St. D	SA (%)	A (%)	D (%)	SD (%)	X	St. D
To make photocopies	16 (11.6)	36 (26.1)	58 (42.0)	23 (16.7)	2.25	0.989	28 (18.8)	45 (30.2)	43 (28.9)	27 (18.1)	2.42	1.110
To laminate	13 (9.4)	33 (23.9)	70 (50.7)	17 (12.3)	2.23	0.915	15 (10.1)	36 (24.2)	65 (43.6)	27 (18.1)	2.18	0.980
To print documents	15 (10.9)	40 (29.0)	57 (41.3)	21 (15.2)	2.28	0.974	29 (19.5)	42 (28.2)	41 (27.5)	30 (20.1)	2.38	1.148
To scan documents	17 (12.3)	40 (29.0)	58 (42.0)	18 (13.0)	2.33	0.977	23 (15.4)	49 (32.9)	42 (28.9)	26 (17.4)	2.34	1.120
To consult reference materials	73 (34.8)	48 (52.9)	0 (0)	15 (10.9)	3.20	0.743	53 (35.6)	75 (50.3)	14 (9.4)	1 (0.7)	3.13	0.910
To see reference librarian(s)	27 (19.6)	56 (40.6)	39 (28.3)	11 (8.0)	2.64	1.002	48 (32.2)	62 (41.6)	23 (15.4)	10 (6.7)	2.91	1.052
To borrow library materials	47 (34.1)	78 (56.5)	8 (5.8)	3 (2.2)	3.20	0.763	67 (45.0)	63 (42.3)	7 (4.7)	6 (4.0)	3.20	0.993
To bind documents	19 (13.8)	38 (27.5)	53 (38.4)	23 (16.7)	2.31	1.024	22 (14.8)	46 (30.9)	49 (32.9)	24 (16.1)	2.34	1.082
To access database	19 (13.8)	61 (44.2)	35 (25.4)	12 (8.7)	2.47	1.089	32 (21.5)	57 (38.3)	36 (24.2)	17 (11.4)	2.60	1.089
To read	57 (41.3)	71 (51.4)	4 (2.9)	2 (1.4)	3.27	0.833	74 (49.7)	55 (36.9)	6 (4.0)	7 (4.7)	3.22	1.052
To relax	8 (5.8)	29 (21.0)	59 (42.8)	37 (26.8)	1.99	0.928	15 (10.1)	31 (20.8)	52 (34.9)	45 (30.2)	2.03	1.039
To sleep	3 (2.2)	15 (10.9)	60 (43.5)	55 (39.9)	1.68	0.801	15 (10.1)	21 (14.1)	49 (32.9)	58 (38.9)	1.87	1.042
To access the internet	14 (10.1)	37 (26.8)	43 (31.2)	39 (28.3)	2.12	1.047	31 (20.8)	40 (26.8)	40 (26.8)	31 (20.8)	2.38	1.166
To charge my phone or laptop	10 (7.2)	20 (14.5)	50 (36.2)	56 (40.6)	1.86	0.940	13 (8.7)	19 (12.8)	39 (26.2)	71 (47.7)	1.73	1.037

From Table 5, it can be inferred that the students majorly go to the library to read in the colleges. The purpose of visiting the library with the least value in Federal College of Agriculture, Moor Plantation, Apata, Ibadan was to sleep while that of Oyo State College of Agriculture and Technology was to charge phone or laptop. The two institutions had the same mean values for visiting the library to borrow library materials (X=3.20). The above result shows similarity in the purpose(s) of using the libraries by the students.

Research question 3: *What is the frequency of use of the library by students of the two Colleges of Agriculture in Oyo State?*

Table 6: Frequency of library use

ITEM	Federal College of Agriculture, Moor Plantation, Apata, Ibadan								Oyo State College of Agriculture and Technology, Igboora, Oyo State							
	Daily (%)	2-3 times (%)	Weekly (%)	Monthly (%)	Occasionally (%)	Rarely (%)	X	St. D	Daily (%)	2-3 times (%)	Weekly (%)	Monthly (%)	Occasionally (%)	Rarely (%)	X	St. D
To make photocopies	7 (5.1)	19 (13.8)	11 (8.0)	5 (3.6)	32 (23.2)	58 (42.0)	2.30	1.711	21 (14.1)	28 (18.8)	20 (13.4)	5 (3.4)	25 (16.8)	43 (28.9)	3.05	1.981
To laminate	5 (3.6)	11 (8.0)	2 (1.4)	16 (11.6)	23 (16.7)	78 (56.5)	1.92	1.460	13 (8.7)	18 (12.1)	11 (7.4)	13 (8.7)	30 (20.1)	56 (37.6)	2.46	1.807
To print documents	9 (6.5)	4 (2.9)	6 (4.3)	13 (9.4)	31 (22.5)	68 (49.3)	1.93	1.510	18 (12.1)	12 (8.1)	16 (10.7)	11 (7.4)	25 (16.8)	52 (34.9)	2.48	1.925
To scan documents	7 (5.1)	6 (4.3)	11 (8.0)	9 (6.5)	38 (27.5)	61 (44.2)	2.04	1.485	16 (10.7)	12 (8.1)	15 (10.1)	12 (8.1)	31 (20.8)	50 (33.6)	2.46	1.849
To consult reference materials	12 (8.7)	12 (8.7)	23 (16.7)	14 (10.1)	48 (34.8)	21 (15.2)	2.80	1.646	27 (18.1)	18 (12.1)	26 (17.4)	15 (10.1)	27 (18.1)	25 (16.8)	3.24	1.933
To see reference librarian(s)	12 (8.7)	7 (5.1)	11 (8.0)	16 (11.6)	46 (33.3)	34 (24.6)	2.37	1.658	30 (20.1)	11 (7.4)	23 (15.4)	16 (10.7)	27 (18.1)	28 (18.8)	3.09	2.007
To borrow library materials	23 (16.7)	20 (14.5)	13 (9.4)	17 (12.3)	40 (29.0)	17 (12.3)	3.20	1.850	34 (22.8)	27 (18.1)	25 (16.8)	15 (10.1)	25 (16.8)	12 (8.1)	3.69	1.902
To bind documents	10 (7.2)	14 (10.1)	5 (3.6)	16 (11.6)	26 (18.8)	57 (41.3)	2.24	1.730	15 (10.1)	18 (12.1)	15 (10.1)	11 (7.4)	29 (19.5)	47 (31.5)	2.55	1.893
To access database	3 (2.2)	17 (12.3)	20 (14.5)	7 (5.1)	32 (23.2)	46 (33.3)	2.29	1.650	16 (10.7)	11 (7.4)	24 (16.1)	15 (10.1)	30 (20.1)	34 (22.8)	2.61	1.876
To read	38 (27.5)	28 (20.3)	16 (11.6)	0 (0)	30 (21.7)	21 (15.2)	3.74	2.000	52 (34.9)	24 (16.1)	17 (11.4)	5 (3.4)	20 (13.4)	22 (14.8)	3.90	2.089
To relax	9 (6.5)	8 (5.8)	2 (1.4)	2 (1.4)	18 (13.0)	92 (66.7)	1.72	1.561	18 (12.1)	7 (4.7)	9 (6.0)	6 (4.0)	25 (16.8)	74 (49.7)	2.17	1.842
To sleep	3 (2.2)	14 (10.1)	0 (0)	4 (2.9)	14 (10.1)	99 (71.7)	1.66	1.416	10 (6.7)	11 (7.4)	5 (3.4)	5 (3.4)	29 (19.5)	78 (52.3)	1.93	1.652
To access the internet	13 (9.4)	30 (21.7)	9 (6.5)	3 (2.2)	22 (15.9)	55 (39.9)	2.72	1.959	25 (16.8)	19 (12.8)	14 (9.4)	7 (4.7)	28 (18.8)	41 (27.5)	2.83	2.068
To charge my	14 (10.1)	10 (7.2)	6 (4.3)	32 (23.2)	26 (18.8)	47 (34.1)	2.58	1.670	19 (12.8)	5 (3.4)	9 (6.0)	4 (2.7)	22 (14.8)	78 (52.3)	2.09	1.862

Table 6 shows that 'to read' has the highest mean values of frequency from the two colleges of Agriculture (X=3.74 for Federal College of Agriculture, Apata, Ibadan and X=3.90 in Oyo State College of Agriculture and Technology, Igboora. 'To sleep' has the least frequency in the two colleges of Agriculture.

Table 7: Correlation between students' perception of reference services in the library and the students' use of the library

A. Federal College of Agriculture, Moor Plantation, Apata, Ibadan

Variable	N	Mean	St'd Dev.	Df	R	P	Remark
Perception of reference services	138	38.02	6.23	137	.311	.000	Sig
Use of library	138	33.82	7.78				

B.   *Oyo State College of Agriculture and Technology, Igboora, Oyo State*

Variable	N	Mean	St'd Dev.	Df	R	P	Remark
Perception of reference services	138	38.02	6.23				
				137	.311	.000	Sig
Use of library	138	33.82	7.78				

Result: Table 7 presents the Pearson product moment correlation result of the relationships between students' perception of reference services in the library and the students' use of the library at the two Colleges of Agriculture in Oyo State under consideration. The table reveals positive moderate significant relationship between the variables in Federal College of Agriculture, Moor Plantation at (r=.311, p0.05$_{(.000)}$). This implies that students' perception of reference services is one of the major determinants of students' use of library in the college. In other words, it was discovered from the study that significant relationship exists between students' use of the library in the college. Moreover, it was discovered that positive moderate relationship exists between the variables in Oyo State College of Agriculture, Igboora, at (r=.214, p,0.05$_{(.009)}$). This is an indication that students' perception of reference services is one of the major predictors of the students' use of the library in the college. In other words, it was discovered from the study that significant relationship exists between students' perception of reference services and the students' use of the library in the college. Critical investigation into the finding shows that the coefficient of relationship between the variables is high in Federal College of Agriculture Moor Plantation, Apata, Ibadan when compared with Oyo State College of Agriculture Igboora. The implication is that the better the perception of reference services, the higher the use of library and the poorer the perception of reference services, the lower the use of libraries in the two colleges of agriculture. Therefore, the null hypothesis which stated that: there is no significant relationship between students' perception of reference service in the library and the students' use of the library at the two colleges of agriculture in Oyo State was rejected.

Discussion of findings

Charging systems, reference and reprographic services are core users' services in the library. They contribute immensely to the image making of any library. This, to a large extent implies that they should be pivotal to library patronage or at least contribute to it. This depends on how the library users perceive the services. Brinley and Terry (2012) posited that when library users are frustrated because they could not get what they want, they refuse to come back to the library. The implication of this is that, the library users have expectations for coming to the library and the services provided by the library should endeavor to meet the expectations.

The purposes and frequency of using the library by students in the two colleges of agriculture are similar. The result showed that the respondents majorly patronize the library to read, to borrow library materials and to consult reference materials. Same goes to the library services that enjoyed most patronage. The students go to the library for more than one purpose. This is similar to the finding by Deng (2010) reported that the purposes for using the library as revealed in his study was gathering information on a specific topic, gaining general information, obtaining answers to specific questions, completing assignments, reviewing literature, writing essays and helping decision making.

The findings of the study show a higher positive perception of reference services by the students of Oyo State College of Agriculture and Technology (WX=2.71) while that of Federal College of Agriculture, Moor Plantation, Apata is a lower positive perception (WX=2.44) of the reference services in the library. There is a positive correlation between the perception of reference services and use of library in the two colleges of Agriculture in Oyo State – r = 0.311 for Federal College of Agriculture, Moor Plantation, Apata, Ibadan and r = 0.214 for Oyo State College of Agriculture and Technology. With lower weighted mean value of perception of reference services and positive correlation coefficient with the use of library by students of Federal College of Agriculture, Apata, Ibadan, the students are not that satisfied with the reference services as such but they still go to the library. The students of Oyo State College of

Agriculture and Technology have higher positive perception of reference services and the perception has positive correlation with their use of library. This means that the use of library by the students is determined by their perception of the reference services. This finding is similar to Ziaei and Ranjgar (2018)'s in a study to assess services quality in Tabriz Central Library using LibQual model reported that in the dimension of impact, service quality of service was more satisfactory, so in most cases the distance between the maximum expectation level of users and their current level is less than the gap between the current level and the minimum level of user expectations.

Biradar, Kumar and Mahesh (2009), reported that 57.50% of their respondents were satisfied with the reference services. Barret (2010) lamented overall decline in reference services. A study by Ankrah and Atuase (2018) also revealed that most postgraduate students rather preferred to access information from Google scholar, and other web based databases more frequently than the databases in the library or through posing queries to the reference librarian. This could be an indication that they are not satisfied with the reference services for whatever reason. Bhatti (2013) posited that results of the study of LIS students in Islamia University of Bahawalpur also showed that most of the respondents were satisfied with the circulation & reference services, well organization of material and reading environment of the IUB Main Library and most of the respondents agree with electricity problem. They were undecided about the lack of computers in LAB, less awareness about using

library, lack of guidance by staff, lack of time, careless attitude of staff, accessing information is difficult and lack of interest.

Conclusion

This paper deployed one of the major tools of assessing library services – users' perception of reference services to research around nature of patronage of the library services in the two colleges of Agriculture in Oyo State. The findings showed positive perception of reference services despite the availability of virtual options. The study also identified the purposes and frequencies of library use by students of the two colleges of Agriculture. The study generally finds out that the students generally have one reason or the other to visit the library. This finding is slightly different from the premonition of library neglect or non-use. It is therefore important that the stakeholders take advantage of the positive perception to boost the confidence of library users before things go out of proportion. Libraries should endeavor to strengthen those services that bring users to the library. This study identifies reference service as one major service that determines whether or not the students of the two colleges of Agriculture in Oyo State use the library.

Recommendations

The following recommendations are made base on the findings of this study:

1. Reference librarians should be proactive in the provision of their services. They should improve on the quality of their personality and efficiency.
2. The libraries should promote electronic referencing because the world is largely electronic and the libraries cannot afford to be left behind. The library should make use of the available social media to promote online interaction between the library patrons and the reference librarians as much as possible. This measure will enhance the visibility and relevance of the library.

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